Common Issues

Payment Profiles Documentation

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

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EXTENSION
Magento 2 Extension Payment Profiles

Common Issues

Checkout shows no payment methods

First check **Hide all payment methods when no allowed method is resolved**. When it is set to Yes, an empty allowed-method result hides every payment method. Check for missing profile assignments, matching profiles without methods, and restrictions whose method lists have no overlap.

Then confirm the profile website, customer or group assignment, conditions and selected methods. Test whether the underlying payment methods work with Payment Profile disabled.

A method that is selected in the profile is missing

A profile is an allowlist, not an enable switch. The payment method must also be enabled and available for the website, currency, country, order total and quote according to its own configuration.

Too many methods remain visible

Confirm Payment Profile is enabled in the active configuration scope. Check that the buyer has an assigned matching profile for the current website. If no profile matches and strict no-match behavior is disabled, Magento's normal methods remain visible.

The wrong profile wins

List every profile assigned through the customer and their group. Filter the list to the current website, then check conditions from the lowest priority number upward. The first match controls the allowed list.

An address condition behaves differently for virtual products

Shippable quotes use the shipping address for rule validation. Virtual quotes use the billing address. Test both flows when an address field appears in a condition.

A website change caused unexpected methods

Payment-method options are loaded for the selected website. Reopen the profile, review the website and selected methods, save and retest in that storefront.

A customer-specific profile does not override the group

profile

Individual assignment adds another eligible profile; it is not an automatic override. Give the intended exception a lower priority number and ensure its conditions match.