



Troubleshooting

Product Review Reminder for Magento 2

Common issues and solutions for the [Product Review Reminder](#) extension. Start with quick diagnostics, then find your specific issue below.

Quick Diagnostics

1. **Check module enabled:** Marketing → Review Reminder → Configuration → General → Enabled
2. **Verify profile exists:** Marketing → Review Reminder → Invitation Profiles (at least one enabled)
3. **Verify cron running:** Check `cron_schedule` table for recent jobs
4. **Check logs:** Enable Debug Mode and check `var/log/`
5. **Run selftest:** `bin/magento reviewreminder:selftest`

Queue Issues

Problem: Orders not appearing in queue

Symptoms:

- Email Queue is empty
- New orders don't get queued

Solutions:

1. **Check module is enabled:**
 - Configuration → General → Enabled = Yes
2. **Verify profile configuration:**
 - At least one profile must be enabled
 - Profile's store view must match order's store
 - Customer group must match
 - Order status must be reached
3. **Check maximum offset:**
 - Profile's "Maximum offset" may exclude older orders
 - Increase value or use `--offset` parameter with CLI
4. **Verify cron is running:**

```
bin/magento cron:run
```

5. Run queue command manually:

```
bin/magento reviewreminder:queue --offset=30
```

Problem: Emails stuck as "Pending"

Symptoms:

- Queue shows many Pending items
- Sent At column stays empty

Solutions:

1. Check scheduled date:

- Email won't send until "First Email Scheduled At" passes
- Profile's "Send After" delay may not have elapsed

2. Run process command:

```
bin/magento reviewreminder:process
```

3. Check dispatch cron frequency:

- Configuration → Automation → Review Reminder Email Dispatch
- Set to more frequent interval if needed

Email Issues

Problem: Emails not being sent

Symptoms:

- Queue items show Error status
- Processing Log shows Email sent = No

Solutions:

1. Check Magento email configuration:

- Stores → Configuration → Advanced → System → Mail Sending Settings
- Verify email transport is configured

2. Verify SMTP settings:

- If using external SMTP, check credentials
- Test with Magento's native email test

3. Check sender identity:

- Profile's "Sent From" must be a valid store email identity
- Stores → Configuration → Store Email Addresses

4. Review error logs:

```
tail -f var/log/reviewreminder/debug.log  
tail -f var/log/exception.log
```

Problem: Customer says they didn't receive email

Symptoms:

- Processing Log shows Email sent = Yes
- Customer claims no email received

Solutions:

1. Check spam/junk folder:

- Most common issue
- Add sender to contacts

2. Verify email address:

- Check Processing Log for exact email sent to
- Typos in customer email address

3. Check email deliverability:

- Verify SPF/DKIM/DMARC records

- Test with mail-tester.com

4. Customer may be unsubscribed:

- Check Unsubscribed Customers grid

Review Form Issues

Problem: Review form shows error

Symptoms:

- Customer clicks link but sees error page
- "Link expired" or "Invalid link" message

Solutions:

1. Check link validity:

- Profile's "Valid for Days" may have passed
- Increase validity period or send new invitation

2. Verify hash in URL:

- Hash must match database record
- Check `mm_reviewreminder_queue` table

3. Check frontend routes:

- Clear cache: `bin/magento cache:flush`
- Verify routes are accessible

Problem: Reviews not appearing in Magento

Symptoms:

- Customer submits review
- Review doesn't appear in Marketing → Reviews

Solutions:

1. Check approval setting:

- If "Auto approve new review" = No, review needs manual approval
- Go to Marketing → Reviews → Pending Reviews

2. Check product association:

- Review may be assigned to parent product (configurable)
- Check Configuration → Product Relations settings

Coupon Issues

Problem: Coupons not being generated

Symptoms:

- Customer reviews but no coupon email sent
- Coupon code is empty

Solutions:

1. Verify cart rule settings:

- Rule must have "Use Auto Generation" = Yes
- Rule must be Active
- Date range must be valid

2. Check profile coupon settings:

- "Attach Coupon" = Yes
- Cart Rule selected
- Coupon template selected

3. Check "Send coupon on" setting:

- Configuration → Send coupon on
- May be set to "First review only" and customer already reviewed

Problem: Coupon code invalid

Symptoms:

- Customer receives coupon
- Code doesn't work at checkout

Solutions:

1. Check cart rule conditions:

- Customer group restrictions
- Date range
- Minimum order value
- Product/category restrictions

2. Verify coupon not used:

- Auto-generated coupons are usually single-use
- Check if already redeemed

Cron Issues

Problem: Automated sync not running

Symptoms:

- Queue not being built automatically
- Emails not being sent on schedule

Solutions:

1. Verify Magento cron:

```
bin/magento cron:run
```

2. Check cron schedule table:

```
SELECT * FROM cron_schedule  
WHERE job_code LIKE '%reviewreminder%'  
ORDER BY scheduled_at DESC LIMIT 10;
```

3. Verify system cron:

- Ensure crontab entry exists for Magento
- Check cron logs for errors

4. Check automation settings:

- Configuration → Automation
- Verify frequencies are set

Debug Mode

Enable detailed logging for troubleshooting:

1. Go to **Configuration → Debug & Logging**
2. Set **Debug Mode** to **Yes**
3. Save and reproduce the issue
4. Check `var/log/reviewreminder/` for detailed logs

Remember: Disable debug mode in production after troubleshooting.

Self Test

Run the built-in diagnostic:

```
bin/magento reviewreminder:selftest
```

This checks:

- Module configuration
- Database tables
- Cron setup
- Email configuration

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 (current)
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Grids

1	Processing Log
2	Email Queue
3	Unsubscribed Customers

Background

1	CLI Commands
2	Coupon Rewards
3	Email Templates

