Multiple External Products URLs & Currencies Troubleshooting

Troubleshooting · https://wpfactory.com/docs/external-products-troubleshooting/

Most problems with Multiple External Products URLs & Currencies for WooCommerce come from the product type, an option that is off by default, or a theme that does not use the standard WooCommerce buttons. Check the settings at **WPFactory > Advanced External Products**, then match your symptom below.

The Extra product URLs, Currency or new tab fields are missing on the product

1. Set the product type to **External/Affiliate product** and click **Update**. The fields are added only to products already saved with that type, so a new product needs to be saved once first.
2. Check the section switch: **Multiple product URLs** for Extra product URLs.
3. The Currency, Link in a new tab, Link in a new tab on archives and Default label fields are Pro. They appear only after the matching Per product option (or a Dropdown template) is enabled.

Extra buy buttons do not show

1. Go to **WPFactory > Advanced External Products > Multiple URLs** (also reachable at **WooCommerce > Settings > Advanced External Products > Multiple URLs**) and check **Single** and/or **Archives**. Both are off by default.
2. Fill in the main **Product URL**. Without it WooCommerce prints no buy button, and the extra buttons are attached to that button.
3. Check that your theme or page builder uses the standard WooCommerce add to cart template and hooks. Custom product layouts that skip them do not show the extra buttons.

An extra button has no link

Cause: an empty line in **Extra product URLs**. Each line becomes a button, so remove empty lines, including a trailing empty line at the end.

Dropdown links lose their tracking parameters

Cause: with the Dropdown template, the buy button is a form that sends the query parameters of the main Product URL. An extra URL that has its own query string (for example an affiliate tag after `?`) can lose it when selected. If your extra links rely on query parameters, use the **Buttons** template, where each button keeps its own full URL, and contact support.

The currency does not change

1. Go to **WPFactory > Advanced External Products > Currency** (also reachable at **WooCommerce > Settings > Advanced External Products > Currency**) and check that **Currency** (Enable section) and **All products** are enabled and a currency is selected.
2. With Pro, check the product's **Currency** field. **Default** falls back to the All products currency or the store currency.
3. Clear any page cache after changing the setting.

The price number is wrong after changing currency

Cause: the plugin does not convert prices. It shows the price you entered with the new currency. Edit the product and enter the price in the chosen currency.

Other prices on an external product page show the affiliate currency

Cause: the currency is chosen from the product whose page is being viewed. Elements outside the product loop on that page, such as a mini cart in the header, can show the external product's currency too. Hide or move those elements on external product pages if this matters for your store.

Links do not open in a new tab

1. Go to **WPFactory > Advanced External Products > Links** (also reachable at **WooCommerce > Settings > Advanced External Products > Links**) and check **Links** (Enable section) plus the **Single** and/or **Archives** options under **All Products**.
2. With Pro per-product fields, remember that a product set to **No** still opens in a new tab when the All Products option is on. Turn the All Products option off and set **Yes** on the products you want.
3. With the Dropdown template on archives, the dropdown form does not get the new tab setting. Use the Buttons template on archives if new tab links matter.
4. Themes that print custom buy buttons are not affected by these options.



EXTERNAL PRODUCTS URLS & CURRENCIES

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