



# Troubleshooting

Feedback Company Reviews for Magento 2

This guide helps you diagnose and fix common issues with [Feedback Company Reviews](#). Start with the Self-Test, then check specific issues below.

## Self-Test

---

Run the built-in diagnostic tool first:

```
bin/magento shopreview:feedbackcompany:selftest
```

This checks:

- Extension enabled status
- Account credentials validity
- API connectivity
- Cron configuration
- Database tables

## Reviews Not Importing

---

### Symptoms

- No reviews in **Marketing** → **Feedback Company** → **Reviews**
- Sync commands return no updates

### Solutions

#### 1. Check Account Connection

- Go to **Marketing** → **Feedback Company** → **Accounts**
- Verify status shows "Connected"
- If not, check credentials with Feedback Company

#### 2. Check Cron

```
bin/magento cron:run --group feedbackcompany
```

Verify cron is running:

```
bin/magento cron:status
```

### 3. Manual Sync

```
bin/magento shopreview:feedbackcompany:sync --all
```

### 4. Check Debug Logs

Enable debug mode in configuration, then check:

```
var/log/feedbackcompany/debug.log
```

### 5. Verify Reviews Exist in Feedback Company

Log in to your Feedback Company dashboard and confirm reviews are there.

## Invitations Not Sending

---

### Symptoms

- Orders complete but no invitations queued
- Invitations stuck in "Pending" status

### Solutions

#### 1. Check Invitation Profile

- Edit your account in **Marketing → Feedback Company → Accounts**
- Verify invitation profile is enabled
- Check order status trigger matches your workflow
- Verify customer groups are included

#### 2. Check Queue Processing

```
bin/magento shopreview:feedbackcompany:invitations
```

#### 3. Verify Delay Settings

If delay is set to 7 days, invitations won't process until 7 days after order.

#### 4. Check Order Prefix

Multi-store setups need unique order IDs. Configure **Order Prefix** in Synchronization settings.

## Widget Not Displaying

---

### Symptoms

- Widget added but doesn't appear on frontend
- Widget shows "No reviews found"

## Solutions

### 1. Clear All Caches

```
bin/magento cache:flush
```

### 2. Check Widget Configuration

- Edit widget in **Content** → **Widgets**
- Verify **Layout Updates** are set correctly
- Check the container selection

### 3. Verify Reviews Exist

- Go to **Marketing** → **Feedback Company** → **Reviews**
- Check reviews are **Approved** (not Pending or Rejected)

### 4. Check Account Selection

- In **Stores** → **Configuration** → **Magmodules** → **Feedback Company** → **Accounts**
- Verify accounts are selected for this store view

**5. Check Review Locale** If locale filter is configured, ensure reviews match the selected locale.

## Review Page Not Working

---

### Symptoms

- 404 error on `/feedbackcompany/`
- Page loads but shows no reviews

### Solutions

#### 1. Enable Frontend

- **Stores** → **Configuration** → **Magmodules** → **Feedback Company** → **Frontend**
- Set **Enable** to Yes

#### 2. Flush Cache

```
bin/magento cache:flush
```

### 3. Reindex

```
bin/magento indexer:reindex
```

### 4. Check URL Rewrites

Verify no conflicting URL rewrites exist.

## API Connection Issues

---

### Symptoms

- "Connection failed" errors
- Timeout errors during sync

### Solutions

#### 1. Check Credentials

- Verify Client Token and External ID in account settings
- Get fresh credentials from Feedback Company if needed

#### 2. Check Server Requirements

```
# Test outbound HTTPS  
curl -v https://api.feedbackcompany.com/
```

#### 3. Check Firewall/Proxy

Ensure your server can reach Feedback Company API:

- api.feedbackcompany.com (port 443)

#### 4. Check PHP Extensions

Required extensions:

- curl
- json
- openssl

## Cron Not Running

---

### Symptoms

- Reviews not updating automatically
- Invitations not processing

## Solutions

### 1. Check Magento Cron

```
crontab -l -u www-data
```

Should show Magento cron entry.

### 2. Check Cron Groups

```
bin/magento cron:run --group feedbackcompany
```

### 3. Check Cron History

```
SELECT * FROM cron_schedule WHERE job_code LIKE '%feedbackcompany%' ORDER BY scheduled_at DESC LIMIT 10;
```

## Debug Mode

---

For detailed troubleshooting, enable debug logging:

1. **Stores** → **Configuration** → **Magmodules** → **Feedback Company** → **Debug & Logging**
2. Set **Debug Mode** to Yes
3. Save and reproduce the issue
4. Check `var/log/feedbackcompany/debug.log`

**Important:** Disable debug mode after troubleshooting to avoid log file growth.

## Error Messages

---

### "Extension is disabled"

- Enable the extension in General settings

### "No accounts configured"

- Add at least one account in Marketing → Feedback Company → Accounts

### "Invalid credentials"

- Verify Client Token and External ID with Feedback Company

## "Rate limit exceeded"

- Too many API calls; wait and retry, or reduce sync frequency

## Need More Help?

---

### Documentation:

- [All Help Articles](#) - Complete documentation overview

### Support:

- [Contact Us](#) - Get help from our team

When contacting support, please include:

- Magento version
- PHP version
- Extension version (shown in config)
- Self-test output
- Debug log excerpts (if available)

For a complete overview of features and configuration options, see the Feedback Company Reviews extension on [magmodules.eu](http://magmodules.eu)

# All articles for Feedback Company Reviews

---

## Installation

---

1	<a href="#">Installation using Composer (recommended)</a>
2	<a href="#">Installation using the Adobe Marketplace</a>
3	<a href="#">Install through FTP and SSH</a>

## Configuration

---

1	<a href="#">Getting Started</a>
2	<a href="#">Configuration Guide</a>
3	<a href="#">Widget Setup</a>

## Troubleshooting

---

<b>1</b>	<b><a href="#">Troubleshooting (current)</a></b>
----------	--

## Grids

---

1	<a href="#">Account Management</a>
2	<a href="#">Invitations Grid</a>
3	<a href="#">Reviews Grid</a>

## Background

---

1	<a href="#">Best Practices</a>
2	<a href="#">CLI Commands</a>

