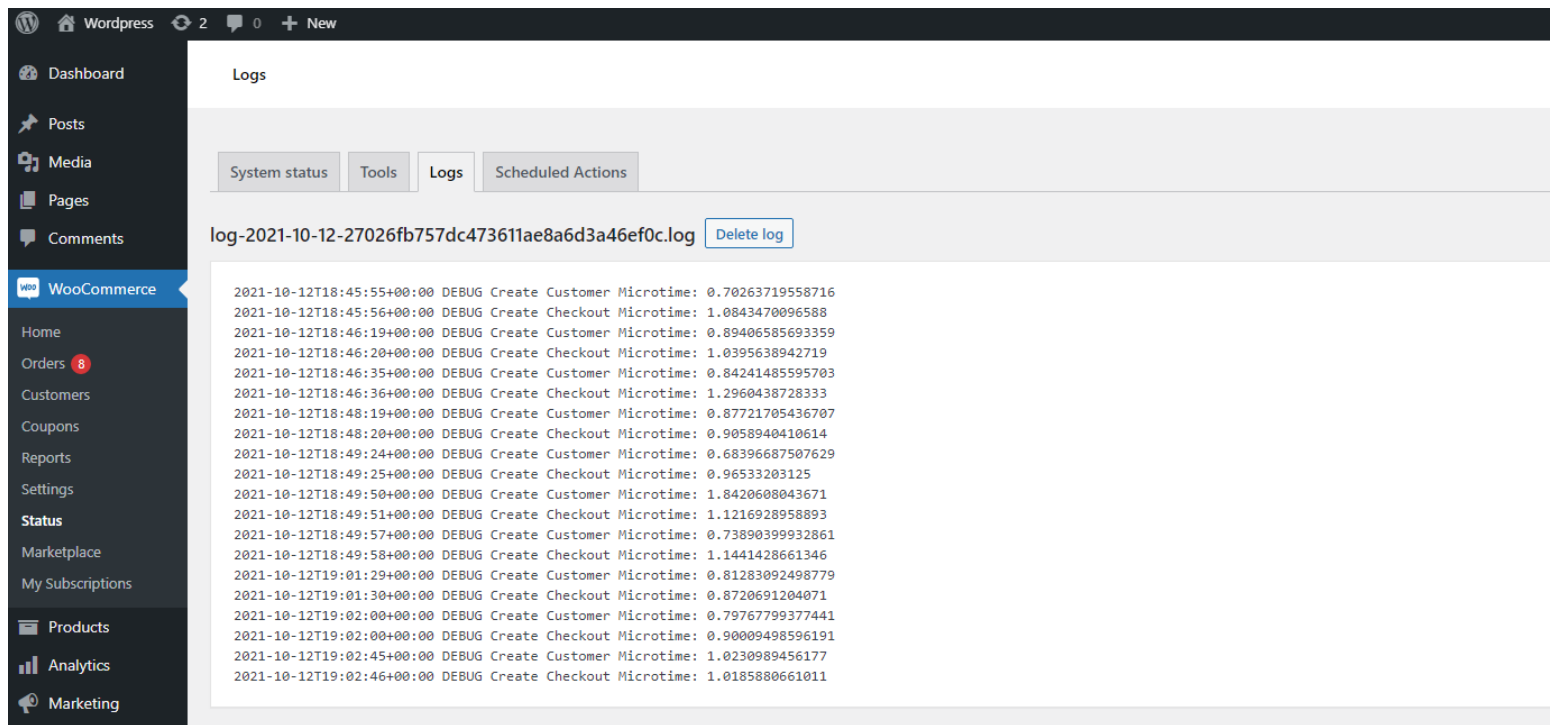


Error Handling and Troubleshooting

If you encounter any errors during the installation and configuration of the WooCommerce plugin, you can find a log of all errors in the WooCommerce dashboard, under *WooCommerce ? Status ? Logs*. In order to speed up the resolution, attach these logs when creating a support ticket to Verifone as it will help our support teams track down the issue.



The screenshot shows the WordPress dashboard with the WooCommerce plugin installed. The left sidebar contains various menu items, including 'WooCommerce' which is highlighted. Under 'WooCommerce', there are sub-menus for 'Home', 'Orders' (with a red badge showing 8), 'Customers', 'Coupons', 'Reports', 'Settings', 'Status', 'Marketplace', 'My Subscriptions', 'Products', 'Analytics', and 'Marketing'. The main content area is titled 'Logs' and has four tabs: 'System status', 'Tools', 'Logs' (which is selected), and 'Scheduled Actions'. Below the tabs, there is a list of log files. The first log file is selected and its contents are displayed in a text area. The log file name is 'log-2021-10-12-27026fb757dc473611ae8a6d3a46ef0c.log' and there is a 'Delete log' button next to it. The log content shows a series of 'DEBUG' messages for 'Create Customer' and 'Create Checkout' actions, each followed by a 'Microtime' value.

WordPress 2 + New

Dashboard

Posts

Media

Pages

Comments

WooCommerce

Home

Orders 8

Customers

Coupons

Reports

Settings

Status

Marketplace

My Subscriptions

Products

Analytics

Marketing

Logs

System status Tools Logs Scheduled Actions

log-2021-10-12-27026fb757dc473611ae8a6d3a46ef0c.log Delete log

```
2021-10-12T18:45:55+00:00 DEBUG Create Customer Microtime: 0.70263719558716
2021-10-12T18:45:56+00:00 DEBUG Create Checkout Microtime: 1.0843470096588
2021-10-12T18:46:19+00:00 DEBUG Create Customer Microtime: 0.89406585693359
2021-10-12T18:46:20+00:00 DEBUG Create Checkout Microtime: 1.0395638942719
2021-10-12T18:46:35+00:00 DEBUG Create Customer Microtime: 0.84241485595703
2021-10-12T18:46:36+00:00 DEBUG Create Checkout Microtime: 1.2960438728333
2021-10-12T18:48:19+00:00 DEBUG Create Customer Microtime: 0.87721705436707
2021-10-12T18:48:20+00:00 DEBUG Create Checkout Microtime: 0.9058940410614
2021-10-12T18:49:24+00:00 DEBUG Create Customer Microtime: 0.68396687507629
2021-10-12T18:49:25+00:00 DEBUG Create Checkout Microtime: 0.96533203125
2021-10-12T18:49:50+00:00 DEBUG Create Customer Microtime: 1.8420608043671
2021-10-12T18:49:51+00:00 DEBUG Create Checkout Microtime: 1.1216928958893
2021-10-12T18:49:57+00:00 DEBUG Create Customer Microtime: 0.73890399932861
2021-10-12T18:49:58+00:00 DEBUG Create Checkout Microtime: 1.1441428661346
2021-10-12T19:01:29+00:00 DEBUG Create Customer Microtime: 0.81283092498779
2021-10-12T19:01:30+00:00 DEBUG Create Checkout Microtime: 0.8720691204071
2021-10-12T19:02:00+00:00 DEBUG Create Customer Microtime: 0.79767799377441
2021-10-12T19:02:00+00:00 DEBUG Create Checkout Microtime: 0.90009498596191
2021-10-12T19:02:45+00:00 DEBUG Create Customer Microtime: 1.0230989456177
2021-10-12T19:02:46+00:00 DEBUG Create Checkout Microtime: 1.0185880661011
```

On the right-hand side of the screen, select the log you wish to view and click on the **View** button.

woo test log