

Magento Extension: Troubleshooting

Magento has announced that they'd stop supporting the Magento 1.x platform, and has finally sunset the version 1 on June 2020. More info [here](#).



Following this announcement, we have stopped supporting our integration with Magento 1 as well.

Here are some of the issues that users of the MailUp Extension for Magento have found.

- [404 error after installing extension](#)
- [Store not connecting to MailUp \(e.g. list names not shown\)](#)
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404 error after installing extension

If you successfully install the MailUp Extension for Magento (see detailed instructions) and receive a 404 error when visiting any of the extension pages, the issue is typically a caching issue and can be resolved as follows:

- Clear the Magento cache as follows:
 1. Log in to the Magento Admin Panel as an administrator.
 2. Select **System > Cache Management**.
 3. Click on **Flush Magento Cache**.
- Log out of the Magento Admin Panel and log back in.
- Visit the MailUp Extension pages again: the problem should be resolved.

Store not connecting to MailUp (e.g. list names not shown)

When [setting up the MailUp Extension for Magento](#), once you have entered the [MailUp SOAP API credentials](#) and saved the settings, the "List" drop-down should show the names of the lists that exist in your MailUp admin console:

- If you have just opened a MailUp free trial, the only list shown might be the default one, called "News"
- If you have been using MailUp for a while, you should see ALL the Lists that you have created in MailUp

If the List drop-down does not show the list names, then the store is [not connecting to MailUp](#). To troubleshoot this:

- [Log into your MailUp admin console](#)
- Navigate to *Account Settings > Developers Corner > Web Services* and...
 - Enable the Web services (both "WSMailUpImport" & "FrontEnd")
 - Note down your Web Services API **user name**
 - Set a **password**
 - Save the settings
- Now return to the MailUp Extension for Magento settings page and enter the [credentials](#) that you have just obtained from your MailUp admin console. Save the settings again.
- Does the List drop-down now show the lists from your MailUp account?
 - If YES, you're all done and can move on to [configuring the rest of the extension settings](#).
 - If NO, then try disabling IP address validation (sometimes there can be issues validating the IP address from which the request is sent). To do so navigate again to *Account Settings > Developers Corner > Web Services* and disable the *Enable IP address*

validation checkbox for both the "WSMailUpImport" Web services, and the "FrontEnd" Web services.

Codes table
Web services
Webhooks
Troubleshooting

Active for this Console

Web services WSMailUpImport

Description WSMailUpImport
FrontEnd ces to import data and setup mailings

WS user name a33646

WS password

Enabled ? Enable IP address validation Debugging mode

Data transfers are not occurring

The MailUp extension for Magento transfers data to MailUp in two ways:

- **Auto sync:** automatic data transfers performed at a certain interval that is set in the [settings](#)
- **Manual sync:** data transfers triggered by the Sync/Segment Customers feature

In both cases the extension adds a task to the queue of scheduled tasks that will be executed automatically. There are many reasons why the automatic data transfer may not occur. The symptoms are data not appearing in the MailUp system (the ecommerce fields remain empty, for example).

Here are some of the possible reasons.

Possible reason	Solution
The store is not successfully communicating with MailUp	Make sure that the extension settings in your Magento store have been correctly setup. When you save the settings, you should see all lists that exist in your MailUp account shown in the list selection drop-down. If you don't see them there, then the store is not successfully communicating with Magento. To troubleshoot this, see above under <i>Store not connecting to MailUp</i> .
The store is not successfully processing automated tasks, and therefore the automated sync never runs.	This is a technical issue that you need to discuss with your Web hosting company (or the company that set up Magento for you). There are many articles on this topic, if you are interested (see this Google search). There is also a great, free extension called AOE Scheduler (get it here) that allows you to view and manage scheduled tasks. If there is a problem with CRON jobs not running automatically, you will see it with this extension as you will notice scheduled tasks that did not run. Also, with this extension you can manually force to run a task that did not run automatically. Here are some useful resources on Magento and CRON: <ul style="list-style-type: none"> • http://www.magentocommerce.com/wiki/groups/227/setting_up_magento_in_cron • http://support.tntento.com/wiki/Setting_up_the_Magento_cronjob • http://docs.nexcess.net/article.php?id=596 • http://www.magentotutorials.co.uk/magento-cron-setup-in-cpanel
The store cannot perform the task as it runs out of memory. The higher the number of customers in the store, the higher the likelihood of this occurring if the server does not have enough memory.	Make sure that your Magento installation meets the Magento system requirements . We strongly recommend that memory_limit is set to 512MB or higher.. Some Web hosting companies do NOT meet those requirements. You will need to contact your Web hosting provider to confirm.

<p>The store cannot perform the task because PHP on the server has been configured to time out too quickly.</p>	<p>Change the PHP timeout settings. For example, the error logs could show notices such as:</p> <ul style="list-style-type: none"> • mod_fcgid: read data timeout in 45 seconds • Premature end of script headers: cron.php <p>In this scenario, for example, the process is taking longer than 45 seconds to complete, but PHP has been setup with timeout of 45 seconds, so the process is killed off before it completes. The PHP FCGI settings need to be changed to increase the timeout.</p> <p>The larger the number of orders and customers in the store, the longer the timeout.</p>
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Multi-List Subscription coming soon!

