



SOFTWARESILOS

Sales Staff Extension

PDF Manual

MODULE

staff

LAST UPDATED

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Common Issues

Sales Staff Extension · /staff/troubleshooting/common-issues

This guide covers the most common issues with the Sales Staff extension and how to resolve them.

Installation & Setup Issues

Module Not Showing in Admin

Symptom: Configuration page not visible after installation

Possible Causes:

1. Module not enabled
2. Cache not cleared
3. Permissions issue

Solution:

```
# Check module status
php bin/magento module:status MageB2B_Staff

# Enable if needed
php bin/magento module:enable MageB2B_Staff

# Run setup
php bin/magento setup:upgrade

# Clear cache
php bin/magento cache:flush

# Check admin permissions
# Admin > System > User Roles > Edit Role
# Ensure "MageB2B Staff" permissions are enabled
```

Database Tables Not Created

Symptom: Tables missing after setup:upgrade

Check:

```
php bin/magento setup:db:status
```

Expected Tables:

- customer_salesstaff
- customer_salesstaff_customer
- customer_salesstaff_group

Solution:

```
# Run setup with keep-generated flag
php bin/magento setup:upgrade --keep-generated

# If still missing, check logs
tail -f var/log/system.log
tail -f var/log/exception.log
```

Login Issues

Staff Cannot Login

Symptom: Login fails with correct credentials

Check:

1. **Staff Status:** Must be "Active"
 - Admin > Staff > All Staff
 - Edit staff, check Status field
2. **Email Correct:** Verify email address
 - Check for typos
 - Check for extra spaces
3. **Password Correct:** Case-sensitive
 - Try password reset
4. **Website and Scope Context:**
 - Check the staff website assignment and effective configuration scope
5. **Session Configuration:**

```
# Check session storage
php bin/magento config:show web/cookie/cookie_domain
php bin/magento config:show web/cookie/cookie_path
```

Solution:

```
# Reset password
1. Go to staff login page
2. Click "Forgot Password"
3. Enter email
4. Check email for reset link
5. Set new password
```

Login Redirects to Wrong Page

Symptom: After login, redirected to unexpected page

Check Configuration:

- Stores > Configuration > MageB2B > Staff > General
- **Login post url handle:** Check value

Default: staff

Solution: Set correct redirect URL

Session Expires Too Quickly

Symptom: Staff logged out after short time

Check Configuration:

- Stores > Configuration > MageB2B > Staff > General
- **Session lifetime (seconds):** Current value

Recommendation:

- Minimum: 3600 (1 hour)
- Recommended: 7200 (2 hours)
- Maximum: 31536000 (1 year)

Solution: Increase session lifetime

Customer Assignment Issues

Customer Not Visible to Staff

Symptom: Staff cannot see assigned customer

Check:

1. Customer Assigned:

- Admin > Staff > All Staff > Edit Staff
- Check "Customers" section

2. Access All Customers:

- Edit staff
- Check "Access All Customers" field

3. Customer Group Restrictions:

- Stores > Configuration > MageB2B > Staff > General
- Check "Restrict customer groups"

4. Scope and Website Context:

- In multi-website setups, check website and scope configuration for staff visibility

5. Customer Status:

- Customer account must be active

Solution:

```
Option A: Assign customer to staff
Option B: Enable "Access All Customers"
Option C: Remove customer group restrictions
Option D: Verify scope/website configuration
```

Cannot Assign Customer to Staff

Symptom: Assignment fails or customer not found

Check:

1. **Customer Exists:** Verify customer account
2. **Staff Active:** Staff status must be Active
3. **Scope and Website Context:** Verify assignment and configuration scope in multi-website setups
4. **Multiple Staff Setting:**
 - If "Can customer have multiple staff" = No
 - Customer may already be assigned

Solution:

```
1. Verify customer exists
2. Activate staff account
3. Check scope and website settings
4. Enable multiple staff per customer (if needed)
```

Customer Assigned But Not Showing

Symptom: Assignment saved but customer not in list

Check:

1. **Show Customers by Default:**
 - Configuration setting
 - May need to search first
2. **Cache Issue:**

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

Solution: Clear cache and refresh page

Customer Impersonation Issues

Cannot Start Customer Context

Symptom: Customer login action not working

Check:

