Custom Roles Missing and Other Advanced Issues

Troubleshooting · https://wpfactory.com/docs/advanced-troubleshooting-discount/

If a custom role is missing from the role lists in Coupon by User Role for WooCommerce, that is expected in the free version, which lists only the eight standard roles. Roles created by other plugins appear only in Pro. This page also covers exception roles that skip users, untranslated messages, section resets, and plugin conflicts.

A custom role is not in the role list

The free version lists only the eight standard roles: Guest, Administrator, Editor, Author, Contributor, Subscriber, Customer, and Shop manager. Any role created by another plugin (wholesale, membership, B2B, and so on) appears only in **Pro**. If your custom role is missing, that is expected behavior, not a bug: upgrading to Pro adds every registered role to the lists.

A rule works for one user but not another with the same role

Check whether the second user also holds a role that is in the matching **Exceptions** field. Exceptions win: a user with any exception role is skipped, even if they also have a targeted role.

The invalid-coupon message is not translated

The message runs shortcodes, so you can localize it with `[alg_wc_cbur_translate]`. This shortcode reads the active language from the WPML constant `ICL_LANGUAGE_CODE`. On a site running only Polylang without that constant defined, the language branches may not switch. See the multilingual message shortcode reference.

Settings look wrong after an experiment

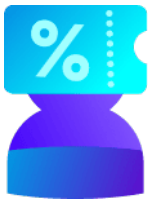
Each section has a **Reset section settings** checkbox. Tick it and save to restore that section's options to their defaults. See how to reset a settings section.

Rule out a plugin or theme conflict

1. Temporarily switch to a default theme such as Storefront.
2. Deactivate other plugins, leaving WooCommerce and Coupon by User Role active.
3. Retest. If the rule now works, reactivate the others one at a time to find the conflict.

Still stuck?

Send the details to our team on the Coupon by User Role support forum and we will help you track it down.



COUPON BY USER ROLE FOR WOOCOMMERCE

See every feature and the pricing on the Coupon by User Role for WooCommerce plugin page.

View plugin →

Related articles

- Coupon Role Rules Not Working: Fixes
- Handling Users With Multiple Roles (Exceptions)
- Coupons by User Role: Developer Hooks and Filters Reference
- Free vs Pro: Coupon by User Role for WooCommerce
- How Coupon Validation by User Role Works