



SOFTWARESILOS

Payment Profiles Documentation

PDF Manual

MODULE

payment-profile

LAST UPDATED

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Debugging

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The Payment Profile module does not provide a dedicated “debug mode” config section. Troubleshooting is done by validating configuration and verifying which profile matches.

Checklist

1) Confirm the module is active

- `php bin/magento module:status MageB2B_PaymentProfile`

2) Confirm global config

Go to **Stores > Configuration > MageB2B > Payment Profile**:

- **Enable** (`payment_profile/general/enabled`)
- **Skip payment profile when no entry matched** (`payment_profile/general/disable_no_match`)

Tip:

- For predictable behavior, keep at least one tested fallback profile for each website/customer segment.

3) Check the active website scope

Every payment profile belongs to a website. Make sure the profile is created for the same website that the checkout runs on.

Note:

- If you change the website on an existing profile, re-check selected payment methods before saving.

4) Validate profile priority

If multiple profiles match, the lowest priority wins. Use a very low priority (e.g. 1) for “hard” overrides and keep the fallback at 999.

5) Validate explicit assignments

Profiles can be assigned to:

- Customer groups
- Individual customers

If you use strict mode, ensure coverage for all relevant groups/customers.

6) Validate conditions

Conditions are evaluated using Magento’s rule/conditions engine. Common mistakes:

- Condition targets the wrong attribute scope
- Condition expects a shipping address field but checkout has no shipping address yet
- Website mismatch

Support Tip

If checkout behavior is still unclear after configuration checks, capture a reproducible checkout example (customer type, cart value, website, expected vs actual methods) and share it with support.

Related

- [Common Issues](#)
- [Priority System](#)