magmodules

# 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

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

## Log Entry Types

| Type | Description |
|---|---|
| **Invitation** | Review invitation email (first or second reminder). |
| **Coupon** | Coupon reward email sent after review submission. |
| **Error** | Failed email attempt with error details. |

## How to Use the Log

### 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 |
|---|---|
| **Store View** | View emails for specific store |
| **Order** | Find emails for specific order |
| **Email customer** | Search by recipient address |
| **Email sent** | Show only successful or failed |
| **Created At** | Filter by date range |
| **Type** | 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

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

**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?

**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

# All articles for Product Review Reminder

## Installation

| | |
|---|---|
| 1 | Installation using Composer (recommended) |
| 2 | Installation using the Adobe Marketplace |
| 3 | Install through FTP and SSH |

## Configuration

| | |
|---|---|
| 1 | Quick Start Guide |
| 2 | Configuration |
| 3 | Invitation Profiles |

## Troubleshooting

| | |
|---|---|
| 1 | Troubleshooting |

## Grids

| | |
|---|---|
| **1** | **Processing Log (current)** |
| 2 | Email Queue |
| 3 | Unsubscribed Customers |

## Background

| | |
|---|---|
| 1 | CLI Commands |
| 2 | Coupon Rewards |
| 3 | Email Templates |