



SOFTWARESILOS

Payment Profiles Documentation

PDF Manual

MODULE

payment-profile

LAST UPDATED

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Common Issues

Payment Profiles Documentation · </payment-profile/troubleshooting/common-issues>

This guide covers frequent Payment Profile issues and practical fixes.

Extension Appears Inactive

Symptom

All payment methods are shown for all customers.

Checks

1. Confirm extension is enabled in **Stores > Configuration > MageB2B > Payment Profile**
2. Confirm at least one profile exists for the affected website
3. Clear cache after changes

Fix

- Enable the extension if disabled
- Create a profile for the relevant website and customer groups
- Re-test checkout with a matching customer/cart

No Expected Restriction at Checkout

Symptom

Customer still sees methods that should be hidden.

Checks

1. Profile is assigned to the correct website
2. Customer is in one of the selected groups (or individually assigned)
3. Any profile conditions are actually met (subtotal, country, etc.)
4. Priority order is correct

Fix

- Correct website/group assignment
- Relax or correct conditions
- Move the intended profile to higher priority (lower number)

Too Few Methods Shown

Symptom

Customer sees fewer payment methods than expected.

Checks

1. Another higher-priority profile may match first
2. Allowed method list in the matching profile is too narrow
3. Store-level payment method config may disable methods globally

Fix

- Adjust profile priorities
- Add missing methods to the profile
- Verify payment methods are globally enabled in Magento

Website-Specific Behavior Is Inconsistent

Symptom

Profile works on one website but not on another.

Checks

1. Confirm each website has the required profiles
2. Verify the profile website selection matches the storefront being tested
3. Re-check payment method selection after changing website on a profile

Fix

- Create separate profiles per website where needed
- Keep naming conventions website-specific (for example `US - Wholesale`, `DE - Retail`)

Condition Logic Does Not Match Expectations

Symptom

Profiles match (or fail) unexpectedly.

Checks

1. Verify AND/OR grouping in conditions
2. Confirm threshold values (for example `>= 1000` vs `= 1000`)
3. Test edge values (exact boundaries)

Fix

- Simplify conditions
- Split complex logic into multiple profiles with clear priorities

Individual Customer Assignment Not Behaving As Expected

Symptom

Assigning a customer to a profile does not produce the expected checkout result.

Checks

1. Confirm the customer is assigned in **Customer Assignment** tab
2. Verify customer group and profile conditions
3. Check whether another profile with higher priority matches first

Fix

- Adjust priority order
- Align conditions across overlapping profiles
- Keep exception profiles narrow and explicit

Changes Do Not Appear Immediately

Symptom

Profile edits are saved, but checkout still shows old behavior.

Fix

1. Clear Magento cache
2. Re-open checkout in a fresh browser session/incognito
3. Re-test with the same customer and cart values used during configuration

Preventive Measures

- Use clear naming (auditable profile intent)
- Keep priorities unique
- Avoid unnecessary profile overlap
- Re-test after every major profile update
- Keep a simple profile matrix for operations/support teams

Next Steps

- [Debugging](#)
- [Priority System](#)
- [Condition Builder](#)