



Troubleshooting

Shopreviews for Magento 2

Solutions for common issues with the [Shopreview](#) extension.

Quick Diagnostics

Run the selftest command for automated diagnostics:

```
bin/magento shopreview:selftest
```

This checks:

- Extension enabled status
- Database table integrity
- Configuration validity
- Dependencies

Common Issues

Review Form Not Accessible

Symptoms:

- 404 error when accessing review page
- Form URL returns blank page

Solutions:

1. Verify the form exists in **Marketing** → **Shopreview** → **Review Forms**
2. Check the URL key matches: `yourstore.com/[url-key]`
3. Ensure form is assigned to the correct store view
4. Clear cache: `bin/magento cache:flush`
5. Check if URL rewrites need regeneration

Reviews Not Displaying on Frontend

Symptoms:

- Review submitted but not visible
- Empty review list on frontend

Solutions:

1. Check review status in **Marketing** → **Shopreview** → **Reviews**
2. Ensure review is approved (status: Allowed)
3. Verify the widget or review listing is properly configured
4. Clear full page cache

Review Form Submission Fails

Symptoms:

- Error message on form submit
- Form reloads without success message

Solutions:

1. Check browser console for JavaScript errors
2. Verify all required fields are filled
3. If reCAPTCHA is enabled:
 - Ensure reCAPTCHA keys are correctly configured
 - Test that reCAPTCHA loads properly
4. Check `var/log/exception.log` for server errors

reCAPTCHA Not Working

Symptoms:

- reCAPTCHA widget not showing
- Form submits without reCAPTCHA validation
- "Invalid reCAPTCHA" errors

Solutions:

1. Verify reCAPTCHA is configured in **Stores** → **Configuration** → **Security** → **Google reCAPTCHA Storefront**
2. Ensure you're using reCAPTCHA v2 "I am not a robot" type
3. Check that site and secret keys are correct
4. Verify domain is registered in Google reCAPTCHA admin
5. Clear cache after configuration changes

Email Notifications Not Sending

Symptoms:

- No emails received for new reviews

- Notifications enabled but not working

Solutions:

1. Verify **Notification on New Reviews** is set to **Yes**
2. Check **Send Notification to** has a valid contact
3. Verify the contact email is configured in **Stores** → **Configuration** → **Store Email Addresses**
4. Test general Magento email functionality
5. Check mail queue: **System** → **Queued Messages**
6. Review mail logs for delivery issues

Widget Not Showing

Symptoms:

- Widget configured but not visible
- Empty widget area

Solutions:

1. Verify widget is assigned to correct pages in **Layout Updates**
2. Check widget settings:
 - Review Form is selected
 - Display options are enabled
3. Ensure there are approved reviews to display
4. Clear cache: `bin/magento cache:flush`
5. Check theme compatibility

Guest Reviews Not Working

Symptoms:

- Guests see login prompt instead of form
- Form not accessible to non-logged-in users

Solutions:

1. Verify **Allow Guests to Write Reviews** is set to **Yes**
2. Ensure the setting is saved for correct store view
3. Clear cache after changing setting

Reviews Auto-Approve Not Working

Symptoms:

- Reviews still in pending status despite auto-approve enabled
- Manual approval required

Solutions:

1. Verify **Auto Approve Reviews** is set to **Yes**
2. Check setting is saved for correct store view
3. New setting only applies to new reviews, not existing ones
4. Clear cache after configuration change

Success Message Not Showing

Symptoms:

- Review submits but no confirmation message
- Page just refreshes

Solutions:

1. Check browser console for JavaScript errors
2. Verify theme's message display functionality
3. Check if custom success message is configured
4. Try with default Magento theme to isolate issue

Coupon Not Sending

Symptoms:

- Coupon reward configured but not sent
- Customer doesn't receive coupon email

Solutions:

1. Verify coupon settings in review form configuration
2. Check the cart price rule exists and is active
3. Ensure email template is configured
4. Verify customer provided valid email address
5. Check mail queue for delivery status

Performance Issues

Slow Review Page Loading

Solutions:

1. Reduce **Reviews Per Page** setting
2. Enable Magento full page cache
3. Check for conflicting JavaScript from other extensions
4. Optimize images in review content

Database Growth

Review-related tables that grow over time:

- `shopreview_review` - Main reviews table
- `shopreview_review_options` - Review field values

Consider periodic cleanup of old/spam reviews if database grows significantly.

Debug Mode

Enable detailed logging for troubleshooting:

1. Go to **Stores** → **Configuration** → **Magmodules** → **Shopreview**
2. In **Debug** section, enable **Debug Logging**
3. Check logs in `var/log/` directory
4. **Disable debug logging in production** after troubleshooting

Cache Checklist

After any configuration change:

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

Specific cache types to clear:

- **config** - After configuration changes
- **full_page** - After layout/widget changes
- **layout** - After template changes

Log Files to Check

Log File	Contains
<code>var/log/exception.log</code>	PHP exceptions and errors
<code>var/log/system.log</code>	General Magento system logs
<code>var/log/debug.log</code>	Debug information (when enabled)

Still Having Issues?

If the above solutions don't resolve your issue:

1. Run selftest: `bin/magento shopreview:selftest`
2. Check all log files for errors
3. Test with default Magento theme
4. Disable other extensions to identify conflicts

Documentation:

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

Support:

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

When contacting support, include:

- Selftest output
- Relevant log entries
- Magento and PHP version
- Steps to reproduce the issue

For a complete overview of features and configuration options, see the Shopreviews extension on magmodules.eu

All articles for Shopreviews

Installation

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

Configuration

1	Configuration
2	Quick Start Guide
3	Review Forms
4	Widgets

Troubleshooting

1	Troubleshooting (current)
---	---

Grids

1	Managing Reviews
---	----------------------------------

Background

1	CLI Commands
---	------------------------------

