



## Processing Log

Product Review Reminder for Magento 2

The Processing Log shows a history of all review reminder emails sent by the [Product Review Reminder](#) extension. Use this grid to track email delivery, troubleshoot issues, and audit your review invitation campaigns.

**Location:** Marketing → Review Reminder → Processing Log

## Grid Columns

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Column	Description
<b>ID</b>	Unique log entry identifier.
<b>Store View</b>	Store from which the email was sent.
<b>Order</b>	Order number with link to order details.
<b>Email customer</b>	Recipient email address.
<b>Email template used</b>	Which template was used (hidden by default).
<b>Email sent</b>	Whether the email was successfully sent (Yes/No).
<b>Created At</b>	Timestamp when the log entry was created.
<b>Type</b>	Type of email: Invitation, Coupon, or other.

## Log Entry Types

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Type	Description
<b>Invitation</b>	Review invitation email (first or second reminder).
<b>Coupon</b>	Coupon reward email sent after review submission.
<b>Error</b>	Failed email attempt with error details.

## How to Use the Log

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### Verify Email Delivery

1. Filter by **Email sent** = Yes
2. Review the list of successfully sent emails
3. Check timestamps match expected send times

## Find Failed Emails

1. Filter by **Email sent** = No
2. Note the order numbers affected
3. Check queue for retry status or re-queue manually

## Track Specific Orders

1. Use the **Order** filter
2. Enter order number
3. See all emails sent for that order

## Audit Email Activity

1. Filter by date range using **Created At**
2. Export data if needed for reporting
3. Monitor volume trends

## Filtering Options

Filter	Use Case
<b>Store View</b>	View emails for specific store
<b>Order</b>	Find emails for specific order
<b>Email customer</b>	Search by recipient address
<b>Email sent</b>	Show only successful or failed
<b>Created At</b>	Filter by date range
<b>Type</b>	Show only invitation, coupon, etc.

## Common Scenarios

### "Customer says they didn't receive email"

1. Search by customer email address
2. Check if entry exists with **Email sent** = Yes
3. If yes, email was sent - check spam folders

4. If no entry or sent = No, check queue status

## "How many emails sent this month?"

1. Filter **Created At** to current month
2. Filter **Email sent** = Yes
3. Count total entries

## "Which template is being used?"

1. Enable **Email template used** column (hidden by default)
2. Check template ID for entries
3. Verify correct template is configured in profile

## Log Retention

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The log maintains historical records of all email activity. Consider:

- Regular cleanup for very high-volume stores
- Database maintenance if log table grows large
- Archiving old records if audit trail needed

## Troubleshooting with Logs

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### Many entries with Email sent = No:

- Check Magento email configuration
- Verify SMTP settings
- Review server mail logs

### Missing log entries:

- Verify cron is running
- Check queue processing status
- Enable debug mode for more details

### Wrong template showing:

- Verify profile template configuration
- Check country-specific template overrides

## 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 Product Review Reminder extension on [magmodules.eu](http://magmodules.eu)

# All articles for Product Review Reminder

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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</a>
3	<a href="#">Invitation Profiles</a>

## Troubleshooting

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1	<a href="#">Troubleshooting</a>
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## Grids

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1	<a href="#">Processing Log (current)</a>
2	<a href="#">Email Queue</a>
3	<a href="#">Unsubscribed Customers</a>

## Background

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1	<a href="#">CLI Commands</a>
2	<a href="#">Coupon Rewards</a>
3	<a href="#">Email Templates</a>

