
Errors after upgrade

Posted by oldsteel68 - 2008/04/23 02:53

Upgraded today to 4.3 with the file from your newsletter. I immediately got this..

We didn't understand some of the XML formatting in your file. You may be missing a tag or have a nesting or formatting error. - help

16

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ALSO, what is different with V4 because my products rarely show up in search anymore. With V3 I was #1 almost all the time....

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Re:Errors after upgrade

Posted by oldsteel68 - 2008/04/23 03:22

i think it has something to do with the brand tag, which i think is "Manufacturer" in VM because every line where there is an error is the brand line..I dont use this in joomla and dont have any of my products set to a manufacturer. Is this an issue now?

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Re:Errors after upgrade

Posted by da8ivr - 2008/04/23 08:56

Hi There

Yes your probably right it could be the brand tag, can you pop the link of the website you have generating the feed, so i can take a look at the feed, ill be able to give you an accurate answer then :)

All the best
lan

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Re:Errors after upgrade

Posted by oldsteel68 - 2008/04/23 13:36

<http://tinyurl.com/6kdhog>

Thanks!

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Re:Errors after upgrade

Posted by da8ivr - 2008/04/23 14:46

Hi Old Steel

Your right there, it is the brand thats the issue.

- 11
- 12
- 13
- 14
- 15 SF1000R
- 16
- 17 45
- 18 USD
- 19 79.16
- 20
- 21 New

Dam smiley faces lol

Ive coloured the first line 16 red, and then all the other errors you note above is the Brand as well that i can see. For the moment, you could add the brand in manually and then upload it to Google base manually.

Find and replace

with
supremedefense

You can use notepad2 for this

All the best
lan

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Re:Errors after upgrade

Posted by oldsteel68 - 2008/04/23 15:51

Is brand now mandatory by google base or something? Why is this all of a sudden an issue? Been using the feed for a while with no brands..

I have about 500 products.. Do I need to add brands to all of them now? Or is there a way to make that tag not generate by your feed?

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Re:Errors after upgrade

Posted by da8iwr - 2008/04/23 20:56

I have to say my answer is i dont really know mate.

http://www.webmasterworld.com/google_froogle/3238776.htm

I found that from another forum, and a few others similar, But I'm not sure why it was working OK before and not now, as to be honest there isn't a huge difference in the feeds output.

<http://base.google.com/support/bin/answer.py?answer=78170&hl=en#brand>

That's the info from Google which is extremely vague as usual.

Here is a little info form Google here

<http://base.google.com/support/bin/answer.py?hl=en&answer=59466>

Which basically says we will give much more priority to feeds that have all the attributes, and if anybody should narrow down the search criteria then your products will almost certainly be excluded from the search results.

Here is the info, in case that link should change in the future

Google users search Google Base data in a way that is fundamentally different from how they search the web: they use attributes. Attributes allow searchers to precisely refine their search in a way that web search does not. For example, searchers can specify the exact color, price range, size, brand, or any other attribute of what they are searching for. Attributes are a very powerful tool for search refinement: they allow searchers to quickly narrow in on exactly the set of items they're interested in.

Because they're such a powerful tool, users search Google Base data almost exclusively with attributes; keywords are much less important. That means that in order to be found, your items must have the attributes a user will want to use to refine his search. (For instance, users searching for digital cameras may want to view cameras with a certain range of megapixels, so providers wanting users to find their digital camera listings should include the megapixel attribute.) Without these attributes, users won't find your item, because Google Base won't know whether your item has the attribute or not.

Having said all that though.....

<http://base.google.com/support/bin/answer.py?answer=73932>

That's the official list of required and recommended attributes

Required

- Description
- ID
- Link
- Price
- Title

Recommended

- Brand
- Condition
- Image Link
- ISBN
- MPN
- UPC

So Brand is only recommended, but as your fields are blank that's probably why it has been declined.

I can either remove the brand tag from your version and email it to you, or you can add in the manufacturer names so at least it is done to help you with your searches.

It will take me 2 Min's to remove the tag so i dont mind doing it, but for me personally if i was in your shoes, considering you are getting free CPC advertising from Google (for the moment), i would make the most out of it now and spend my time correcting the info in your website, at least then it will be perfect and you will get the best results you can for your sales.

Regards
Ian

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Re:Errors after upgrade

Posted by oldsteel68 - 2008/04/23 22:34

Thanks for the help and info man.. Ive decided to add manufacturers to all my products. This is going to take me forever :/

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Re:Errors after upgrade

Posted by da8iwr - 2008/04/23 22:38

lol, i think your right mate, but dont worry ill be thinking about you whilst I'm sat on my home office floor trying to organise 18 months worth of receipts into piles from 2 shoe boxes that was my accounts dept!!!! :D

Re:Errors after upgrade

Posted by oldsteel68 - 2008/04/24 01:15

OK all done... New problem,

I have 517 active products, only 174 are getting loaded to Base?

