Barcodes Missing or Extra Text on Printed EAN Labels

Troubleshooting · https://wpfactory.com/docs/ean-barcode-labels-print-problems/

If printed labels from EAN for WooCommerce Pro show the name and price but no barcode, the product's EAN is usually empty or not valid for the barcode type. The most common fix: open the product, correct its EAN until it passes the **Check if valid** test, then print again from **Products > Bulk actions > Print barcodes**.

Barcode image is missing

Label printing is set up at **WPFactory > EAN > Print** (also reachable at **WooCommerce > Settings > EAN > Print**).

1. **The EAN is empty or invalid.** A 1D barcode (`[alg_wc_ean_barcode]`) is drawn only when the EAN has the right length and check digit for its type. Otherwise the shortcode leaves an empty, invisible image, so the rest of the label still prints. A 2D barcode (`[alg_wc_ean_barcode_2d]`) needs a value to encode, by default the EAN.

   Fix: correct the EAN on the product. Under **WPFactory > EAN > General**, make sure **Type** matches the codes you use (default EAN-13; **Automatic** accepts EAN-13, UPC-A, EAN-8, ISBN-13, JAN and EAN-14) and keep **Check if valid** ticked so the product edit page flags bad codes.

2. **The PDF library cannot write its temporary files.** In **Print > Advanced Print Options**, enable **Define K_PATH_CACHE** (default: off). The option exists for exactly this case: barcode images that come out empty.

3. **The server has no image library.** Barcode images are created as PNG files, which needs the GD or Imagick PHP extension. Without either one, no barcode image can be drawn on labels or on the site.

   Fix: ask your host to enable the GD extension for PHP.

4. **Products without an EAN are left out.** If a product is missing from the PDF altogether, **Skip products without EAN** (default: on) removed it. Add its EAN, or turn the option off.

Extra text on the label

1. **"Original price" and "Current price" appear next to the price.** `[alg_wc_ean_product_price]` prints WooCommerce's normal price by default. For products on sale, WooCommerce adds labels meant only for screen readers, and the PDF prints them as visible text.

   Fix: print one plain price instead. Use `[alg_wc_ean_product_price type="sale"]` (the sale price, or the regular price when there is no sale) or `[alg_wc_ean_product_price type="regular"]`. Add `raw="yes"` for the number without currency formatting.

2. **The EAN digits print under the barcode.** The default **Template** is `[alg_wc_ean_barcode]<br>[alg_wc_ean]`, where `[alg_wc_ean]` prints the digits. The barcode shortcode also prints them inside the image when it has `add_text="yes"`.

   Fix: remove `[alg_wc_ean]` from **Template**, and remove `add_text="yes"` if you added it.

3. **The content does not fit on one label.** Reduce **Font size** (default 11), lower the barcode height with the `h` attribute, for example `[alg_wc_ean_barcode h="20"]` (default 30), or increase **Cell width** and **Cell height** to match your label stock. Turn on **Cell border** while testing.

To show the digits inside the barcode image on your site instead, for example for UPC-A codes, add `add_text="yes"` to the barcode shortcode or template you use there.

How to confirm it is fixed

1. Go to **Products > All Products**, tick one product with a valid EAN, choose **Print barcodes** in **Bulk actions** and click **Apply**.
2. Open the PDF and check the barcode, the price and the spacing on the label.
3. Scan the printed barcode with any barcode scanner app. It should return the product's EAN.

For every print setting, see how to print barcodes to PDF. For all shortcode attributes, see the EAN placeholders and shortcodes reference.

Ready to print labels?

Barcode images and PDF label printing are Pro features of EAN for WooCommerce. If you are still on the free version, upgrading unlocks labels along with 1D and 2D barcodes. Get EAN for WooCommerce Pro.

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