



SOFTWARESILOS

Order Cancellation Documentation

PDF Manual

MODULE

order-cancellation

LAST UPDATED

2026-03-29

Common Issues

Order Cancellation Documentation · </order-cancellation/troubleshooting/common-issues>

Order Cancellation Button Is Missing

Check:

- order status is included in **Allowed Order Statuses for Cancellation**
- admin user role has permission for order cancellation
- module is enabled and cache is clean

Mass Action "Cancel Order" Does Not Cancel All Selected Orders

Expected behavior:

- orders not in allowed statuses are skipped
- only allowed orders are processed

Check:

- selected orders include mixed statuses
- status allowlist configuration is correct

"Order is not in an allowed status."

Cause:

- order status is currently not allowed by configuration

Fix:

- add the required status in **Allowed Order Statuses for Cancellation**
- or cancel the order via the standard Magento flow where applicable

"Order cannot be cancelled."

Possible causes:

- order state/status progression blocks cancellation in current context
- payment/order state handling failed during processing

What to do:

- review order timeline and current state
- check `var/log/system.log` and `var/log/exception.log`
- retry after correcting status/configuration

Customer Does Not Receive Cancellation Email

Check:

- **Enable Email Notification** is enabled
- **Email Sender** and **Email Template** are configured
- order has a valid customer email
- Magento mail transport is working

Cancellation Comment Not Visible in Frontend

Check:

- **Display on frontend** is enabled
- comment text is configured
- customer is viewing the same order/store scope