Error Handling

E-Invoice Documentation

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

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EXTENSION
Magento 2 Extension E-Invoice

Error Handling

Treat an e-invoice error as a failed document-generation job. Preserve the Magento invoice or credit memo, fix the data or configuration that caused the failure, and then run one controlled retry.

What Block on Error really does

Invoice and credit-memo settings both contain a **Block … on E-Invoice Error** switch. It can propagate an exception from immediate generation. It is not a transactional guarantee:

- the invoice observer runs on `sales_order_invoice_save_commit_after`, after Magento commits the invoice;
- queue and cron failures occur later and cannot block sales-document creation;
- configuration errors are stored as `error` without following the same blocking branch;
- unexpected exceptions may propagate regardless of the switch.

Keep this control off during rollout. Build an operations process around status and recovery instead of assuming a failed e-invoice removes the Magento document.

Failure categories

Category	Typical examples	First check
Source data	Missing address, VAT ID, seller contact or buyer reference	Invoice, order and store-view data
Format/configuration	Wrong profile, endpoint scheme, payment code or unsupported activation state	E-Invoice configuration in the document's store view
Validation	Malformed XML or schema mismatch	Exact validation messages and selected version/profile
Hybrid PDF	Magento PDF failure or XML embedding failure	Normal Magento PDF and hybrid output path
Storage	Unwritable/invalid `var/` path or missing file	Storage strategy, path, permissions and free space
Processing	Stopped consumer, cron delay or stuck claim	Mode, consumer, cron schedule and status age
Delivery	Receiver rejects a locally generated file	Downstream provider or portal response

Notifications

Under **Validation & Error Handling**, configure:

- **Enable Error Notifications**;
- **Error Notification Email**;
- **Error Notification Threshold**.

The notification service counts failures and sends a message after the configured threshold. Test this in a controlled environment. A notification is an alert, not an automatic correction or delivery retry.

Automatic recovery — and what is not retried

The hourly `einvoice_process_scheduled` worker reclaims `queued` and `processing` rows whose claim is older than the flow's **Recovery Timeout (Minutes)** (default `30`). That covers transient interruptions such as a crashed consumer or a killed worker.

Documents already marked `error` are **not** retried automatically. Recovery is deliberate: fix the cause, then regenerate through the detail-page **Generate E-Invoice** action (it applies `force` for `error` rows) or the REST endpoint with `force: true`. Grid mass actions and `einvoice:generate` run without `force`, so they skip `generated` documents and cannot retry an `error` document.

Manual recovery

1. Open the failed invoice or credit memo.
2. Record the exact error and numeric entity ID.
3. Check the store view and selected format/profile.
4. Fix the underlying source or configuration.
5. Use **Generate E-Invoice** on the detail page once — for an `error` row it applies `force` automatically.
6. Download XML/PDF and validate it.
7. Deliver through the intended channel and record that downstream result separately.

Grid mass actions do not apply `force`; use them for first-time generation of unprocessed rows, not for retrying `error` documents.

Common cases

VAT ID or seller information is missing

Complete the seller fields in the same store view as the sales document. For XRechnung projects, also populate seller contact details. Then regenerate.

XSD validation fails

Confirm the selected format, profile/version and exact schema error. A wrong version cannot be fixed by lowering validation. Correct the document contract or the source fields.

No PDF is available

Only ZUGFeRD and Factur-X are hybrid. For those formats, first prove that Magento's normal invoice or credit-memo PDF renders, then inspect the hybrid builder and stored PDF path.

A PEPPOL receiver rejects the XML

Confirm endpoint schemes, buyer reference, participant registration and provider business rules. The module creates UBL but does not perform access-point transmission or full provider validation.

Factur-X says the format is not configured

Confirm that **Enable E-Invoicing** is on and **Default B2B Format** is set to Factur-X in the document's store view. Save the store-view scope and retry. The formatter reads that default-format setting; do not create a hidden enabled-formats setting.

Logs and support data

Review `var/log/system.log` and `var/log/exception.log` around the failed entity ID. Share only sanitized excerpts. Include package and Magento compatibility details, store view, format/profile, mode, status and exact error. Do not paste invoice XML containing customer data into public tickets.

Related

- Status Tracking
- Generation Modes and Triggers
- Troubleshooting