Support & Troubleshooting

General Knowledge Base Documentation

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

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Support Tickets

Use Account > Tickets to review existing conversations or open a new ticket.

Technical issues and feature requests require a valid support package. Select the paid order and the affected extension or license when you create the request. This gives support the correct product, entitlement and version context without asking you to send license credentials.

SoftwareSilo normally provides the first substantive response within two business days. Resolution time depends on reproducibility, third-party systems and the scope of the investigation.

What to include

To speed up handling, include:

- Extension and Composer package name.
- Installed extension, Magento and PHP versions.
- What you expected and what happened instead.
- The shortest repeatable sequence that causes the problem.
- Whether the issue occurs in production, staging or a clean reproduction environment.
- Relevant log excerpt with its timestamp.
- Recent deployment, configuration or third-party module changes.

Do not attach repository tokens, passwords, private keys, complete database exports, customer exports or unrelated logs. Replace real customer data with a fictional example where possible.

The ticket form accepts PDF, PNG, JPG, JPEG, TXT, Markdown and CSV files up to 10 MB each. Add focused evidence through the attachment field when you create the ticket. You can also reply in the existing conversation and attach a follow-up file. Ticket statuses show whether support is investigating, waiting for your confirmation or has closed the request.

Quick checks before opening a ticket

```
php bin/magento --version
php bin/magento deploy:mode:show
php bin/magento module:status MageB2B_ModuleName
composer show mageb2b/package-name
```

Review the matching time window in:

- `var/log/system.log`
- `var/log/exception.log`
- `var/report/`, when Magento created a report
- the extension-specific log named in its manual

For a storefront issue, also record the browser, viewport, page URL, console error and failed network request. For a background process, include the cron or queue command and the worker result.

Reproduce with the smallest scope

Try the affected website and customer scope deliberately. Clear only the caches relevant to the check, and avoid changing several settings at once. If disabling another module makes the issue disappear, report both module package names and versions rather than assuming which one is at fault.

For installation or update failures, include Composer's error text after removing tokens and private repository URLs. The installation guide has the repository checklist.