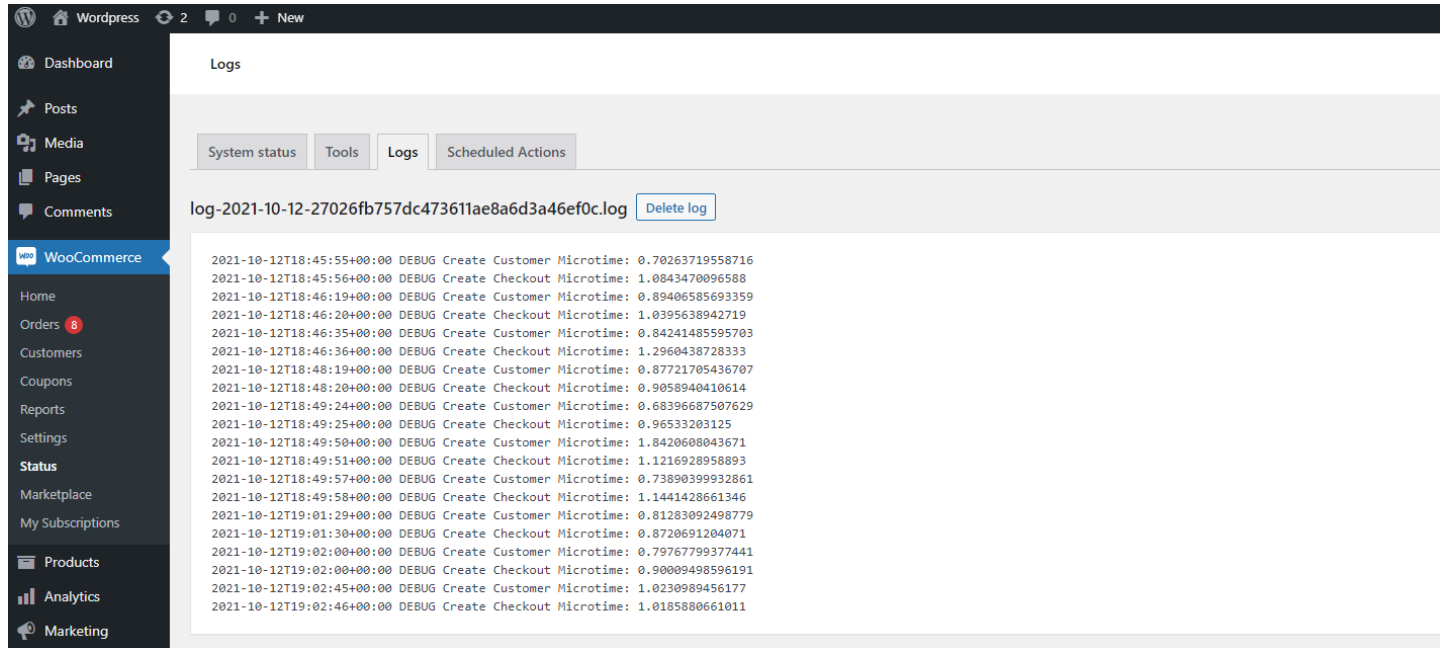


Error Handling and Troubleshooting

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.



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

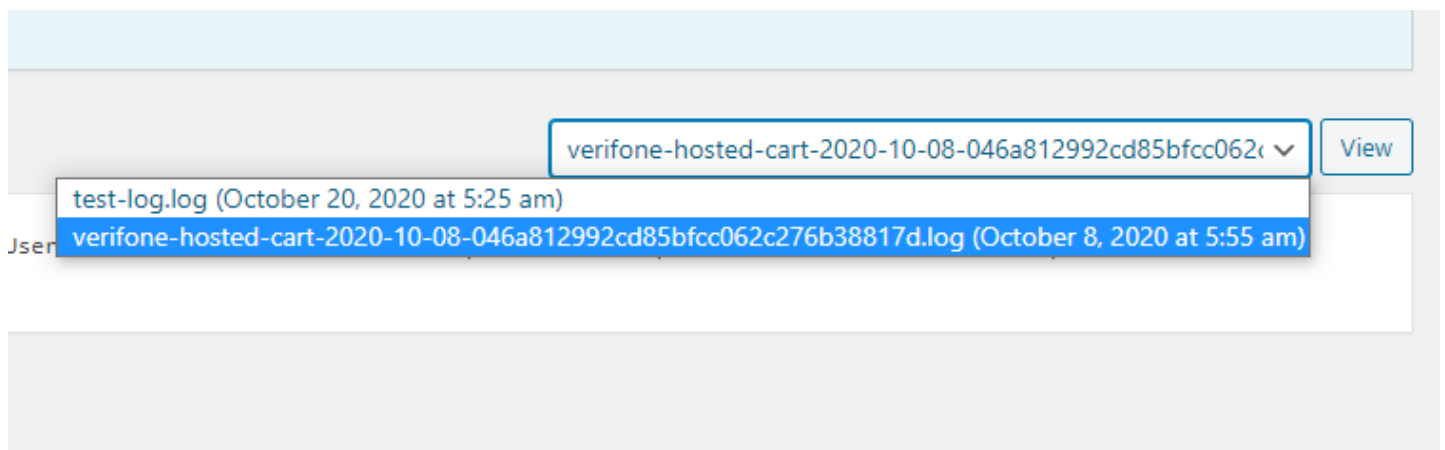
log-2021-10-12-27026fb757dc473611ae8a6d3a46ef0c.log Delete log

```

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.



verifone-hosted-cart-2020-10-08-046a812992cd85bfcc062c View

test-log.log (October 20, 2020 at 5:25 am)

verifone-hosted-cart-2020-10-08-046a812992cd85bfcc062c276b38817d.log (October 8, 2020 at 5:55 am)