



## 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

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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

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### 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 Simple → "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

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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

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```
# 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?

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**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](https://magmodules.eu)

# All articles for OpenAI Commerce

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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>

## Configuration

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

## Troubleshooting

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1	<a href="#">Troubleshooting (current)</a>
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## Background

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

