



SOFTWARESILOS

Sublogin Documentation

PDF Manual

MODULE

sublogin

LAST UPDATED

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Common Issues

Sublogin Documentation · /sublogin/troubleshooting/common-issues

Practical troubleshooting checklist for the Sublogin module and its add-ons.

Sublogin Cannot Log In

Check Account Status

In Admin:

1. Go to **Customers > Sublogins**
2. Open the sublogin
3. Verify:
 - **Active** is enabled
 - **Expire date** is empty or in the future (if used)

If email confirmation is enabled:

- Verify the sublogin completed the confirmation flow (otherwise it stays inactive).

Customer and Sublogin Share the Same Email

Magento's login and password reset flows expect email addresses to be unique. A customer and a sublogin must not share the same email address.

Symptoms:

- Login behaves unexpectedly
- Password reset fails with messages like "Invalid token"

Fix:

- Change one of the emails so that every customer and every sublogin has a unique email.

"Can Create Sublogins" Missing / Cannot Create Sublogins

Checks:

- The main customer must have the attribute **Can Create Sublogins** enabled.
- If you want it enabled for new customers by default, set:
 - **Stores > Configuration > MageB2B > Sublogin > General settings**
 - **Default Value Can Create Sublogins** = Yes

Impersonation ("Login As") Not Available

Checks:

- **Stores > Configuration > MageB2B > Sublogin > General settings**
 - **Allow impersonate sublogin account** must be enabled
- If you use the Roles & Permissions add-on, ensure the effective permissions allow impersonation for the acting user.

Payment/Shipping Methods Missing at Checkout

If you restrict payment/shipping per sublogin:

- Enable filters:
 - `sublogin/general/enable_payment_methods_filter`
 - `sublogin/general/enable_shipping_methods_filter`
- Then make sure the sublogin actually has allowed methods assigned (otherwise checkout may show none).

Address Problems (No Addresses / Wrong Addresses in Checkout)

Check the address mode:

- **Stores > Configuration > MageB2B > Sublogin > Address settings**
 - Shared / Restricted / Own

Common pitfalls:

- Restricted mode but no addresses assigned to the sublogin
- “Add new address in checkout” disabled but restricted list is empty
- Default address expectations (customer defaults vs sublogin defaults) don’t match your configuration

Emails Not Sent (Welcome / Confirmation / Reset)

Checks:

- Email templates selected in:
 - **Stores > Configuration > MageB2B > Sublogin > Email settings**
- For welcome/notification behavior verify the sublogin flags (e.g. “Send backend mails”) where applicable.
- If you’re testing locally/staging, confirm SMTP/Mailpit configuration and clear config cache if you changed `.env`.

Debugging

Enable Sublogin Logging

Enable:

- **Stores > Configuration > MageB2B > Sublogin > Debug > Enable log**

Then inspect:

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

Developer Notes (Extending the Frontend Form)

If you need to add/modify fields on the sublogin frontend edit form, the module supports extending the

field definition via a plugin on:

- `MageB2B\\Sublogin\\Block\\Sublogin\\Edit::getFormFields()`

This is useful when you want custom customer-specific fields without forking the module.