

# Troubleshooting

WebwinkelKeur Reviews for Magento 2

## Reviews Not Importing

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### Check API Connection

1. Verify Shop ID and API Key are correct
2. Run selftest: `bin/magento shopreview:webwinkelkeur:selftest`
3. Check if WebwinkelKeur API is accessible

### Check Cron

```
bin/magento cron:run --group=shopreview
```

Verify cron is configured and running.

## Widget Not Displaying

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### Common Causes

1. **Cache** - Clear cache: `bin/magento cache:flush`
2. **Module disabled** - Check Configuration → Enable is set to Yes
3. **Layout issues** - Verify widget is assigned to correct pages

### Widget Configuration

1. Go to **Content** → **Widgets**
2. Check widget is enabled
3. Verify **Layout Updates** are set correctly

## Invitations Not Sending

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### Checklist

1. **Invitations enabled** - Check Configuration
2. **Cron running** - Invitations are sent via cron
3. **Order status** - Order must match configured status

4. **Delay period** - Orders must be older than configured delay

## Manual Test

```
bin/magento shopreview:webwinkelkeur:invitations --send
```

## API Errors

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### Authentication Failed

- Verify Shop ID matches your WebwinkelKeur account
- Check API Key is correct and active
- Ensure no extra spaces in credentials

### Rate Limiting

- Reduce import frequency
- Contact WebwinkelKeur if limits are too restrictive

## Performance Issues

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### Slow Page Load

1. Enable caching
2. Reduce number of reviews in widgets
3. Use Full Page Cache

### High Server Load

- Adjust import frequency
- Optimize cron schedule

## Debug Mode

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Enable detailed logging:

1. Go to **Stores** → **Configuration** → **Magmodules** → **WebwinkelKeur**
2. Set **Debug Mode** to **Yes**

3. Check `var/log/webwinkelkeur.log`

## Need More Help?

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### Documentation:

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

### Support:

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

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

# All articles for WebwinkelKeur Reviews

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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 Guide</a>                             |
| 3 | <a href="#">Widget Configuration</a>                            |
| 4 | <a href="#">Obtain the WebwinkelKeur WebshopID and API Code</a> |

## Troubleshooting

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|   |   |
|---|---|
| 1 | <a href="#">Troubleshooting (current)</a> |
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## Grids

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|   |                                  |
|---|----------------------------------|
| 1 | <a href="#">Account Setup</a>    |
| 2 | <a href="#">Invitations Grid</a> |
| 3 | <a href="#">Reviews Grid</a>     |

## Background

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|---|--------------------------------|
| 1 | <a href="#">Best Practices</a> |
| 2 | <a href="#">CLI Commands</a>   |

