Order Status Rules Not Working: General Troubleshooting

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

If a rule in Scheduled & Automatic Order Status Controller for WooCommerce is not changing order statuses, work through the checks below. Most cases come down to the rule being disabled, the timing not yet elapsed, or the background scheduler not running.

First checks

1. **Is the plugin enabled?** On the **General** section, confirm **Order Status Rules (Enable plugin)** is ticked. It is on by default.
2. **Is the rule enabled?** Open the **Rule** section and confirm **Enable rule** is ticked. New rules are off by default. The **Tools** section header lists how many rules are enabled.
3. **Do "Status from" and the order match?** A rule only touches orders currently in its **Status from** status. An order already past that status is not affected.
4. **Has the time trigger elapsed?** The change happens only after the trigger time passes since the order entered "Status from". Set the trigger to `0` for an immediate change while testing.

If the timing looks right but nothing changes

1. **Check the scheduler.** On the **Advanced** section, confirm **Use WP cron** or **Use Action Scheduler** is enabled under Periodical Processing. WP Cron only fires when your site gets traffic; on low-traffic sites, enable Action Scheduler or trigger processing with a real server cron.
2. **Run it manually.** On the **Tools** section, tick **Run all rules now** and save. This processes existing orders immediately and confirms the rule works.
3. **Turn on Debug.** On the **Advanced** section, enable **Debug**. The plugin then writes a processing log to **WooCommerce > Status > Logs** (source `order-status-rules`), which shows which orders were checked and why they were or were not updated. Debug is available in the free version.

4. **Check the order status history.** The trigger measures from the recorded status change. If the plugin was installed after the order was created, set **Empty order status history** (Advanced) to use the order creation or modification date so older orders are covered.

Still stuck?

- Deactivate other plugins temporarily to rule out a conflict, then reactivate them one at a time.
- Review the order notes, which record when a rule changes a status.



ORDER STATUS RULES

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Related articles

- Troubleshooting Specific Order Status Rule Issues
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- Run Order Status Rules Automatically: Cron and Action Scheduler
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