Caching and Indexing

Custom Catalog Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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EXTENSION
Magento 2 Extension Custom Catalog

Caching and Indexing

A customer sees the wrong products

Confirm the active access mode, store view and customer account. Then review active catalogs assigned directly and through the customer group, plus direct product grants.

In strict mode, those sources form the allowed set. In override mode, normally visible Magento products can remain available even without an assignment.

An assigned catalog has no effect

Check that the catalog is active, contains the product and is assigned in the current store view. A catalog assignment and product membership are separate steps.

Search or a category shows stale products

Run the relevant Magento indexers and clear application and full-page cache. Retest with a fresh customer session. Also check search suggestions and the direct product URL.

My Products is empty

Review **My Products display mode**. Catalog-only mode omits direct grants, while direct-only mode omits catalog products. Also verify catalog active state and store-view assignment.

A removed product remains in the cart

Keep **Refresh cart on items update** enabled when assignment writes should recheck cart contents. After a large API synchronization, verify the cart of an affected test customer.

Strict mode appears different for guests

Guests have no customer-specific catalog or direct grants. Test guest behavior separately from signed-in customers and do not use a guest result to validate a customer's whitelist.

A direct product URL still opens

Clear full-page cache and retest in a new session. Confirm the customer does not receive the product through another active catalog, customer-group assignment or direct grant.