EAN for WooCommerce Troubleshooting: Common Errors and Fixes

Troubleshooting · https://wpfactory.com/docs/general-troubleshooting-ean/

To troubleshoot EAN for WooCommerce, start with the symptom below that matches yours. The three most common are greyed-out Pro options, an error 500 when a tool runs on a large catalog, and a "Cannot declare class QRcode" critical error. Settings are at **WPFactory > EAN** (also reachable at **WooCommerce > Settings > EAN**).

Pro options are greyed out after you bought Pro

The **Barcodes**, **2D Barcodes**, **Print** and **Extra Fields** sections have an enable box that stays disabled until the Pro plugin is running. Greyed-out boxes mean WordPress is still running the free version.

1. Go to **Plugins** and check that **EAN Barcode Generator for WooCommerce: UPC, ISBN & GTIN Inventory Pro** is installed and active. If not, upload the Pro ZIP from your WPFactory account and activate it.
2. Deactivate the free version. Pro already contains every free feature and uses the same settings, so you only need Pro active.
3. Enter your license key when Pro asks for it, so the plugin can receive automatic updates.
4. Reload **WPFactory > EAN**. The enable boxes should now be clickable.

See installing the EAN for WooCommerce plugin for the full steps.

A tool shows an error 500 on a large catalog

The tools in the **Tools** section (Generate, Copy, Assign, Delete and so on) process every matching product in a single request. On a catalog with tens of thousands of products, that request can run out of PHP memory or time and end in an error 500.

1. Ask your host to raise the PHP memory limit and maximum execution time, then run the tool again.
2. Or work in batches: go to **Products > All Products**, show more products per page with **Screen Options**, select a page of products and choose **Generate EAN** in **Bulk actions**. The bulk action uses the same **Generate** settings and skips products that already have an EAN. Repeat page by page.
3. For new products, set **Tools > Automatic actions > New product** to **Generate**, so each product gets its EAN when it is created and no catalog-wide run is needed later. See automating EANs with product actions and bulk actions.

Critical error: "Cannot declare class QRcode"

EAN for WooCommerce Pro draws QR codes with the QR code class of the TCPDF library it bundles. If another plugin, for example a gift card plugin, has already loaded its own class with the same name, PHP stops with this error the moment a QR code is generated.

1. Until the two plugins are updated to check for each other, go to **WPFactory > EAN > 2D Barcodes** and set **Barcode type** to **Datamatrix (ISO/IEC 16022)** or **PDF417 (ISO/IEC 15438:2006)**. These types do not load the QR code class, so the clash no longer happens.
2. If you need QR codes specifically, send the error log to our support team and to the other plugin's developer.

General checks

- **Read the error message.** Error messages and the log at **WooCommerce > Status > Logs** often name the file and plugin that caused the problem.
- **Update.** Keep EAN for WooCommerce, WooCommerce and WordPress on their latest versions. Many issues are fixed in updates.
- **Check for conflicts.** Temporarily deactivate other plugins and switch to a default theme. If the problem goes away, reactivate them one by one to find the conflict.
- **Check the guides.** For problems with specific features, see barcodes missing on printed labels, Google says your generated GTIN is invalid and variations losing or sharing an EAN.

Still stuck?



EAN FOR WOOCOMMERCE

See every feature and the pricing on the EAN for WooCommerce plugin page.

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Need a hand? Our team answers every ticket on the EAN for WooCommerce support forum. Include the exact error message and your plugin version.

Related articles

- EAN Field Not Visible to Import/Export Tools
- Ensure Unique EAN/GTIN Codes: Avoid Duplicates
- EAN/GTIN Empty in Feeds After Mapping Custom Attribute
- How to Reset EAN Settings (Section or Whole Plugin)
- Import and Export Product EANs with the WooCommerce CSV Tools