Pro Version Specific Issues

Troubleshooting · https://wpfactory.com/docs/pro-version-specific-issues-2/

Troubleshooting the Pro version

If non-standard gateway fields stay disabled in Payment Gateway Currency for WooCommerce Pro, confirm Pro is active, deactivate the free version, check your license key, and reload the settings. If automatic rates do not update, set Update periodically from server to Enabled, pick a Server, and check the Multiplier in the General sub-tab.

A non-standard gateway's fields are still disabled

1. Confirm the Pro plugin is active. The Pro file replaces the free one; if both are installed, deactivate the free version.
2. Check your license key is entered and valid (the plugin's Key Manager runs on activation). Without a valid key the update and unlock behavior may not apply.
3. Reload the settings screen so the gateway list refreshes.

Automatic rates are not updating

1. In the General sub-tab, set **Update periodically from server** to Enabled and pick a **Server**. Note this is ignored if **Get from plugin** is set.
2. If you chose Fixer.io, enter your API key (or define the `ALG_WC_PGBC_API_KEY_FIXER` constant in `wp-config.php`) and confirm the endpoint URL.
3. Updates run through WooCommerce Action Scheduler. Check the next run at **WooCommerce > Status > Scheduled Actions** and use **Update all rates now** to force a refresh.

Renewal orders are not recalculated

The WooCommerce Subscriptions option only recalculates a renewal when its parent order was originally converted by this plugin (v2.0.0 or later). Enabling it also removes the "Recalculate with

new rate" button from the order meta box.

Rates look wrong after a server update

Check the **Multiplier** (General sub-tab). It multiplies each fetched rate directly and is ignored only when set to 0. A leftover value such as `1.05` scales every rate by 1.05.

Still stuck?

Our team answers every ticket on the Payment Gateway Currency support forum.



PAYMENT GATEWAY CURRENCY FOR WOOCOMMERCE

See every feature and the pricing on the Payment Gateway Currency for WooCommerce plugin page.

View plugin →

Related articles

- General Issues and Fixes
- Difference Between the Pro and Free Version
- Convert Currency Troubleshooting