1. **Customer Assigned:** Verify assignment
2. **Staff Permissions:** Check "Access All Customers" or specific assignment
3. **Customer Active:** Customer account must be active
4. **Scope and Website Context:** Check scope restrictions for customer visibility/impersonation
5. **Staff Active:** Staff status must be Active

Solution:

1. Verify customer assignment
2. Check staff permissions
3. Activate customer account
4. Verify scope and website configuration

Session Lost During Impersonation

Symptom: Staff session expires while impersonating

Cause: Session lifetime too short

Solution:

- Increase session lifetime
- Stores > Configuration > MageB2B > Staff > General
- Set to 7200 (2 hours) or more

Cannot Exit Customer Context

Symptom: "Logout from current customer" action not working

Check:

1. **Browser Cookies:** Ensure cookies enabled
2. **Session Storage:** Check session configuration
3. **Cache:** Clear browser cache

Solution:

1. Clear browser cache and cookies
2. Close browser and reopen
3. Login as staff again
4. Try impersonation again

Price Editing Not Available

Symptom: Cannot edit cart item prices

Check:

1. **Staff Permission:**
 - Edit staff account

- "Can Edit Item Price" must be Yes

2. System Configuration:

- Stores > Configuration > MageB2B > Staff > General
- Check price editing settings

3. Product Type:

- Some product types may not support price editing

Solution: Enable price editing in staff account and configuration

Commission Issues

Commission Not Calculated

Symptom: Order placed but commission shows \$0.00

Check:

1. Staff Commission Rate:

- Edit staff account
- "Commission" field must be > 0

2. Commission Type:

- Stores > Configuration > MageB2B > Staff > Commission
- "Commission type" must be selected

3. Order Status:

- Canceled orders have \$0 commission

4. Staff Assignment:

- Order must be assigned to staff

Solution:

1. Edit staff, set Commission (e.g., 5.00)
2. Configure commission type
3. Verify order is not canceled
4. Check staff assignment on order

Wrong Commission Amount

Symptom: Commission calculated incorrectly

Check:

1. Commission Type:

- Total excluding tax
- Total including tax
- Product discount

2. **Staff Commission:** Verify percentage

3. **Order Totals:** Check subtotal, tax, shipping

4. **Calculation:**

```
Excl. Tax: Subtotal × Commission %
Incl. Tax: Subtotal including tax × Commission %
Discount: Sum of discounts
```

Solution: Verify commission type and percentage, manually adjust if needed

Commission Not Visible to Staff

Symptom: Staff cannot see commission in dashboard

Check Configuration:

- Stores > Configuration > MageB2B > Staff > Commission
- **Show commission for Staff:** Must be Yes

Solution: Enable commission display

Commission Not Updated After Order Change

Symptom: Order edited but commission unchanged

Cause: Commission is recalculated when the order is saved; canceled orders are forced to 0.

Solution:

1. Open the order in admin and save it to trigger recalculation
2. Verify the order is not canceled
3. Verify commission configuration and staff commission value
4. Check order history/comments for recalculation events

Email Issues

Staff Not Receiving Emails

Symptom: No emails sent to staff

Check:

1. **Email Templates Enabled:**

- Stores > Configuration > MageB2B > Staff > Email
- "Activated Emails" setting

2. **Email Configuration:**

- Stores > Configuration > General > Store Email Addresses
- Verify sender addresses

3. **SMTP Settings:**

- Check Magento email configuration
- Test email sending

4. **Staff Email Address:**

- Verify correct email in staff account

Solution:

1. Enable email templates
2. Configure SMTP settings
3. Send a real test flow (e.g., password reset or staff activation email)
4. Check spam folder

Customer Not Receiving Order Confirmation

Symptom: Customer doesn't get order email

Check:

1. **Email Order To** Setting:

- Stores > Configuration > MageB2B > Staff > Email
- "Email order to": Customer, Staff, Customer and Staff, Customer from quote and Staff, or Staff from quote and Customer

2. **Customer Email:** Verify customer email address

3. **Email Processing:**

- Verify cron/queue consumers are running for asynchronous emails
- Check logs for transport or template errors

Solution: Set "Email order to" to the intended recipient strategy for your order flow

Wrong Email Template Used

Symptom: Email content incorrect

Check:

- Stores > Configuration > MageB2B > Staff > Email
- Verify template selections:
 - Email template new staff
 - Email template for staff activation
 - Email template for staff de-activation
 - Forgot password template

