Free Shipping Bar Breaks After a WordPress or WooCommerce Update

Troubleshooting · https://wpfactory.com/docs/plugin-breaks-after-update/

If your site shows a critical error or white screen that points to Free Shipping Bar: Amount Left for Free Shipping for WooCommerce after a WordPress or WooCommerce update, deactivate the plugin (by renaming its folder if wp-admin is down), update it to the latest version, then reactivate it and send the error details to support.

Symptoms

- "There has been a critical error on this website" or a blank white page after updating WordPress or WooCommerce.
- An error message or log entry whose file path contains the plugin's folder.
- The free shipping text stops appearing, or WordPress deactivates the plugin by itself.

Why it happens

A new WordPress, WooCommerce or PHP version can change functions the plugin calls. Amount Left for Free Shipping is updated regularly for new WooCommerce releases (version 2.5.4 is tested up to WordPress 7.0 and WooCommerce 10.7), so an outdated copy of the plugin is the most common cause. Other causes are a very old PHP version or a conflict with another plugin updated at the same time.

Fix: step by step

1. **Copy the error.** WordPress usually emails the site admin a message with the file and line. You can also check your host's PHP error log, or add `define( 'WP_DEBUG', true );` and `define( 'WP_DEBUG_LOG', true );` to `wp-config.php` on a staging copy and read `wp-content/debug.log`.

2. **Get the site back.** If you can reach wp-admin, deactivate the plugin in **Plugins**. If you cannot, use FTP or your host's file manager to rename the plugin's folder in `wp-content/plugins/` (for Pro, the folder is `left-to-free-shipping-for-woocommerce-pro`), for example by adding `-off` to the name. WordPress then deactivates it.
3. **Update the plugin.** Restore the folder name, then update from **Plugins** or **Dashboard > Updates**. For Pro, download the latest zip from your WPFactory account and upload it under **Plugins > Add New > Upload Plugin** if an automatic update is not offered.
4. **Reactivate and test.** Activate the plugin, then open the cart with a product in it and check that the free shipping text appears.
5. **Still failing?** Keep the plugin deactivated, or restore the backup taken before the core update, and open a support ticket with the error message, your WordPress, WooCommerce and PHP versions, and the plugin version.

Prevent it next time

- Update plugins before or together with WordPress and WooCommerce.
- Test major WooCommerce updates on a staging site first.
- Keep a recent backup and FTP or file manager access for emergencies.

Confirm the fix

wp-admin loads normally, **WPFactory > Left for Free Shipping** (also reachable at **WooCommerce > Settings > Amount Left for Free Shipping**) opens without errors, and the cart shows the amount left text again.



AMOUNT LEFT FOR FREE SHIPPING

See every feature and the pricing on the Amount Left for Free Shipping plugin page.

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Need a hand? Our team answers every ticket on the Amount Left for Free Shipping support forum.

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