

Shopware common problems

If spaces in the product name lead to duplication of product names in tracking

In tracking, the name assigned in the backend - "Article name" is always used.

Shopware 5:

I could imagine that this part here is causing problems:

```
{${productName} = ${sArticle.articleName}  
{if ${sArticle.additionaltext}  
    ${productName} = ${productName}|cat:' '|cat:${sArticle.additionaltext}  
{/if}
```

located in

custom/plugins/DtgsGoogleTagManager/Resources/views/frontend/plugins/TagManager/buy.tpl

If the Additionaltext is filled in, it will be appended with a space in between. Please ensure that the Additionaltext is not filled with special characters or spaces, otherwise these problems will occur. Of course, you can also adopt the file into your theme and completely remove that part there.

No data on Reload or Add To Cart

here in our demo shop:

<https://ga4dev.codiverse.de/bekleidung/herren/9/artikel-mit-auswahl-konfigurator>

view_item and add_to_cart are still correctly populated even after reload. I assume that in your shop the theme does not correctly pull our template file during the AJAX call. Especially important is the file

custom/plugins/DtgsGoogleTagManager/Resources/views/frontend/plugins/TagManager/buy.tpl

This apparently is not being loaded correctly at the moment. You can easily see it by searching the source code with CTRL+F for the hidden fields it includes:

dtgsGtmArticleName

dtgsGtmArticlePrice

etc.

These are currently completely missing. If you include the file, it will definitely be fixed.

No “remove_from_cart” event in the Datalayer, as actually shown in the Codiverse documentation

The Codiverse plugin normally builds in the hidden fields dtgsGtmArticleNumber, dtgsGtmArticleName, dtgsGtmArticlePrice etc. via the file frontend/checkout/items/product.tpl, specifically the theme block "frontend_checkout_cart_item_delete_article" - see file: custom/plugins/DtgsGoogleTagManager/Resources/views/frontend/plugins/TagManager/checkout_product.tpl

This does not seem to happen in the customer's custom theme, which is why no Remove_from_cart is triggered.

Either provide the block in the theme or - since you may have already heavily customized the theme - simply build in the hidden fields from the mentioned file yourself, then it should work.

Loading time is slow and is slowed down by “Google Tagmanager” and other Google tools (according to pagespeed.web.dev or another tool)

In advance: Don't worry ☹️ No problem.

Shoplytics® is designed for load-time-optimized integration of the entire tracking system.

Note:

The following optimization is only possible for Shopware 6...

CAUTION IN ADVANCE: After you implement the following changes, you must urgently and immediately notify technik@shoplytics.de

Without the following email to our tech team, tracking will otherwise remain completely deactivated.....

Simply write the following text in the email:

Subject: Shopware Loading Time Optimization activated

Email text:

Hi shoplytics® Tech Team,

please make all changes in Shoplytics that support the loading time optimization in Shopware.

Thanks

Florian

No price (and no product ID) on Add to Cart

<https://codiverse.freshdesk.com/support/solutions/articles/44002508282--shopware-6-im-event-add-to-cart-auf-der-detailseite-sind-die-%C3%BCbergebenen-daten-unvollst%C3%A4ndig>

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