Troubleshooting

WebwinkelKeur Reviews for Magento 2

Common issues and solutions for WebwinkelKeur Reviews.

Reviews Not Importing

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

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

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

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

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

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?

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

All articles for WebwinkelKeur Reviews

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 Guide
3	Widget Configuration
4	Obtain the WebwinkelKeur WebshopID and API Code

Troubleshooting

1	**Troubleshooting (current)**

Grids

1	Account Setup
2	Invitations Grid
3	Reviews Grid

Background

1	Best Practices
2	CLI Commands