



SOFTWARESILOS

General Knowledge Base

PDF Manual

MODULE

general

LAST UPDATED

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Support & Troubleshooting

General Knowledge Base · </general/support-troubleshooting>

Support Tickets

Support is handled via the customer portal ticket system:

- [Account Tickets](#)

To create a new ticket:

- [Create Ticket](#)

What To Include In A Ticket

To speed up handling, include:

- extension name + version
- Magento version + PHP version
- steps to reproduce
- error messages and relevant log excerpts

Troubleshooting Basics (Self-Check)

Before opening a ticket, it often helps to check:

- Magento logs and error reports:
 - `var/log/system.log`
 - `var/log/exception.log`
 - `var/report/*` (if present)
- Magento version + mode:
 - `php bin/magento --version`
 - `php bin/magento deploy:mode:show`
- Module/version info (for the extension in question):
 - `composer show | rg -i "mageb2b|<package>"`
- Composer authentication / repository access (if installs/updates fail):
 - `auth.json` (bearer token + correct repo host)
 - full Composer error output (copy/paste)