Common Issues

Sublogin Documentation

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

LAST UPDATED
2026-09-26

SOURCE
Open this article online

EXTENSION
Magento 2 Extension Sublogin

Common Issues

Start with the buyer's exact website, store view and parent customer. Most Sublogin failures come from a scoped setting, inactive identity or a combination of address, method, budget and permission rules.

A sublogin cannot sign in

Check:

1. the base extension is enabled for the current store view;
2. the record is active and its expiry date is empty or in the future;
3. required email confirmation is complete;
4. the parent customer account is active;
5. the email is unique within Magento's account-sharing scope;
6. the password meets the current Magento policy.

If password reset reports an invalid token, search customers and sublogins for a duplicate scoped email before sending another reset message.

The main account cannot create sublogins

The main customer and delegated sublogins use separate controls.

- The main customer account must have its Sublogin creation capability enabled.
- A sublogin needs the per-record **Can Create Sublogins** value or the matching delegated action.
- **Default Value Can Create Sublogins** only sets the initial value for new records. It does not repair existing accounts.
- With Role installed, check the effective list, save and related management permissions.

Impersonation is missing

Confirm **Allow impersonate sublogin account** is enabled at the active scope. The acting user must also be allowed to manage or impersonate the target record.

After configuration changes, start a new customer session. A stale session can preserve the old navigation until sign-out.

No checkout address is available

Review Address Management in this order:

1. parent-address mode;
2. selected parent address in custom mode;

3. sublogin-owned address in disallow mode;
4. permission to add a new address;
5. parent default billing restriction.

Test billing and shipping independently.

Payment or shipping methods are missing

Disable the relevant Sublogin filter in staging. If the method still does not appear, Magento or another extension considers it invalid for the cart, address or website.

If it returns, check the exact method assigned to the sublogin. Shipping restrictions use the full carrier and method combination. Budget may also hide payment methods when Pay on Budget is enforced.

A product or cart item is unavailable

Check Role product permissions, Sublogin Custom Catalog activation and assignments, the optional merge operator, store website assignment, product status and stock.

An item placed in the cart before a catalog change can fail later validation. Remove it, start a new session and retest the direct product URL.

Budget blocks the wrong cart

Check:

- Budget Logic and owner;
- fixed or recurring period;
- subtotal versus grand-total basis;
- per-order limit;
- order statuses counted as used spend;
- Pay-on-Budget-only mode;
- active one-time allowance.

Do not add a second budget as a workaround until the effective record set is understood.

An order skips or stalls in approval

Check the sublogin approval flag and subtotal threshold first. Then review the configured state/status pair.

With Role hierarchy, inspect the buyer's group, every parent group and approver permissions. Without Role, the main customer is the direct approver.

Account emails do not arrive

Check the selected template, sender identity, sublogin email preference, store context and Magento mail transport. In a development environment, inspect the configured mail capture service.

Keep plain-password email disabled. Resend a setup or reset link after fixing delivery.

Import succeeded but records are wrong

Review `entity_id`, `website_id`, `store_id` and the selected import behavior. For `replace`, compare addresses and add-on fields against the source CSV.

Remember that the CLI importer deletes a successfully imported source file by default unless `--delete_file_after_import=0` is supplied.

Targeted logging

Enable **Stores > Configuration > MageB2B > Sublogin > Debug > Enable log** only while reproducing a problem. The module log is:

```
tail -100 var/log/sublogin.log
```

Related add-ons may also write to Magento's normal system or exception logs. Remove or redact personal data before sharing log excerpts, then disable debug logging after the investigation.

For custom storefront fields, see Extending Frontend Form Fields.