



**SOFTWARESILOS**

# Pricing System Overview

PDF Manual

MODULE

pricesystem

LAST UPDATED

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# Troubleshooting

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Common issues and solutions for the Pricing System.

## Price Not Displaying

### Symptoms

- Customer sees catalog price instead of custom price
- "My Prices" shows empty

### Solutions

1. **Check customer is logged in**
  - Customer-specific entries require login
  - Group/context-based pricing can still apply for guests
2. **Verify date validity**
  - Check from\_date and to\_date
  - Ensure current date is within range
3. **Check website scope**
  - Verify website\_id matches current store
  - Use 0 for all websites
4. **Review priority settings**
  - Higher priority may be overriding
  - Check price selection strategy
5. **Clear caches**

```
php bin/magento cache:clean pricesystem_cache  
php bin/magento cache:flush
```

## Wrong Price Calculation

### Symptoms

- Price is incorrect
- Wrong tier applied

### Solutions

1. **Enable debug logging**

- **Stores > Config > Pricsystem > Debug > Enable log:** Yes
- Check `var/log/pricesystem.log`

## 2. Check quantity tiers

- Verify cart qty meets tier threshold
- Review tier configuration

## 3. Review priority chain

- Check all matching rules
- Verify priority values

## 4. Test in incognito

- Rule out browser caching

# Import Failures

## Symptoms

- CSV import fails
- Validation errors

## Solutions

### 1. Check CSV format

- UTF-8 encoding
- Correct delimiter (default `;`; match your import command/settings if overridden)
- All required columns present

### 2. Verify data integrity

- Valid product SKUs
- Valid customer emails
- Valid category IDs

### 3. Check for duplicates

- Unique constraint violations
- Remove duplicate rows

### 4. Review error log

```
tail -100 var/log/system.log  
tail -100 var/log/exception.log
```

# Performance Issues

## Symptoms

- Slow page loads

- High database load

## Solutions

### 1. Check cache status

```
php bin/magento cache:status
```

### 2. Optimize cache lifetime

- Increase cache TTL if prices change infrequently
- **Stores > Config > Pricessystem > Price Cache Lifetime**

### 3. Index optimization

- Ensure database indexes are present
- Run reindex if needed

### 4. Review price rules count

- Large numbers of rules impact performance
- Consider consolidating rules

## API Errors

### 401 Unauthorized

- Verify API credentials
- Check token expiration
- Confirm permission model for the endpoint type (integration ACL vs customer token vs anonymous context routes)

### 404 Not Found

- Verify endpoint URL
- Check API module is installed
- Confirm resource exists

### 500 Server Error

- Check `var/log/exception.log`
- Verify request payload format
- Check database connectivity

## Common Error Messages

### "Price not found for customer"

Customer has no assigned prices:

- Create customer price entries
- Assign customer to pricelist

- Check customer group pricing

## "Duplicate entry"

Unique constraint violation:

- Check for existing price with same parameters
- Use UPDATE instead of INSERT
- Review (customer, product, qty, website, dates) combination

## "Invalid date format"

Date parsing failed:

- Use YYYY-MM-DD format
- Ensure dates are valid
- Check locale settings

## Debug Checklist

When troubleshooting price issues:

1.  Correct customer context is used (logged-in customer for customer-specific prices, or guest/NOT\_LOGGED\_IN context where applicable)
2.  Price entry exists in database
3.  Date range is valid (or null)
4.  Website scope matches
5.  Quantity threshold is met
6.  Priority doesn't conflict
7.  Cache is cleared
8.  Debug log is checked

## Getting Help

If issues persist:

1. Collect debug logs
2. Note Magento and extension versions
3. Document steps to reproduce
4. Contact support at [info@softwaresilo.io](mailto:info@softwaresilo.io)