



Common Issues

Ordered Products Documentation

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

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Common Issues

My Ordered Products is missing from the account menu

Check **Enable Ordered Products** and **Show link in customer account** in the current store scope. The link is hidden if either value is disabled.

If the feature is enabled but only the link is hidden, the direct route can still open. Use the main enable setting when the page itself must be unavailable.

The list is empty

Confirm that the signed-in account owns orders in a store belonging to the current website. Guest orders and orders owned by another customer account are not included.

Also reset all filters. An exact quantity, narrow price input or date boundary can remove every row from the current result.

A cancelled or refunded order still appears

This is expected. The history has no order-status filter. It lists top-level products from the customer's orders regardless of their later state.

A product appears only once

Check **Show each product only once**. When enabled, the latest order item for each product ID replaces older rows for the same product.

The historical price differs from the cart

The table displays the price stored on the old order using the configured Price Mode. Reorder adds the current catalog product to the cart, where Magento applies current pricing and cart rules.

A configurable product cannot be reordered

The saved variant selection may no longer exist or may no longer be saleable. Open the product page and choose a current configuration, or restore the required catalog option.

Only some selected products were added

Bulk reorder processes each selected row separately. Read the product-specific errors shown after the request. Common causes include a removed product, unavailable stock, changed required options or a quantity that is no longer permitted.

Successful rows remain in the cart even when another row fails.

Filters stop updating the table

Reload the account page to obtain a fresh Magento form key. Then check the browser console and Magento logs for failed requests to the filter endpoint. A stale form key returns an **Invalid form key** response instead of table rows.

The page opens on Hyva but stays empty

This is a theme limitation, not a data problem. The module ships RequireJS/`data-mage-init` widgets that Hyva does not bootstrap, and there is no Hyva compatibility package. The heading and table shell render server-side, but the product rows are loaded by the widget's Ajax call — so the list stays empty and the filter, sort, pagination and reorder controls never start. The account page requires a Luma/Blank-based theme.