



Common Issues

Customer Documents Documentation

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

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SOURCE
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EXTENSION
[Magento 2 Extension Customer Documents](#)

| Common Issues

A customer cannot see a document

Check the customer and group assignments, public status, website scope, validity dates and frontend enablement. For product documents, also check the product assignment's store view.

Reproduce with the affected customer account. Administrator access does not prove that the storefront audience is correct.

A download is denied

Confirm the audience and validity first, then check the password and download allowance. For a local document, verify that the file exists below the configured upload path. For an external document, verify the URL and allowed hostname.

A download reports "Download limit exceeded"

The extension allows five successful downloads of the same document within one hour — counted per signed-in customer, or per hashed IP address for guests. The counter resets on its own after the window expires. If many users share one IP (for example behind a company proxy), guest downloads can hit the limit early; affected users should download while signed in or wait for the window to pass.

This throttle is separate from the document's **Max. Downloads** field, which limits the total lifetime downloads of a document.

A local file returns a direct public response

Review the web-server protection for the Customer Documents upload folder. Customers should receive files through the extension's controlled download flow, not through a copied media URL.

An external link is rejected

Use an HTTP or HTTPS URL and add its exact hostname to **Allowed External Domains**. Avoid broad or empty allowlists in production.

A notification stays pending or fails

Check Magento cron, the mail transport and the notification record. If an attachment is missing, check the local file and the attachment-size limit.

An entity document is not linked

Compare the actual filename with the configured pattern, confirm the entity identifier and verify that the daily linking job completed.

A product document appears in one store but not another

Product assignments are store-scoped. Review the assignment in the affected store view and the document's website scope.

A ZIP is missing a document

The file must be local, accessible and currently valid. Password-protected and external documents are intentionally excluded.

An import row fails

Check required fields, the source file path, allowed extension, customer emails, group codes, category name and product-link syntax. Use Magento's **Check Data** step before importing.