# E-Invoice Documentation

PDF Manual

MODULE

e-invoice

LAST UPDATED

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# Troubleshooting

*E-Invoice Documentation · /e-invoice/troubleshooting*

Common issues and solutions for the E-Invoice extension.

## E-Invoice Not Generated

### Symptoms

- Invoice created but no e-invoice
- Status remains "pending" or empty

### Solutions

1. **Check if enabled**
   - Verify E-Invoicing is enabled for the store view
   - **Stores > Configuration > MageB2B > E-Invoice > General Settings > Enable E-Invoicing**: Yes

2. **Check generation mode**
   - Immediate: Should generate on invoice save
   - Queued: Check queue consumer is running
   - Cron: Wait for cron (hourly/daily) or check cron status

3. **Check logs**

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

4. **Verify company data**
   - VAT ID must be configured
   - All required fields must be filled

## Validation Errors

### "Invalid VAT ID format"

- VAT ID must include country prefix (e.g., DE123456789)
- Check for extra spaces or special characters

### "IBAN validation failed"

- IBAN must be valid and include country code
- Verify with your bank

### "Leitweg-ID required"

This extension does not require a Leitweg-ID for XRechnung generation (B2B usage). If you need B2G submission requirements, validate and enrich the XML in your integration layer.

## PDF Generation Issues

### PDF Not Created (ZUGFeRD/Factur-X)

1. **Check Magento PDF works**
   - Try generating a standard invoice PDF
   - If that fails, fix Magento PDF first
2. **Check library installation**
   ```
   composer show horstoeko/zugferd
   ```
3. **Check PHP extensions**
   - Ensure `zlib` extension is enabled
   - Ensure `dom` extension is enabled
4. **Check memory**
   - PDF generation requires memory
   - Increase `memory_limit` if needed

### PDF Corrupted

- Check file permissions in media/einvoice/
- Verify disk space is available
- Check for PHP warnings during generation

## Queue/Cron Issues

### Queue Not Processing

1. **Check consumer is running**
   ```
   php bin/magento queue:consumers:list
   php bin/magento queue:consumers:start mageb2b.einvoice.generate
   ```
2. **Check message queue configuration**
   - Verify `env.php` queue settings
   - Verify your queue backend/consumer setup for the `mageb2b.einvoice.generate` consumer

### Cron Not Running

1. **Check cron status**

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

2. **Verify crontab**

   - Ensure Magento cron is configured
   - Check system crontab entries

## File Storage Issues

### Files Not Saved

1. **Check directory permissions**

```
ls -la pub/media/einvoice/
chmod -R 775 pub/media/einvoice/
chown -R www-data:www-data pub/media/einvoice/
```

2. **Check disk space**

```
df -h
```

3. **Verify storage path**

   - Check configured path in settings
   - Ensure it's relative to media directory

### Files Not Found

- Check **Storage Strategy** (Permanent vs On-Demand)
- Check filename pattern settings (Invoice/Credit Memo Filename Pattern)
- Verify files exist under the configured storage path
- Check for file system errors

## Performance Issues

### Slow Invoice Creation (Immediate Mode)

- Switch to Queued or Cron mode
- Reduce validation level
- Review other heavy customizations or integrations running during invoice creation

### High Memory Usage

- Process invoices in smaller batches

- Increase PHP memory limit
- Use cron mode for high volume

## PEPPOL BIS Issues

### "Missing Seller Endpoint"

Receiver rejects the UBL document with a missing-endpoint error.

Solution:

- Configure **Seller Endpoint Scheme** and **Seller Endpoint ID** under **Stores > Configuration > MageB2B > E-Invoice > PEPPOL BIS Billing 3.0**
- Make sure the identifier format matches the selected scheme (e.g. scheme `9930` expects `DE123456789`)

### "Missing BuyerReference"

PEPPOL BIS requires BT-10 on every document.

Solution:

- Set `buyer_reference` on the order, or
- Populate the customer note field, or
- Accept the fallback to the invoice increment ID (default behaviour)

### Wrong Buyer Endpoint Scheme

XML contains the buyer's VAT ID but the receiving access point expects a different scheme (e.g. GLN, Leitweg-ID).

Solution:

- Set customer attribute `peppol_endpoint_id` and `peppol_endpoint_scheme` explicitly on the customer record

## VAT Category Issues

### All Lines Show `S` but Should Be `K` or `G`

Solution:

- Verify the buyer has a VAT ID on their billing address (required for intra-community `K`)
- Confirm the buyer country is in the Magento EU country list under **Stores > Configuration > General > Countries Options**
- For export (`G`): confirm the buyer country is not in the EU list

### Gift Cards Get Taxed

Solution:

- Enable **Treat Magento Giftcards as Multi-Purpose Voucher** under **VAT Classification**
- For non-Adobe-Commerce giftcards: create a product attribute and enter its code in **Voucher**

**Override Product Attribute**, then set products to `multi_purpose`

### Amounts Don't Match Magento Totals

Solution:

- Run `bin/magento einvoice:verify-amounts --invoice-id=<id>` to pinpoint which field drifts
- Check rounding / discount handling on the order

## Debug Checklist

When troubleshooting:

1. ☐ E-Invoicing is enabled for the store
2. ☐ Generation mode is correctly configured
3. ☐ Company data is complete (VAT ID, etc.)
4. ☐ For queued: consumer is running
5. ☐ For cron: cron is configured
6. ☐ File permissions are correct
7. ☐ Disk space is available
8. ☐ Checked all log files (`system.log`, `exception.log`)

## Getting Help

If issues persist:

1. Collect relevant log excerpts
2. Note the exact error message
3. Document steps to reproduce
4. Contact support at info@softwaresilo.io

## Related

- Error Handling
- Configuration Guide