Troubleshooting

Pricesystem Documentation

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

LAST UPDATED
2026-09-26

SOURCE
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EXTENSION
Magento 2 Extension Pricesystem

Troubleshooting

The job stays queued

- Confirm `mageb2b.pricesystem.price_adjustment.consumer` is running.
- Check Magento's queue connection and failed-message handling.
- Start the consumer with `--max-messages=1` and watch its output.
- Review Magento logs for the job ID.

Preview matches too many rows

Return to the form and add a website, application-type or rule condition. Do not queue the job and plan to repair unwanted records afterward.

The preview grid shows a limited sample while the summary can represent a larger total. Export the preview CSV when the sample is not enough for review.

Preview is empty

Check that:

- the selected price product is installed;
- records exist at the selected website;
- the current application-type filter matches those records;
- date and rule conditions apply;
- identifiers such as SKU, customer or group refer to the intended entities.

A job failed

Record the job ID and error before retrying. Fix the underlying data or queue problem, create a fresh preview and submit a new job. Do not alter the failed job record in the database to make it appear completed.

Values changed but the storefront did not

Clean `pricesystem_cache` and the relevant Magento page caches, then calculate one affected SKU with `pricesystem:get-final-price`. This separates a correct stored update from a stale storefront response.