We are looking to make additional changes to the Magento integration to support multi-list subscriptions, including "hidden" lists (i.e. the same customer is added both to a "Newsletter" list and to a "Triggered Messages" list). These changes are expected for Q2 2014.

Newsletter subscription checkbox not shown during checkout

The MailUp extension for Magento adds a newsletter subscription checkbox to the step of the default checkout. This feature can be turned on and off in the [extension settings](#).

If the checkbox does not show, this may be due to the use of a **custom theme**.

There are two files needed for this part of the extension to work correctly: both are inside the theme folder:

```
app/design/frontend/base/default/layout/mailup.xml
app/design/frontend/base/default/template/mailup/subscribe.phtml
```

In some cases, including the usage of a custom theme, those files will need to be copied to a different location.

Uploading the files to your theme's directory structure, and then refreshing the Magento installation should get this feature working as expected:

```
app/design/frontend/[package]/[theme]/layout/mailup.xml
app/design/frontend/[package]/[theme]/template/mailup/subscribe.phtml
```

For example, if you have a custom theme called *MyTheme*, inside the Default package you would copy the files to the correct location:

```
app/design/frontend/default/mytheme/layout/mailup.xml
app/design/frontend/default/mytheme/template/mailup/subscribe.phtml
```

Once the files have been uploaded, you will need to refresh the Magento cache in the Magento admin console.

You should then be able to see the newsletter subscription option at the final step of the checkout.

Issues with customer segmentation feature

Customer information is transferred to MailUp through two different features:

- [Automatic, scheduled synchronization](#)
- [Manual segmentation and synchronization](#)

This second feature consists of several tasks: the following table looks at each of them and potential, related issues.

Task description	Issue	Explanation & solution
Filter customers	When you go to step 2, no customers are selected	<p>The search might be too narrow: try changing the selected filters.</p> <p>If you are segmenting based on purchase history, please note that <i>Pending</i> orders are excluded.</p> <p>If that does not make a difference, the issue could be a server memory problem: there is not enough memory for the task to complete. Make sure that your store meets the Magento system requirements.</p>
Select group	No groups are shown in the drop-down	The store is not successfully connecting to MailUp. See the settings section to review the steps required for a successful connection to your MailUp account.

Create group	The group is created, but it remains empty in MailUp	<p>The creation of the group is a separate task from the transfer of data to MailUp.</p> <ul style="list-style-type: none"> • If the group is created, this means that the extension is successfully connecting to your MailUp account and is able to instruct MailUp to create a new group. • If the group remains empty, this means that the transfer of recipients data from Magento to MailUp is not being executed successfully. See below for more.
Sync customers	Everything looks OK and I receive a success message, but data is not transferred to MailUp.	<p>There could be a problem with the execution of scheduled tasks (CRON). So the task is scheduled by the MailUp Extension, but it is never executed.</p> <p>We recommend installing the AOE Scheduler, a free extension that allows you to see which tasks are scheduled to be executed, which are successfully executed, and which are not. The ones that are not successfully executed, can be executed manually while you further troubleshoot the issue (e.g. an issue with CRON).</p>

Field mapping: new field in MailUp not shown in Magento

If you add a new [recipient field](#) to MailUp, it may take several minutes before you see it listed in the field mapping drop-downs on the [Settings and Field Mapping](#) page of the MailUp Extension for Magento.

That's because Magento caches information to speed up the system.

If you want to immediately see a recipient field that you just added in MailUp reflected in Magento, you can flush the cache in Magento under [System > Cache Management](#).

Enabling logging for additional debugging

Sometimes more information is needed to understand what is really happening. In order to acquire more data, you may need to enable logging, as follows:

Enable Magento logging:

- Log into the Magento Admin Panel
- Navigate to *System > Configuration > Developer > Log Settings*
- Chose "Yes" on the "Enabled" option and save the configuration.
- Make sure the directory `{base_dir}/var/log` exists. If it doesn't, create the directory and give it read/write permissions.

Enable MailUp Extension logging:

- Log into the Magento Admin Panel
- Navigate to *Newsletter > Mailup > Settings & Field Mapping*.
- Chose "Yes" on the "Enable module debugging log" and save the configuration.

Once the issue has been resolved, we recommend disabling logging.

How do I change or translate the text strings used by the MailUp Extension

Text strings are stored in a CSV file. The CSV file is currently called **SevenLike_MailUp.csv** (SevenLike is a MailUp partner that originally worked on the Extension), and is located under `\app\locale` in a language specific folder.

For example, the English strings are in: `\app\locale\en_US\SevenLike_MailUp.csv`

Let's say that you wanted to create a German translation: you would do this by copying that same file into `\app\locale\de_DE\` and changing the second string in each line (delimited by comma, enclosed in double quotes).

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