Helpdesk Support Ticket System Troubleshooting

Troubleshooting · https://wpfactory.com/docs/helpdesk-troubleshooting/

Most problems with Helpdesk Support Ticketing System for WooCommerce come from permalinks, user roles, attachment settings or email delivery. Find your symptom below and follow the fix. Settings mentioned here are at **WPFactory > Support Tickets > Settings** (also under **Support Tickets > Settings**).

The Tickets tab in My Account shows "page not found"

Cause: WordPress has not registered the `tickets` endpoint yet. The dashboard itself warns about this.

1. Go to **Settings > Permalinks**.
2. Click **Save Changes** without changing anything.
3. Reload **My Account > Tickets**.

A customer cannot see the tickets they opened

Cause: the front-end list shows a user's own tickets only when the account has the Customer role. Accounts with other roles see the tickets assigned to them instead.

1. Go to **Users** and edit the customer.
2. Set **Role** to Customer and click **Update User**.
3. If **Show only Open in Frontend** is ticked, remember that Closed tickets are hidden on purpose.

Visitors see a login form instead of the ticket form

Cause: this is expected. Only logged-in users can open tickets, so Helpdesk shows the WooCommerce login and registration form to everyone else. Enable account registration in

WooCommerce if customers without accounts need to reach you.

The ticket form says the title is too short or the form is invalid

- "Please enter a title. Titles must be at least three characters long." The title needs 3 or more characters.
- "Please enter content more than 1 characters in length" The Message field is empty.
- "Did not save because your form seemed to be invalid. Sorry" The security token expired, usually because the page was open for a long time or served from a page cache. Reload the page and try again, and exclude the My Account and ticket pages from page caching.

The attachment field does not appear

Cause: in version 3.0.4 the upload field needs two settings.

1. Tick **Enable Attachments to Ticket**.
2. Tick **Enable Priority Field to Ticket Creation**.
3. Click **Save Changes** and reload the customer's ticket page.

Attachments are rejected or silently missing

1. Check **Allowed Attachments File Types**: lowercase, comma separated, no spaces, for example `jpg,png,pdf`. Files with other extensions show "type file is Not Allowed, try different please."
2. Check **Allowed Attachments File Size (MB - 0. for KB)**: use a whole number of megabytes. A file over the limit is dropped without a message, and so are the files selected after it. A decimal value such as 0.5 blocks every upload.
3. Ask your host for the PHP `upload_max_filesize` and `post_max_size` values. Files above them never reach WordPress.
4. Remember the file picker opens filtered to JPG, GIF and PNG. Customers can switch it to show all files to pick a PDF or another allowed type.

Full setup: how to allow file attachments on support tickets.

Ticket emails are not arriving

1. Open the **Notifications** sub-tab and confirm the right checkboxes are ticked. All three are off by default.
2. For admin emails, check the **Admin Address** field.
3. For assignee emails, make sure the ticket has an assignee or that a **Default Assignee** is set. With neither, no assignee email is sent.
4. Emails are sent with the standard WordPress mail function from your Admin Address. If other WordPress emails also fail, install an SMTP plugin and use an address on your own domain.
5. Check the spam folder of the recipient.

The customer email for my wp-admin reply only contains one line

Cause: in version 3.0.4, when **Email Subject sent to Customer** has a value, reply emails sent from wp-admin use that subject text as the body. Clear **Email Subject sent to Customer** and save to send the built-in reply email with the title, message, your response and a link.

A support agent sees the menu but cannot open tickets

Cause: tickets use WordPress page permissions. The agent's role has the Helpdesk capability but cannot edit pages.

1. Use a role that can edit pages, such as Shop manager or Editor, in **Default User Role for Ticket Assignment**.
2. Click **Save Changes** so the role receives access.

A support agent cannot see the Settings tab

This is by design. Only users with the Administrator role see and save Helpdesk settings.

The Default Assignee list is empty or shows blank names

- No user has the selected role yet. Assign the role to your agents in **Users** first.

- The lists show first and last names. Add them to each agent's profile so the options are not blank.

Still stuck?

Review the Helpdesk settings reference to confirm each option, or start again from how to set up a WooCommerce support ticket system.



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