Fatal Errors or Site Break After Plugin Update

Troubleshooting · https://wpfactory.com/docs/fatal-errors-after-plugin-update/

If your site shows a fatal error or breaks after an Order Min/Max update, disable the plugin by renaming its folder in wp-content/plugins/ through FTP or your hosting file manager. Then check the PHP error log, confirm your PHP, WordPress, and WooCommerce versions are supported, and revert to the previous version and contact support if needed.

Problem Description

After updating the Order Min/Max plugin to a new version, some site owners report getting PHP fatal errors, or the site (front-end or admin) becomes unresponsive / breaks.

Common symptoms

- WordPress shows a white screen (WSOD), or “Fatal error” message referencing Order Min/Max plugin PHP files.
- Admin panel inaccessible or certain plugin settings page broken.
- Site works again when plugin deactivated / rolled back.

Cause

- New plugin version may conflict with PHP version, WooCommerce version, or other plugins, e.g., updated libraries, deprecated functions, or namespace changes. Indeed, the WPFactory changelog shows frequent updates and library changes.
- Site environment (PHP version, caching, opcache, custom code) may expose incompatibilities.

Solution (step-by-step)

1. **Put site into maintenance mode** (if live store) to avoid customer disruption.

2. **Access site via FTP or hosting file manager:** navigate to wp-content/plugins/ and rename the plugin folder (e.g., order-minimum-maximum-amount-for-woocommerce-disabled) to disable it. This restores site functionality.
3. **Check error logs:** Review PHP error log (or enable WP_DEBUG) to capture the error stack and exact cause.
4. **Check compatibility:** Ensure your PHP version, WordPress and WooCommerce versions are within plugin's supported list (see plugin page: tested up to WC 10.2, WP 6.8).
5. **If problem due to update bug:** Revert to previous plugin version (from backup) and open support ticket with plugin devs, attaching error logs, WP/WC/PHP versions, and list of active plugins & theme.**Test on staging first for future updates:** Before applying plugin updates to live site, replicate on staging to catch potential issues.

Prerequisites

- FTP or host file access.
- Recent backups of site and database.

Additional Notes

- Because the plugin is actively maintained and libraries updated, major version jumps could carry changes that some environments don't support, always test first on staging.

If you rely on archive or custom themes, review their compatibility with the updated plugin version.



ORDER MIN/MAX AMOUNT

See every feature and the pricing on the Order Min/Max Amount plugin page.

View plugin →

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- Minimum or Maximum Order Rules Not Enforced