magmodules

Troubleshooting

OpenAI Commerce for

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

Quick Diagnostics

1. **Check module is enabled:** Magmodules → OpenAI - Feed Configuration → General → Enable
2. **Check feed generation is enabled:** Generation → Enable (per store view)
3. **Verify cron is running:** Check `cron_schedule` table or run feed generation manually
4. **Check logs:** `var/log/` for debug information

Common Issues

Issue: Feed is empty or has no products

Symptoms:

- Feed generates but contains 0 products
- Feed file is very small

Solutions:

1. **Check visibility filter:**
   - Filter Options → Visibility → Ensure correct visibilities are selected
   - Most products should be "Catalog" or "Catalog, Search"
2. **Check stock filter:**
   - If "Exclude Out of Stock" is enabled, ensure products are in stock
3. **Check category filter:**
   - If category filter is enabled, ensure products are in included categories
4. **Check product type settings:**
   - For configurable products: If set to "Only Linked Simple Products", ensure simples exist and are enabled

Prevention: Start with minimal filters, then add restrictions once feed is working.

Issue: Feed generation fails or times out

Symptoms:

- Feed generation never completes
- PHP timeout errors in logs
- Memory exhausted errors

Solutions:

1. **Run via CLI instead of admin:**

   ```
   bin/magento mm-openai:feed:create --store-id=1
   ```

   CLI has longer timeouts and no browser limitations.

2. **Reduce feed size:**
   - Add filters to exclude unnecessary products
   - Enable category filtering to focus on relevant products

3. **Increase PHP limits (temporary):**
   - Increase `max_execution_time` and `memory_limit` for CLI

Issue: Products missing from feed

Symptoms:

- Specific products don't appear in feed
- Product count is lower than expected

Solutions:

1. **Check product status:**
   - Product must be Enabled
   - Check if "Add disabled products" is set correctly

2. **Check visibility:**
   - Product visibility must match filter settings
   - "Not Visible Individually" products may be excluded

3. **Check stock status:**

- If out-of-stock filter is enabled, check stock status

4. **Check category assignment:**
   - If category filter is active, product must be in included category
5. **Check advanced filters:**
   - Review any custom filter conditions

Debug tip: Enable Debug Mode and check logs for why specific products are excluded.

Issue: Invalid JSON in feed

Symptoms:

- Feed URL returns error
- JSON parsing fails
- Invalid characters in output

Solutions:

1. **Check product descriptions:**
   - Remove or fix products with special characters that aren't UTF-8 encoded
   - Check for control characters in text fields
2. **Verify attribute values:**
   - Ensure mapped attributes contain valid data
   - Check for NULL or empty required values
3. **Regenerate feed:**

```
bin/magento mm-openai:feed:create --store-id=1
```

Issue: Seller data not appearing in feed

Symptoms:

- Feed generates but missing seller information
- Policies not linked

Solutions:

1. **Check seller configuration:**
    - Seller Data → Seller Name must be filled in
    - Policy pages must be selected (not just created)
2. **Verify CMS pages exist:**
    - Check that selected CMS pages are enabled
    - Ensure pages have content
3. **Save configuration:**
    - After making changes, click Save Config
    - Clear cache if necessary

Issue: Images not appearing in feed

Symptoms:

- Products show no images in feed
- Image URLs are empty or invalid

Solutions:

1. **Check image source setting:**
    - Attributes → Source → Try "All Images" or specific image role
2. **For configurable products:**
    - Product Types → Use Parent Image for Simples → "Only if Empty"
    - Ensures parent images are used when simples have no images
3. **Verify image URLs:**
    - Check that your base URL is correctly configured
    - Ensure media URLs are accessible from outside

Issue: Feed URL returns 404

Symptoms:

- Click feed URL but page not found
- Feed file doesn't exist

Solutions:

1. **Check feed was generated:**
   - Look for file in `var/export/openai/` directory
   - Check generation timestamp in admin
2. **Regenerate feed:**
   - Click Generate button or run CLI command
3. **Check file permissions:**
   - Ensure web server can write to `var/export/` directory

Debug Mode

Enable detailed logging:

1. Go to **OpenAI - Feed Configuration → Debug**
2. Set **Debug Mode** to **Yes**
3. Save and regenerate feed
4. Check `var/log/` for detailed logs

Remember: Disable debug mode in production when done troubleshooting.

CLI Commands for Troubleshooting

```
# Generate feed manually (bypasses cron)
bin/magento mm-openai:feed:create --store-id=1

# Generate all feeds
bin/magento mm-openai:feed:create

# Clean up old feed files
bin/magento mm-openai:feed:cleanup
```

CLI output shows progress and any errors during generation.

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 OpenAI Commerce extension on magmodules.eu

All articles for OpenAI Commerce

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace

Configuration

1	Quick Start Guide
2	llms.txt Guide
3	Configuration Guide

Troubleshooting

1	**Troubleshooting (current)**

Background

1	Best Practices
2	CLI Commands