



SOFTWARESILOS

B2B Quote Documentation

PDF Manual

MODULE

b2b-quote

LAST UPDATED

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Troubleshooting

B2B Quote Documentation · /b2b-quote/troubleshooting

Common issues and solutions for the B2B Quote extension.

Quote Request Issues

"Request Quote" Button Not Visible

Symptoms:

- Button missing on cart page
- Button missing on product pages

Solutions:

1. Check if enabled

- Verify extension is enabled in configuration
- **Stores > Config > MageB2B > B2B Quote > Enable: Yes**

2. Check customer group

- Verify customer's group is allowed
- Check "Allowed Customer Groups" setting

3. Check minimum amount

- Cart may be below minimum quote amount
- Check "Minimum Order Amount" setting

4. Clear cache

```
php bin/magento cache:flush
```

Cannot Submit Quote

Symptoms:

- Submit button doesn't work
- Error on submission

Solutions:

1. Check for empty cart

- Quote must have at least one item

2. Check customer login

- If guest quotes disabled, customer must login

3. Check JavaScript errors

- Open browser console
- Look for JS errors

Status Issues

Status Won't Change

Symptoms:

- Cannot transition to certain status
- "Invalid transition" error

Solutions:

1. Check allowed transitions

- Review status configuration
- Verify transition is allowed

2. Check workflow rules

- Workflow rules may be blocking
- Review active rules

3. Check user permissions

- Admin may lack permission
- Review ACL settings

Quote Stuck in Status

Symptoms:

- Quote remains in same status
- Auto-expiration not working

Solutions:

1. Check cron

```
php bin/magento cron:run --group=b2bquote
```

2. Check workflow rules

- Rules may have errors
- Disable rules temporarily to test

3. Check transitions

- If transitions are too restrictive, status changes can fail
- Review: [Status Transitions](#)

4. Check expiration/reminder schedules

- Expiration and reminders run via cron jobs
- See: [Cron Jobs](#)

Pricing Issues

Prices Not Calculating

Symptoms:

- Custom prices not saving
- Pricing rules not applying

Solutions:

1. Check pricing rules

- Verify rules are active
- Check rule conditions

2. Check product prices

- Ensure products have valid prices
- Check for price scope issues

3. Reindex

```
php bin/magento indexer:reindex
```

Wrong Discount Applied

Symptoms:

- Unexpected discount amounts
- Multiple discounts stacking

Solutions:

1. Review rule priority

- Check rule priority order
- Ensure no conflicting rules

2. Check rule conditions

- Verify conditions match quote
- Test with simple conditions

Email Issues

Notifications Not Sending

Symptoms:

- No email on quote actions
- Emails in queue but not sent

Solutions:

1. Check email configuration

- Verify SMTP settings
- Test with other Magento emails

2. Check templates

- Templates must exist
- Check template configuration

3. Check queue

```
php bin/magento queue:consumers:start async.operations.all
```

4. Check logs

```
tail -100 var/log/mail.log  
tail -100 var/log/exception.log
```

PDF Issues

PDF Download Not Available

1. Check PDF restrictions:
 - `b2bquote/pdf/pdf_download_restricted_statuses`
2. Check PDF config:
 - `b2bquote/pdf/*`
3. If using the PDF Designer add-on, ensure static content is deployed:

```
php bin/magento setup:static-content:deploy
```

See:

- [PDF Export & Layouts](#)
- [PDF Designer Add-On](#)

API Issues (REST)

401 / “The consumer isn’t authorized...”

- Ensure you’re using the correct token type (admin integration vs customer token)
- Verify the integration user has ACL permissions for required endpoints

See:

- [REST API Add-On](#)
- [Admin Permissions \(ACL\)](#)

Import/Export Issues

Import Fails With Column Errors

- Use the sample CSV structure for the entity you import
- Verify separator/enclosure settings match your file
- Start with “append” behavior and a small file

See:

- [CSV Quote Import/Export Add-On](#)

Performance Issues

Slow Quote Loading

Solutions:

1. Clear cache

```
php bin/magento cache:flush
```

2. Check database indexes

```
php bin/magento indexer:status  
php bin/magento indexer:reindex
```

3. Enable flat tables

- Check if flat catalog enabled
- Consider enabling for better performance

Too Many Quotes

Solutions:

1. Archive old quotes

- Configure auto-archive settings
- Archive expired quotes

2. Clean up database

- Remove very old quotes
- Optimize tables

API Issues

Authentication Fails

Solutions:

1. Check token

- Verify token is valid
- Check token expiration

2. Check permissions

- API user needs quote permissions
- Review ACL resources

Webhook Not Firing

Solutions:

1. Check webhook configuration

- Verify URL is correct
- Check webhook is enabled

2. Check server logs

- Review webhook delivery logs
- Check for timeout issues

Debug Checklist

When troubleshooting:

1. ☐ Extension is enabled
2. ☐ Cache is cleared
3. ☐ Customer group is allowed
4. ☐ Status transitions are configured
5. ☐ Pricing rules are active
6. ☐ Email is configured
7. ☐ Cron is running
8. ☐ Check all log files

Log Files

Review these logs for errors:

```
tail -100 var/log/b2bquote.log  
tail -100 var/log/exception.log  
tail -100 var/log/system.log
```

Getting Help

If issues persist:

1. Enable debug mode and collect logs
2. Note exact error message
3. Document steps to reproduce
4. Contact support at info@softwaresilo.io

Related

- [Configuration](#)
- [Quote Lifecycle](#)
- [Workflow Rules](#)