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Re:Errors after upgrade

Posted by da8iwr - 2008/04/24 08:50

Hi there

Can you contact Google and ask them why this is please.

UK

http://base.google.co.uk/support/bin/request.py?contact_type=error

USA and everywhere else.

http://base.google.com/support/bin/request.py?contact_type=error

Sometimes they reply back very quickly, other times they have a coffee first and it takes them a while :)

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Re:Errors after upgrade

Posted by oldsteel68 - 2008/04/24 13:03

I contacted them, but I opened the xml file in dreamweaver and Im wondering if there is a problem with the code. The top half of the file is blue code, the bottom is green. Could a tag be missing?

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Re:Errors after upgrade

Posted by oldsteel68 - 2008/04/24 14:31

there is deffinatly something wrong with the feed. A lot of my products are not in the xml.. Where does it grab the products from? The database or the category menu?

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Re:Errors after upgrade

Posted by da8iwr - 2008/04/24 14:48

The feed to the website you put the tiny link to earlier in this thread, has 663 products in it.

Open the all_products.xml in IE7, then right click on the page and select "View Source". It will open the XML in a notepad file, then select all and copy it.

Now open notepad 2 and paste it all in there.

Now press "CTRL + H" to find and replace, and choose a tag that each product definitely has, but only once in each product, something like

or

will do it.

Now find and replace that same tag, it will show you how many times it found and replaced it, which in your feed case is 663 times, meaning there is 663 products in your feed.

You need to ask Google what the matter is, as at the moment, it looks fine to me, but i cant check all the items against each other.

I expect it will be one of the following issues

You have products in duplicate categories, which means you have the same Product ID number being used more than once which bans the product (I'm working on a fix for that at the moment, which should be released after next weekend)

You have products with blank fields, such as price, manufacturer, etc.

But Google will definitely tell you what it is.

Regards

Ian

Re:Errors after upgrade

Posted by oldsteel68 - 2008/04/24 15:48

Thats weird, if I go to http://www.supremedefense.com/mambots/system/vmrss_v4/all_products.xml and "Find on this page" "Pepper Spray" it shows no results. but I have over 50 pepper spray items in my store..

Re:Errors after upgrade

Posted by da8iwr - 2008/04/24 16:46

If you open the feed in Fire Fox and search "Pepper"

It brings up loads

Guard Alaska Bear Pepper Spray

Guard Alaska Bear Pepper Spray

Lipstick Pepper Spray

Lipstick Pepper Spray

Mace Bear Spray

Mace Bear Spray

Mace Bear Spray

80346

85

USD

34.76

New

80346

85
USD
34.76

New

I dont know why, but it appears that the feed is duplicating the products, which is what i was saying earlier. This only usually happens if you have child products or the same product in multiple categories, is that how you have your site set up?

Re:Errors after upgrade

Posted by oldsteel68 - 2008/04/24 17:01

That product, actually none of the pepper sprays have child products. The hidden cameras have child products. But I have all the child products named differently. For instance, If the main product is a Back Pack Hidden Camera, I have the model # within the name of the children. (Back Pack Hidden Camera - HC-BCKPK-G-HP-X) .. So I shouldnt be getting any duplicates.

I think there is something going on with the way the xml is being generated basicly because I didnt have any of the problems before I upgraded. It always indexed over 600 products, no errors..

The reason I asked where the feed is pulling the items from is because I am not using the standard mod_virtuemart. I have a hacked version that displays only categories which I set it to display. If you notice on my site I have two seperate category modules showing different categories.. Can this be a cause?

Thank you for bearing with me. Youve been very helpful with my millions of questions and problems. Im just frustrated because G-Base is / was my best converter..

Re:Errors after upgrade

Posted by da8iwr - 2008/04/24 17:09

Its the ID Number that it works from, which will be duplicated, even if all products and categories are named different, if the ID number is the same, it will be declined by Google.

I am making it so that it builds the ID number at the moment, so it adds

Product ID + Category ID + Child ID

so for example

12-32-63

Will be the product id number, Ive gone into detail about this on another thread somewhere, ill try and dig it out later on.

Regards

Ian

Re:Errors after upgrade

Posted by oldsteel68 - 2008/04/24 17:30

This will be for version 5 im guessing? Or a fix for version 4?

Re:Errors after upgrade

Posted by da8iwr - 2008/04/24 19:49

its a fix for V4, making it about 4.4 or something :)

I havent even started thinking about V5, been to busy doing my accounts to do anything at all, the joys of self employment!!!

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Re:Errors after upgrade

Posted by oldsteel68 - 2008/04/24 20:57

haha yeah. Well I managed to get all my products uploaded. I deleted the xml file from my server, reset the mambot to regenerate the file and it worked this time...woohoo:

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Re:Errors after upgrade

Posted by da8iwr - 2008/05/05 21:26

Excellent news :)

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