General Issues and Fixes

Troubleshooting · https://wpfactory.com/docs/general-issues-gateway/

Common issues with Payment Gateway Currency

Most Payment Gateway Currency for WooCommerce issues come from a mode that is not enabled or a gateway that needs Pro. Tick Convert currency or Restrict currency at WPFactory > Payment Gateway Currency, confirm the gateway is one of the five standard ones, and turn off Always show PayPal if your Restrict rules should hide PayPal.

A gateway is not being restricted or converted

1. Confirm the mode is enabled: **Restrict currency** or **Convert currency** (the "Enable section" checkbox) at **WPFactory > Payment Gateway Currency**.
2. Check the gateway is one of the five standard gateways (Direct bank transfer, Check payments, Cash on delivery, PayPal, WooCommerce PayPal Payments). Any other gateway needs the Pro version; its fields are disabled in Free.
3. For Restrict mode, remember an empty Allowed or Denied list is ignored, so at least one must contain currencies.

PayPal still shows for a currency you denied

Always show PayPal (Compatibility sub-tab) defaults to **Yes** and forces PayPal to appear for all currencies. Turn it off if you want your Restrict rules to hide PayPal. The same applies to **Always show PayFast**.

The settings tab is missing

The tab lives at **WPFactory > Payment Gateway Currency** (also **WooCommerce > Settings > Payment Gateway Currency**), not under the core WordPress Settings menu. Make sure WooCommerce is active.

Changes do not appear on the storefront

1. Clear any page or object cache and your browser cache.
2. If you use a currency switcher, confirm it changes the active WooCommerce currency (Restrict mode reacts to that currency).
3. Turn on **Debug** (Advanced sub-tab) and review **WooCommerce > Status > Logs** for the `alg-wc-payment-gateway-currency` log.

Still stuck?

Our team answers every ticket on the Payment Gateway Currency support forum.



PAYMENT GATEWAY CURRENCY FOR WOOCOMMERCE

See every feature and the pricing on the Payment Gateway Currency for WooCommerce plugin page.

View plugin →

Related articles

- Pro Version Specific Issues
- General Options in Convert Currency
- Convert Currency Troubleshooting