Stock History Troubleshooting: Missing Snapshots, Slow Reports and Emails

Troubleshooting · https://wpfactory.com/docs/stock-history-troubleshooting/

If Stock History & Reports Manager for WooCommerce shows no data, misses scheduled snapshots, loads slowly or sends duplicate emails, the cause is usually stock settings, WP-Cron, catalog size or old scheduled actions. Check your settings at **WPFactory > Stock Snapshot** (also reachable at **WooCommerce > Settings > Stock Snapshot**) and work through these fixes.

A product shows "No data yet." or no values

Cause: no snapshot exists, or the product does not track a stock quantity.

1. Edit the product and open **Product data > Inventory**. Enable **Manage stock?** and set a quantity. Products without it have no quantity to record.
2. For variable products, stock may be managed per variation. Make sure **Include variations** is on under **General > Variable Product Options**.
3. Go to **Tools**, tick **Take snapshot** and save to record every product now.

Scheduled snapshots are not running

Cause: periodic snapshots use Action Scheduler, which depends on WP-Cron.

1. On the **General** section, confirm **Periodic snapshots** is ticked.
2. Read the **Periodic Snapshots Options** heading. If it says "Crons are disabled on your site!", your `wp-config.php` sets `DISABLE_WP_CRON` to `true`. Set it to `false`, or add a server cron job that runs WP-Cron.
3. Go to **WooCommerce > Status > Scheduled Actions**, search for `alg_wc_stock_snapshot_action`, and check for failed or overdue actions. You can run a pending one by hand from there.

4. On low-traffic sites, WP-Cron only runs when someone visits. Use a server cron job with **Allow snapshots via URL**, as described in How to Schedule Automatic WooCommerce Stock Snapshots.

Stock changes from an import or bulk tool are missing

Cause: product update snapshots are recorded when WooCommerce saves a product. Tools that write stock straight to the database without saving the product skip that step.

1. Confirm **Product update snapshots** is ticked on the General section.
2. After a bulk import, run **Tools > Take snapshot** to record the new levels.
3. Keep **Periodic snapshots** on so any missed change is picked up at the next scheduled run.

The Report or History page is slow or times out

Cause: both pages read the snapshots of every product. Large catalogs and long histories take time to process.

1. Go to **General > Advanced Options**, tick **Prepare reports in background** and save. The Report is then built by Action Scheduler and the page reloads when it is ready.
2. Use shorter date ranges and the category filters.
3. If your periodic interval is very short, raise it. Each periodic snapshot adds a record for every product, which grows the data the reports must read.
4. If old history is no longer needed, export what you want to keep, then run **Tools > Delete all snapshots**. This removes every snapshot and cannot be undone.

Reports or the restocked shortcode show stale results

Cause: results are cached until the next snapshot or settings save.

1. Go to **Tools**, tick **Clear plugin transients** and save. Saving any settings section also clears these caches.
2. For the shortcode page, also clear your page cache.

The user filter in the Report shows nothing

Cause: user IDs are only stored when **Extra data** is on. Snapshots taken while it was off have no user.

1. On the General section, tick **Extra data** and save.
2. New snapshots will include the user. Older snapshots cannot be filtered by user.

Duplicate daily report emails (Pro)

Cause: changing a line in **Email data** schedules a new recurring email, but the action for the old line stays scheduled.

1. Go to **WooCommerce > Status > Scheduled Actions**.
2. Search for `alg_wc_stock_snapshot_report_email_action`.
3. Cancel the pending actions whose arguments match lines you removed or changed.

Emails do not arrive (Pro)

Cause: email delivery, disabled switches or a malformed line.

1. Check that the **Emails** or **Daily report emails** checkbox is ticked. In the free version they are disabled.
2. Make sure each Email data line has exactly five parts separated by `|`. Other lines are skipped.
3. Look in **WooCommerce > Status > Logs** for the source `stock-snapshot-for-woocommerce` to see which emails were scheduled.
4. Remember that snapshot emails are sent only after full snapshots (periodic, manual or URL), not after single-product updates.
5. Test your site's email delivery. An SMTP plugin fixes most delivery problems.

Dates or times look wrong

Cause: snapshots are stored in UTC and shown in your site time zone.

1. Check **Settings > General > Timezone**.

2. The footer of the Report and History pages shows the range and your local time, so you can confirm the time zone in use.

Still stuck? Our team answers every ticket on the Stock History support forum.



STOCK HISTORY

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- Getting Started with Stock History & Reports Manager for WooCommerce
- Stock History Developer Reference: Hooks, Filters and Data
- Stock History Free vs Pro
- Stock History Settings Reference