Best Practices and Troubleshooting Checklist

Troubleshooting · https://wpfactory.com/docs/max-products-user-guide/

A checklist for diagnosing limit issues

When limits in Maximum Products per User for WooCommerce do not behave as expected, work through this checklist before opening a ticket. Most issues come down to configuration, caching or counting settings.

Diagnostic checklist

1. **Update first:** make sure you run the current plugin version and that it is tested with your WooCommerce and WordPress versions.
2. **Check the counting basics:** in **WPFactory > Max Products per User > General**, confirm the **Mode**, **Date range** and **Order statuses** match your intent.
3. **Confirm the limit level:** All Products (free) versus Per Product / Per Taxonomy (Pro). A per-product limit needs those Pro options enabled.
4. **Recalculate after changes:** re-run **Tools > Recalculate sales data** whenever you change Mode, Date range or Order statuses, and after installing on an existing store.
5. **Test in isolation:** switch to a default theme and disable other plugins to rule out conflicts.
6. **Clear caches:** page and object caches can serve stale cart or limit states.
7. **Use real test accounts** for each role to verify per-role and per-user limits.
8. **Check time-based resets:** confirm the store timezone, WordPress time settings and, if needed, **Advanced > Current time offset**.
9. **Keep a staging site and backups** before updates so a broken checkout never reaches customers.

> **Tip:** if you use the Pro Formula section, keep your rules documented in an external sheet so they are easy to review and restore.

See also



MAXIMUM PRODUCTS PER USER FOR WOOCOMMERCE

See every feature and the pricing on the Maximum Products per User for WooCommerce plugin page.

View plugin →

How to set up product purchase limits and recalculating sales data.

Need a hand?

Our team answers every ticket on the Maximum Products per User support forum.

Related articles

- Customers Are Blocked Before Reaching the Purchase Limit
- Customers Can Buy More Than the Purchase Limit
- Time-Based Limits Are Not Resetting
- Set Different Limits per User or per Role
- Checkout or Fatal Error After Enabling the Plugin