



Extension Status in Magento Admin

General Knowledge Base Documentation

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

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SoftwareSilo extensions can show their package and support status at the top of their Magento configuration page. This panel comes from the shared Extension Manager package. It is not a separate dashboard and has no settings page of its own.

What the status panel shows

The summary tells you how many packages belong to the extension and whether an update covered by your current support period is available. The package table separates four different facts:

Column	Meaning
Component	The main extension or one of its related packages.
Installed	The version currently detected in this Magento installation.
Installable version	The newest version Composer can install with the current repository access.
Latest with support	The newest version covered by the support and update period attached to the license.
Status	Whether the package is installed and whether its support period is active.

An add-on can appear as available without being installed. That is informational; the panel does not install or update packages.

Use **View Changelog** to read the package changelog before an update. Links to the extension page and its Knowledge Base appear when they are available.

Updates still run through Composer

The panel reports status but does not change Magento code. Follow the [installation and update guide](#) for the Composer command and Magento deployment steps.

If **Renew Support** appears, it opens the SoftwareSilo license update page. Renewing support changes which newer package versions the repository makes available. It does not update the installed package automatically.

Where the license data comes from

The Extension Manager reads the bearer token for [repo.softwaresilo.io](#) from [auth.json](#). It looks in the Magento root directory first and, since Extension Manager 1.0.3, falls back to [auth.json](#) inside [COMPOSER_HOME](#). The Composer-home fallback matters on build and CI servers where credentials live outside the Magento root. The

token is used to request the matching package and support information from SoftwareSilo. Results are cached, so a recent account change may not appear immediately.

The license key is masked in the panel until an administrator chooses **Show**. Treat the revealed value as a secret. Do not include it in screenshots, tickets or logs.

Admin notifications

The same authenticated connection also delivers SoftwareSilo news to the Magento admin notification inbox. A daily cron job (`mageb2b_extension_manager_import_license_news`, scheduled at 03:00) imports license- and extension-related notices, which then appear under the admin notification bell and in **System > Other Settings > Notifications** like standard Magento system messages.

The import is enabled by default. To disable it, set the `mageb2b/extension_manager/news_enabled` config path to `0` (for example with `bin/magento config:set`); the setting has no admin field of its own.

If the panel cannot load

Check the message shown in the panel, then work through these points:

1. Confirm that an `auth.json` entry under `bearer.repo.softwaresilo.io` exists in the Magento root directory or in `COMPOSER_HOME`.
2. Check that the token is the current token shown in your SoftwareSilo account.
3. Confirm that the server can make an HTTPS request to the SoftwareSilo repository and website.
4. Clear Magento's configuration and application caches after correcting authentication.
5. Reload the extension's configuration page.

When a live request fails after an earlier successful request, the panel may show the last cached result with a notice. If no cached result exists, it reports that the extension information could not be loaded.

For a support request, include the extension name, the exact panel message and the time of the failed request. Remove license tokens and private repository credentials first.