Common Issues

Sales Staff Documentation

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

LAST UPDATED
2026-10-13

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EXTENSION
Magento 2 Extension Sales Staff

Common Issues

Start with the failing identity and scope: Magento Admin user, Staff account or customer; then note the website/store view, URL and exact action. Many Staff problems are assignment or configuration-scope issues rather than installation failures.

Staff menu is missing in Magento Admin

1. Check `php bin/magento module:status MageB2B_Staff`.
2. Run `php bin/magento setup:upgrade` after a new installation or update.
3. Confirm the Admin role has the Staff management, group, report or configuration resource needed for that page.
4. Clean Magento cache and sign the Admin user in again.

Do not grant the full Admin role merely to reveal one menu item.

Staff cannot sign in

Check that the account is active, the email and password are correct, and the Staff website matches the storefront. Test the forgotten-password flow and verify the reset link has not exceeded the configured two-hour default.

Since Staff 1.6.3, the storefront login applies the same request throttling as Staff API token requests. Repeated failed attempts for one email are rejected for a cooldown period — wait and retry instead of hammering the form, and rule this out before suspecting the account record.

If SAML is installed, determine whether password login is disabled. A valid IdP session still cannot activate a disabled Magento Staff account.

Password reset email does not arrive

Confirm the forgotten-password and password-updated templates are selected in **Activated Emails**, the Staff email belongs to the current website, and Magento can reach the mail transport. Inspect Magento logs and the non-production mailbox before requesting another reset repeatedly.

Assigned customers are empty

Check:

- the relation was saved on the Staff account
- Staff and customer belong to the same website
- restricted customer groups do not exclude the customer
- active grid filters are not hiding it
- **Show all assigned customers by default** is not disabled

Access All Customers is not a suitable diagnostic fix because it broadens access.

Staff can see the wrong customer

Review **Access All Customers**, multiple-assignment mode, the Staff website and the assignment import/API process. Reproduce with one assigned and one unassigned fictional customer and record the IDs involved.

Login as customer is rejected

The customer must be assigned to the current representative unless all-customer access is enabled, and the website must match. The action also requires a valid POST/form key, so an old page or cached form may need to be refreshed.

Customer context or cart looks stale

Leave through the provided Staff action rather than closing the tab. This clears the customer session, checkout quote and order-edit markers. If stale content remains, reproduce in a clean browser session and inspect custom theme/private-content overrides.

Create Customer is missing

Both the global **Enable creating new customer** setting and the Staff account's **Can Create Customer** permission must be enabled. Customer-group restrictions can also remove choices from the form.

Item price cannot be edited

Enable **Can Edit Item Price** on the Staff account. A price of zero needs the separate **Allow 0 Price on Item Price Edit** setting, disabled by default. Catalog, product and compatible pricing rules still need to allow the item in the customer's store context.

Staff cannot edit an order

The order must be attributed to the current representative, **Can Edit Orders** must be enabled on the Staff account and the order state must be configured as editable. Only New is allowed by default.

If edit mode reports an invalid session, exit it and restart from the Staff order list. Do not reuse a previously opened cart URL.

The order has the wrong representative

Check whether it was placed in Staff context, selected in Magento Admin or attributed from the customer's primary representative by **Set staff permanently on order**.

Historical orders use their stored Staff values, not the customer's current assignment.

Commission is zero

Confirm the order has a Staff ID, the representative has a percentage, the calculation method is selected and the order is not canceled. Compare the stored base subtotal with the configured formula. Product-discount commission also depends on the quote context in which Staff pricing was calculated.

Reports are missing

Reports are included in the base extension. Enable **Show sales report for staff in frontend** for Staff navigation and grant the corresponding Admin ACL resources for Magento Admin reports and exports.

An optional package does not appear

Confirm its Composer package and Magento module are installed, run setup upgrade, compile DI and clean cache. Then check the package-specific configuration and Staff permission.

The GraphQL package requires the Staff base extension. Staff TFA and Staff SAML are alternative authentication packages and cannot be installed together.

What to collect for support

Provide:

- Magento, PHP, `mageb2b/staff` and relevant add-on versions
- website/store view and route
- whether the actor is Admin, Staff or customer
- the exact error message and timestamp
- sanitized steps using fictional identities
- relevant Magento exception/system log entries
- whether the issue reproduces with a standard theme and without project overrides

Never include passwords, access tokens, SAML assertions, customer quote tokens or real customer data.

Related: Configuration and Email Configuration.