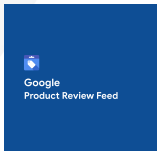
magmodules



Troubleshooting

Google Product Review Feed for Magento 2

Having issues with Google Product Review Feed? This page covers the most common problems and how to fix them. Start with the quick diagnostics section to narrow down what's wrong, then jump to the relevant issue. Most problems relate to empty feeds, missing product data, or Google Merchant Center rejections.

Common issues and solutions for Google Product Review Feed.

Quick Diagnostics

1. Check module is enabled in configuration
2. Verify you have approved reviews in Magento
3. Check feed generation is enabled for your store view
4. Look at the Feeds section in admin for generation status
5. Enable Debug Mode and check logs
6. Review `var/log/google_product_review/error.log`

Common Issues

Issue: Empty Feed / No Reviews in Feed

Symptoms:

- Feed generates but contains no reviews
- XML file is nearly empty
- "0 reviews" shown in Feeds overview

Solution:

1. **Check for approved reviews:**
   - Go to Marketing → User Content → All Reviews
   - Filter by Status: Approved
   - Verify reviews exist for the target store view
2. **Check store view scope:**
   - Reviews must be visible in the store view you're generating for
   - Go to review edit and check "Visible In" field
3. **Verify module settings:**

- Ensure General > Enabled = Yes
- Ensure Feed Generation > Enable = Yes for this store

4. **Check review-product association:**
   - Reviews must be linked to products
   - Orphaned reviews (deleted products) won't appear

Prevention:

- Regularly moderate and approve reviews
- Verify store view visibility when approving

Issue: Feed Generation Fails

Symptoms:

- Error when clicking Generate in admin
- CLI command returns error
- No feed file created

Solution:

1. **Check file permissions:**

```
ls -la pub/media/
# Should be writable by web server
```

2. **Check disk space:**

```
df -h
```

3. **Review error logs:**

```
tail -100 var/log/google_product_review/error.log
```

4. **Try CLI generation for detailed errors:**

```
bin/magento google-product-reviews:feed:create --store-id=1
```

5. **Clear cache and try again:**

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

Issue: Products Missing Identifiers in Feed

Symptoms:

- Feed generates but products have no GTIN/MPN/SKU
- Google Merchant Center reports identifier warnings
- Low review matching rate

Solution:

1. **Verify attribute mapping:**
   - Go to Configuration → Data section
   - Check GTIN attribute is correctly selected
   - Verify the attribute contains data
2. **Check product data:**
   - Edit a product in admin
   - Verify the GTIN attribute has a value
   - Check attribute is set for the correct store view
3. **Test attribute data:**

```
# Check if products have GTIN values
bin/magento dev:query:sql "SELECT sku,
  (SELECT value FROM catalog_product_entity_varchar WHERE entity_id = e.entity_id AND attribute_id = Y(
FROM catalog_product_entity e LIMIT 10"
```

4. **Verify attribute scope:**
   - GTIN attribute should be Global or Website scope
   - Store-scoped attributes may cause issues

Issue: Google Merchant Center Rejects Feed

Symptoms:

- Feed uploads but shows errors
- Reviews not appearing in Google Shopping
- Validation errors in Merchant Center

Solution:

1. **Common rejection reasons:**

   Invalid XML structure:

   - Download feed and validate XML syntax
   - Check for special characters in review content

   Missing required fields:

   - Ensure Publisher is set
   - Verify reviews have content (not just ratings)
   - Check product identifiers are present

   Date format issues:

   - Timestamps should be in ISO 8601 format
   - Module handles this automatically, but check for database issues

2. **Validate before submitting:**

   - Use Google's feed testing tool in Merchant Center
   - Check "Diagnostics" tab for specific errors

3. **Review content quality:**

   - Reviews with only ratings (no text) may be rejected
   - Very short reviews might be flagged

Issue: Cron Not Generating Feeds

Symptoms:

- Feed not updating automatically
- Last generation time not changing
- Manual generation works fine

Solution:

1. **Check cron is running:**

```
bin/magento cron:run --group=default
# Or check cron_schedule table
```

2. **Verify cron configuration:**
   - Feed Generation → Use Cron = Yes
   - Cron Frequency is set

3. **Check cron schedule table:**

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

4. **Look for cron errors:**

```
grep -i "google" var/log/cron.log
```

Issue: Reviews for Wrong Products

Symptoms:

- Reviews appearing for different products than expected
- Configurable/simple product mismatch
- Parent product reviews on child products

Solution:

1. **Check Product Type setting:**
   - Go to Data → Product Types section
   - Review "What product to use for Reviews" setting

2. **Understand the options:**
   - *Use connected* - Uses exact product review was submitted for
   - *Force parent* - Always uses configurable product
   - *Parent and all simples* - Links to all related products

3. **For configurable products:**
    - Decide if reviews should be at parent or child level
    - Adjust setting accordingly
    - Regenerate feed

Issue: Feed URL Not Accessible

Symptoms:

- Feed URL returns 404
- Cannot download feed from external URL
- Works in admin but not publicly

Solution:

1. **Check file exists:**

```
ls -la pub/media/google_product_review/
```

2. **Verify web server configuration:**
    - Ensure `pub/media` is accessible
    - Check `.htaccess` rules aren't blocking XML files
3. **Test direct access:**

```
curl -I https://yourstore.com/media/google_product_review/google-product-reviews.xml
```

4. **Check for CDN issues:**
    - If using CDN, ensure XML files aren't cached incorrectly
    - Verify CDN passes through to origin for this path

Debug Mode

Enable detailed logging:

1. Go to Logging and Debugging section
2. Set Debug Mode to Yes
3. Save configuration

4. Regenerate feed
5. Check logs:
    - `var/log/google_product_review/debug.log`
    - `var/log/google_product_review/error.log`

Remember: Disable Debug Mode in production.

CLI Commands

Generate feed with verbose output:

```
# All stores
bin/magento google-product-reviews:feed:create -v

# Specific store
bin/magento google-product-reviews:feed:create --store-id=1 -v
```

Need More Help?

Documentation:

- All Help Articles - Complete documentation overview

Support:

- Contact Support - Get help from our team

For a complete overview of features and configuration options, see the Google Product Review Feed extension on magmodules.eu

All articles for Google Product Review Feed

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace
3	Install through FTP and SSH

Configuration

1	Quick Start Guide
2	Configuration Guide

Troubleshooting

1	**Troubleshooting (current)**

Background

1	Best Practices
2	Submit Product Reviews to Google Merchant Center