



## Troubleshooting

Shipping Costs Based on Distance for Magento 2

Solutions for common issues with the [Shipping Costs Based on Distance](#) extension.

## Shipping Method Not Showing

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### Check Basic Configuration

- **Module Enabled:** Magmodules → Shipping Costs Based on Distance → General → Enabled = Yes
- **Shipping Method Enabled:** Shipping Method → Name and Position → Enabled = Yes
- **API Key Set:** General → API and Location Details → API Key is filled in
- **Store Address Set:** General → API and Location Details → Store Address is filled in

### Check Limit Rules

- **Country:** Is the customer's country in the allowed countries list?
- **Distance:** Is the customer within the maximum distance limit?
- **Order Amount:** Does the order meet the minimum order amount requirement?

### Check Product Conditions

If conditions are enabled:

- Are all cart products eligible for distance-based shipping?
- If using "Show only for eligible products," ensure products meet criteria
- Check the product attribute used for eligibility

### Test the API Connection

1. Click **Test Credentials** in configuration
2. Run CLI selftest: `bin/magento distancebasedshipping:selftest`
3. Check if API key is valid and has proper permissions

## Wrong Shipping Price Calculated

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### Verify Pricing Table

- Check that distance ranges don't have gaps
- Ensure the customer's distance falls within a defined range
- Review fixed price and per-km rate settings

## Check Rounding Settings

- **Round Distance:** Affects the distance used in calculations
- **Round Total Price:** Affects the final displayed price

## Review Price Caps

- **Minimal Price:** Is the calculated price being raised to minimum?
- **Maximum Price:** Is the calculated price being capped?

## Check Free Shipping

- Is free shipping enabled?
- Does the order meet the free shipping threshold?

## Debug the Calculation

1. Enable **Debug Mode** in configuration
2. Place a test order
3. Check logs in `var/log/` for calculation details

## API Errors

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### "API key not valid"

- Verify the key is copied correctly without extra spaces
- Check the key exists in Google Cloud Console
- Ensure the key hasn't been deleted or regenerated

### "Distance Matrix API has not been used"

- Enable Distance Matrix API in your Google Cloud project
- Wait a few minutes after enabling
- Verify you're using the correct project

### "REQUEST\_DENIED"

- Check API key restrictions in Google Cloud Console
- Verify billing is set up on the project
- Ensure server IP is whitelisted (if IP restriction is enabled)

## "OVER\_QUERY\_LIMIT"

- You've exceeded your API quota
- Wait for quota to reset (daily/monthly)
- Consider upgrading your Google Cloud plan

## "ZERO\_RESULTS"

- Google can't find a route between addresses
- Verify store address is valid and findable
- Customer address may be incomplete or invalid

## "INVALID\_REQUEST"

- Store or customer address is malformed
- Check address format in configuration
- Ensure address includes all required components

## Address Not Found Issues

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### Store Address Problems

- Test your store address in Google Maps directly
- Use full address format: street, city, postal code, country
- Avoid PO Box addresses
- Don't use special characters

### Customer Address Problems

Configure fallback behavior:

1. Go to **Shipping Method → Address Not Found**
2. Choose **Hide shipping method** or **Show with message**
3. Set a helpful error message for customers

## Shipping Estimation on Product Page

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### Not Showing

- Check **Add Shipping Estimation to Product Page** is enabled
- Clear cache after enabling
- Verify the product page template supports the estimation block

## Showing Wrong Price

- Product page estimation uses entered postcode only
- Full address at checkout may result in different distance
- This is expected behavior

## Performance Issues

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### Slow Checkout

- Distance calculation adds API latency
- Enable caching if available
- Consider using a closer Google Cloud region

### High API Costs

- Monitor usage in Google Cloud Console
- Set up billing alerts
- Review if unnecessary API calls are being made

## Cache Issues

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After configuration changes:

```
bin/magento cache:flush
```

For persistent issues:

```
bin/magento cache:clean  
bin/magento setup:upgrade  
bin/magento setup:di:compile  
bin/magento cache:flush
```

## Debug Mode

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Enable detailed logging:

1. Go to **Magmodules → Shipping Costs Based on Distance → Debug & Logging**
2. Set **Debug Mode** to **Yes**
3. Click **Save Config**

Logs are written to `var/log/`. Look for:

- API request/response details
- Distance calculation steps
- Price calculation breakdown
- Any errors or warnings

**Note:** Disable debug mode in production to reduce log size.

## Selftest

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Run the built-in diagnostic:

```
bin/magento distancebasedshipping:selftest
```

The selftest checks:

- Module configuration
- API connectivity
- Required settings
- Common misconfigurations

## Common Scenarios

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### Shipping Shows for Some Customers, Not Others

- Check distance limits - some customers may be too far
- Verify country restrictions
- Check if customer's address is findable by Google

### Price Different Than Expected

- Review the pricing table and calculation method
- Check which distance range applies

- Verify rounding settings
- Look for min/max price caps

## Method Disappeared After Working

- API key may have expired or been deleted
- Billing may have been disabled on Google Cloud
- Configuration may have been changed
- Run selftest to diagnose

## Need More Help?

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### Documentation:

- [All Help Articles](#) - Complete documentation overview

### Support:

- [Contact Support](#) - Get help from our team

When contacting support, include:

- Magento and extension version
- Selftest results
- Debug log excerpts (if applicable)
- Screenshots of configuration
- Steps to reproduce the issue

For a complete overview of features and configuration options, see the Shipping Costs Based on Distance extension on [magmodules.eu](http://magmodules.eu)

# All articles for Shipping Costs Based on Distance

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## Installation

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1	<a href="#">Installation using Composer (recommended)</a>
2	<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>

## Troubleshooting

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

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1	<a href="#">Google Maps API Setup</a>
2	<a href="#">Pricing Setup for Shipping Costs</a>

