Troubleshooting WooCommerce Exports

Troubleshooting · https://wpfactory.com/docs/products-order-export-for-woocommerce/

If no orders appear in your export from Export Products, Orders & Customers for WooCommerce, your store most likely uses High-Performance Order Storage (HPOS). Go to WPFactory > Export > General, enable Confirm HPOS enabled under Advanced Options, save, and export again. Fixes for timeouts, endless downloads, and broken columns follow below.

No orders appear in the export

Cause: your store uses WooCommerce High-Performance Order Storage (HPOS), so orders live in custom tables the default query does not read.

1. Go to **WPFactory > Export > General** (also reachable at **WooCommerce > Settings > Export**).
2. Under Advanced Options, enable **Confirm HPOS enabled** (`alg_wc_export_confirm_hpos`).
3. Save and export again.

The export freezes or times out on large stores

Cause: too many items processed at once, or the server's time limit is reached.

1. Lower **Block Size** (default 1024) so fewer items are processed per iteration.
2. Set **Time Limit** to `0` for no time limit, or a positive number of seconds. Note that `-1` means the option is ignored and the server default is used.
3. For large product exports, enable **Ajax Download** (Product CSV only) so the file builds in the background.
4. Export in smaller date ranges from the dashboard if the store is very large.

"Endless" download when clicking Download CSV or Download XML

Cause: a server or caching layer mishandles the Content-Length header.

1. Go to **General** and turn off **Content Length Header** (`alg_export_csv_send_content_length_header`).
2. Try the download again.

A comma in the data splits into extra columns

Cause: a value contains the same character used as the CSV separator.

1. In **General**, set **CSV Wrap** to a double quote so values are wrapped, or change the **CSV Separator** to a character your data does not contain (for example a semicolon).
2. Re-export and open the file in your spreadsheet app, choosing the matching delimiter on import.

Accented characters look wrong in Excel

Cause: the spreadsheet app did not detect UTF-8.

1. In **General**, make sure **UTF-8 BOM** is enabled (it is on by default).
2. Re-export and reopen the file.

A team member cannot access the export

Cause: the User Capability required to export excludes them.

1. In **General**, set **User Capability** (`alg_export_csv_xml_user_capability`) to `manage_woocommerce` so shop managers can export in addition to administrators.
2. Avoid leaving this field blank, which would let anyone (including logged-out visitors) trigger an export.

Still stuck?

Our team answers every ticket on the Export WooCommerce support forum.



EXPORT WOOCOMMERCE

See every feature and the pricing on the Export WooCommerce plugin page.

View plugin →

Related articles

- How to Control Who Can Export Your Store Data
- Product Export Fields Reference
- Order and Order Item Export Fields Reference
- How to Export Your Store Data to XML
- How to Run an Export from the Export Dashboard