Troubleshooting

KatanaPIM for Magento 2

Common issues and solutions for the KatanaPIM Connect extension. Start with quick diagnostics, then find your specific issue below.

Quick Diagnostics

1. **Check module enabled:** Katana PIM → Configuration → General → Enabled
2. **Test API connection:** Click "Test Credentials" button
3. **Verify cron running:** Check `cron_schedule` table
4. **Check logs:** Enable Debug Mode and check `var/log/`

Connection Issues

Problem: API connection fails

Symptoms:

- "Test Credentials" button shows error
- Sync operations fail immediately

Solutions:

1. **Verify credentials:**
   - Check URL is correct (including https://)
   - Verify API key is valid and not expired
   - Ensure no extra spaces in fields
2. **Check network:**
   - Verify server can reach KatanaPIM URL
   - Check firewall rules allow outbound connections
   - Test with curl from command line
3. **SSL issues:**
   - Ensure valid SSL certificate on PIM
   - Check PHP has updated CA certificates

Sync Issues

Problem: Products not importing

Symptoms:

- Products grid stays empty after sync
- Sync completes but no products appear

Solutions:

1. **Check product import enabled:**
   - Product Data → General → Enable Product Import = Yes
2. **Verify store filter:**
   - General → Import Settings → Store Filter
   - Ensure correct store is selected or "All"
3. **Check PIM has products:**
   - Log into KatanaPIM and verify products exist
   - Ensure products are published/active in PIM
4. **Review Sync Log:**
   - Check for errors in Katana PIM → Sync Log

Problem: Products not creating in Magento

Symptoms:

- Products appear in KatanaPIM grid
- But no Magento products are created

Solutions:

1. **Manual creation required:**
   - If auto-create is disabled, use mass action "Update/Create Magento Products"
2. **Check automation settings:**
   - Automation → Auto create new products = Yes
3. **Verify attribute mapping:**

- Required attributes must be mapped (Name at minimum)
- Check Attributes grid for mapping status

4. **Check for errors:**
   - Look at "Has Error" in Products grid
   - Review Sync Log for detailed errors

Problem: Attributes not syncing

Symptoms:

- Product created but attributes are empty
- Some attributes missing

Solutions:

1. **Check attribute mapping:**
   - Go to Katana PIM → Attributes
   - Verify attributes are mapped (not "-- Not Mapped --")
   - Ensure attributes are not marked as Skipped
2. **Import attributes first:**
   - Click "Import Attributes" button
   - Wait for import to complete
   - Then map attributes
3. **Verify PIM data:**
   - Check product has values for those attributes in PIM

Problem: Images not importing

Symptoms:

- Products created but no images
- Assets grid shows errors

Solutions:

1. **Check products exist:**

- Assets require linked products to exist first
- Create products before syncing assets

2. **Verify image URLs:**
   - Check Assets grid for valid URLs
   - Ensure images are accessible publicly
3. **Check file permissions:**
   - Magento must have write access to `pub/media`
4. **Review errors:**
   - Check "Has Error" and "Error Message" columns

Problem: Configurable products not creating

Symptoms:

- Simple products create but not configurables
- Parent products missing

Solutions:

1. **Set configurable attributes:**
   - Go to Attributes grid
   - Set "Is Configurable" = Yes for variant attributes (Size, Color)
2. **Verify parent/child relationships:**
   - Check PIM has correct product hierarchy
   - Parent products must have children linked
3. **Sync order:**
   - Attributes must be synced and configured first
   - Then sync products

Performance Issues

Problem: Sync times out

Symptoms:

- Sync never completes
- Browser times out
- Memory errors in logs

Solutions:

1. **Use CLI instead:**

   ```
   bin/magento katana:import:full
   ```

   CLI has no browser timeout limits.

2. **Reduce batch sizes:**

   - General → Import Settings → Batch Size Settings
   - Lower the page size values

3. **Sync in parts:**

   ```
   bin/magento katana:import:full --attributes
   bin/magento katana:import:full --categories
   bin/magento katana:import:full --products
   bin/magento katana:import:full --assets
   ```

4. **Increase PHP limits:**

   - Increase `max_execution_time`
   - Increase `memory_limit`

Problem: Incremental sync not detecting changes

Symptoms:

- Changed products not updating
- "Needs Update" stays No

Solutions:

1. **Use Full Sync:**

- Run full sync to reset hash comparison

2. **Force update:**
   - Use "Update/Create (force)" mass action
3. **Check PIM timestamps:**
   - Ensure PIM is updating modification dates

Cron Issues

Problem: Automated sync not running

Symptoms:

- Sync doesn't run automatically
- Last sync date never updates

Solutions:

1. **Check automation enabled:**
   - Automation → Enable Automation = Yes
   - Cron frequencies configured
2. **Verify Magento cron:**

```
bin/magento cron:run
```

3. **Check cron schedule:**

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

4. **Check server cron:**
   - Ensure system cron runs Magento cron regularly

Debug Mode

Enable detailed logging:

1. Go to **General → Debug & Logging**
2. Set **Debug Mode** to **Yes**
3. Save and run sync
4. Check `var/log/` for detailed logs

Remember: Disable debug mode in production after troubleshooting.

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 KatanaPIM extension on magmodules.eu

All articles for KatanaPIM

Installation

1	Installation using Composer (recommended)
2	Install through FTP and SSH

Configuration

1	Quick Start Guide
2	Configuration
3	Categories Grid
4	Attribute Mapping
5	Configurable Products Setup
6	Automation

Troubleshooting

1	**Troubleshooting (current)**

Grids

1	Products Grid
2	Attributes Grid
3	Assets Grid
4	Sync Log Grid

Background

1	CLI Commands

2	Cron Jobs
3	Product to Website Matching
4	Understanding the Sync Process