



Troubleshooting

Google Business Reviews for Magento 2

This guide helps diagnose and fix issues with [Google Business Reviews](#). Start with the self-test command, then check the specific issue sections below.

Self-Test

Run the built-in diagnostic command:

```
bin/magento shopreview:googlereviews:selftest
```

This checks module configuration, account connections, and common issues.

Connection Issues

Can't load Google Reviews? Follow these steps to diagnose connection problems.

Verify Google Account Connection

1. Go to **Marketing** → **Google Reviews** → **Accounts**
2. Check the account status shows **Connected**
3. If status shows **Error** or **Not Connected**, click **Grant Access** to re-authorize

Common causes:

- OAuth token expired (re-authorize to fix)
- Wrong Google account used during authorization
- Google account no longer has access to the Business Profile

Confirm Business Account Association

Make sure your Google account has proper access:

1. The Google account must have **management rights** to the Google Business Profile
2. The Google Business Profile must be **verified and active**
3. The business must have **published reviews** (no reviews = nothing to import)

To verify:

1. Sign in to [Google Business Profile](#)
2. Confirm you can see your business listing
3. Check that reviews are visible in the Google Business dashboard

Review OAuth Permissions

The module requires specific permissions to read reviews:

1. During authorization, you must grant **all requested permissions**
2. If you denied any permissions, remove the app from your Google account and re-authorize:
 - Go to [Google Account Security](#)
 - Find "Magmodules Google Reviews" and remove access
 - Return to Magento and click **Grant Access** again

Reviews Not Importing

1. **Check Account Connection** - Verify status in Marketing → Google Reviews → Accounts
2. **Check Location Selection** - Ensure locations are selected for import
3. **Check Cron** - `bin/magento cron:run --group googlereviews`
4. **Manual Sync** - `bin/magento shopreview:googlereviews:sync --all`
5. **Check Debug Logs** - `var/log/googlereviews/debug.log`
6. **Verify Reviews Exist** - Confirm your Google Business Profile has published reviews

Note: Only public reviews are imported. Reviews marked as private or pending won't appear.

Widget Not Displaying

1. **Clear Caches** - `bin/magento cache:flush`
2. **Check Widget Configuration:**
 - Verify Layout Updates are configured
 - Check store view assignment
 - Confirm container placement
3. **Verify Reviews Exist** - Check Marketing → Google Reviews → Reviews grid
4. **Check Location Selection** - Ensure widget has locations assigned (or uses default)
5. **Check Theme Compatibility** - Test on default Luma theme to isolate theme issues

No Reviews in Grid

If Marketing → Google Reviews → Reviews shows no data:

1. **Account not connected** - Set up and authorize at least one account

2. **Locations not selected** - Select locations to import from
3. **Sync not run** - Run manual sync: `bin/magento shopreview:googlereviews:sync --all`
4. **No reviews on Google** - The business has no public Google reviews yet

Debug Mode

Enable detailed logging for troubleshooting:

1. Go to **Stores** → **Configuration** → **Magmodules** → **Google Reviews**
2. Expand **Debug** section
3. Set **Enable Debug Logging** to Yes
4. Save and clear cache

Log location: `var/log/googlereviews/debug.log`

What to look for:

- API response errors
- OAuth token issues
- Connection timeouts
- Data parsing errors

Common Error Messages

"Invalid response from Google API"

- OAuth token may be expired - re-authorize the account
- Google API temporarily unavailable - try again later

"Failed to create Google account"

- Database issue - check Magento logs for details
- Module not properly installed - run `bin/magento setup:upgrade`

"No locations found"

- The connected Google account has no associated Business Profiles
- Business Profile is not verified
- Try a different Google account with Business Profile access

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 Business Reviews extension on magmodules.eu

All articles for Google Business Reviews

Installation

1	Installing the Google Reviews Hyvä Compatibility Plugin
2	Installation using Composer (recommended)
3	Installation using the Adobe Marketplace
4	Install through FTP and SSH

Configuration

1	Configuration Guide
2	Getting Started
3	Widget Configuration

Troubleshooting

1	Troubleshooting (current)
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Grids

1	Location Management
2	Reviews Grid

Background

1	Best Practices
2	CLI Commands