- Password updated template

Solution: Select correct templates and save configuration

Performance Issues

Slow Customer Grid Loading

Symptom: "Customers" page loads slowly

Causes:

1. Too many customers assigned
2. Complex filters enabled
3. Show customers by default = Yes

Solutions:

Option A: Disable Default Display

- Configuration: "Show customers by default" = No
- Customers only load after search

Option B: Enable Address Filters

- "Filter default billing address only" = Yes
- "Filter default shipping address only" = Yes
- Improves query performance

Option C: Reduce Filters

- Configuration: "Search filters for customer grid"
- Disable unused filters

Option D: Enable Pagination

- "Enable limiter on Customer Grid" = Yes
- Staff can choose records per page

Slow Order Placement

Symptom: Checkout takes long time

Causes:

1. Commission calculation complex
2. Email sending delays
3. Database queries slow

Solutions:

1. Optimize database indexes
2. Use queue for emails
3. Enable caching
4. Check server resources

Database Issues

Duplicate Entry Error

Symptom: Error when assigning customer

Typical Error Pattern:

- Integrity/duplicate assignment error while linking customer and staff

Cause: Customer already assigned to staff

Solution:

```
Option A: Enable "Can customer have multiple staff"  
Option B: Remove existing assignment first  
Option C: Check for duplicate assignments
```

Foreign Key Constraint Error

Symptom: Cannot delete staff or customer

Typical Error Pattern:

- Delete/update blocked because related records still exist

Cause: Related records exist

Solution:

```
1. Remove customer assignments first  
2. Then delete staff account  
3. If error 1451 persists, check for custom/external constraints or  
4. Core customer-staff assignment relations use cascade behavior
```

Frontend Display Issues

Staff Links Not Showing in Footer

Symptom: Login/signup links missing

Check Configuration:

- Stores > Configuration > MageB2B > Staff > General
- **Add footer link for staff signup:** Yes
- **Add footer link for staff login:** Yes

Solution: Enable footer links and clear cache

Staff Account Menu Not Visible in Header (Custom Themes)

Symptom: Staff account details and logout are missing from the header, but appear on the staff dashboard.

Cause: The Staff header menu is rendered into the standard Magento container `header.panel`. Many custom themes remove or replace `header.panel`, so the Staff header block has no place to render.

Fix:

1. Restore `header.panel` in the theme, or
2. Attach the Staff header block to the actual header container used by the theme.

If your theme does not use `header.panel`, map the staff account header output to the container that renders your header links (for example `header.container`, `header-wrapper`, or a custom container from your theme layout).

Staff Dashboard Empty

Symptom: No data in staff dashboard

Causes:

1. No customers assigned
2. No orders placed
3. Commission display disabled

Solution:

1. Assign customers to staff
2. Place test order
3. Enable commission display
4. Clear cache

Getting Help

Enable Debug Mode

Configuration:

```
# Enable developer mode
php bin/magento deploy:mode:set developer

# Enable logging
php bin/magento config:set dev/debug/template_hints_storefront 1
```

Check Logs

Log Files:

```
# System log
tail -f var/log/system.log
```

```
# Exception log
tail -f var/log/exception.log

# Debug log
tail -f var/log/debug.log

# Apache/Nginx error log
tail -f /var/log/apache2/error.log
tail -f /var/log/nginx/error.log
```

Collect Information

When reporting issues, include:

- Magento version
- Staff extension version
- PHP version
- Error messages from logs
- Steps to reproduce
- Expected vs actual behavior
- Screenshots (if applicable)

Preventive Measures

Regular Maintenance

Weekly:

- Review staff accounts
- Check commission calculations
- Monitor email delivery
- Review customer assignments

Monthly:

- Update extension
- Review configuration
- Optimize database
- Check performance

Quarterly:

- Audit staff permissions
- Review commission structure
- Update documentation
- Train new staff

Best Practices

Security:

- Strong passwords
- Regular password changes

- Deactivate departed staff immediately
- Monitor login attempts

Performance:

- Optimize customer assignments
- Use appropriate filters
- Enable caching
- Monitor server resources

Data Quality:

- Verify customer assignments
- Check commission accuracy
- Validate email addresses
- Clean up old data

Next Steps

For more detailed information, see:

[Configuration Guide](#) → [Customer Assignment](#) → [Commission System](#) →