



# Troubleshooting

Kiyoh Reviews for Magento 2

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

## Self-Test

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Run the built-in diagnostic tool first:

```
bin/magento shopreview:kiyoh:selftest
```

## Reviews Not Importing

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### Solutions

1. **Check Account Connection** - Verify status shows "Connected" in Marketing → Kiyoh → Accounts
2. **Check Cron** - `bin/magento cron:run --group kiyoh`
3. **Manual Sync** - `bin/magento shopreview:kiyoh:sync --all`
4. **Check Debug Logs** - Enable debug mode, check `var/log/kiyoh/debug.log`

## Invitations Not Sending

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### Solutions

1. **Check Invitation Profile** - Verify profile is enabled in account settings
2. **Check Queue Processing** - `bin/magento shopreview:kiyoh:invitations`
3. **Verify Delay Settings** - If delay is 7 days, wait 7 days after order
4. **Check Order Prefix** - Configure for multi-store setups

## Widget Not Displaying

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### Solutions

1. **Clear All Caches** - `bin/magento cache:flush`
2. **Check Widget Configuration** - Verify Layout Updates in Content → Widgets
3. **Verify Reviews Exist** - Check Marketing → Kiyoh → Reviews for approved reviews
4. **Check Account Selection** - Verify accounts are selected in configuration

## API Connection Issues

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### Solutions

1. **Check Credentials** - Verify API Key and Location ID
2. **Check Server** - `curl -v https://api.kiyoh.com/`
3. **Check Firewall** - Ensure api.kiyoh.com is accessible (port 443)

### Debug Mode

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Enable debug logging:

1. **Stores** → **Configuration** → **Magmodules** → **Kiyoh** → **Debug & Logging**
2. Set **Debug Mode** to Yes
3. Check `var/log/kiyoh/debug.log`

**Important:** Disable after troubleshooting.

### Need More Help?

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#### Documentation:

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

#### Support:

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

When contacting support, include: Magento version, PHP version, Extension version, Self-test output.

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

# All articles for Kiyoh Reviews

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## Installation

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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

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1	<a href="#">Quick Start Guide</a>
2	<a href="#">Configuration Guide</a>
3	<a href="#">Widget Setup</a>

## Troubleshooting

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<b>1</b>	<b><a href="#">Troubleshooting (current)</a></b>
2	<a href="#">Where to Retrieve the Kiyoh API Hash Key</a>

## Grids

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

## Background

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

