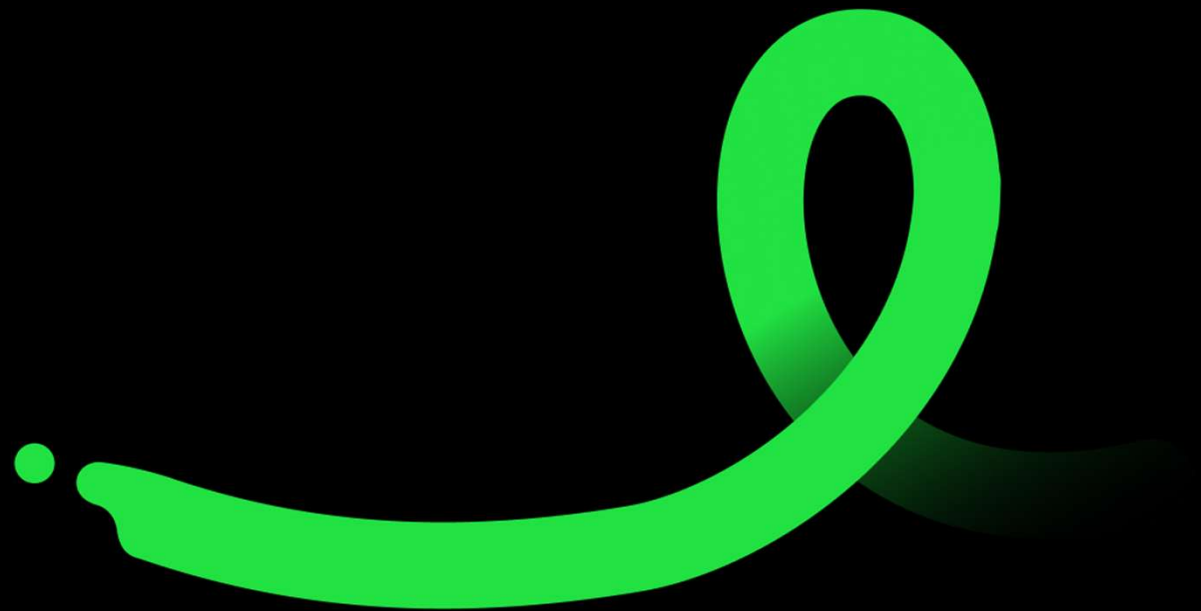# ZEN plugin for Magento

bugs reporting

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bugs reporting

Every functionality, no matter how well-designed and prepared, may not work correctly under certain conditions. While developing our e-commerce plugins, we tested them against common Merchant needs and typical Customer behaviors.

Unfortunately, it's not possible to predict every possible scenario in test cases. Therefore, if you have received information about an error in an e-commerce plugin developed by ZEN.COM, please report it.
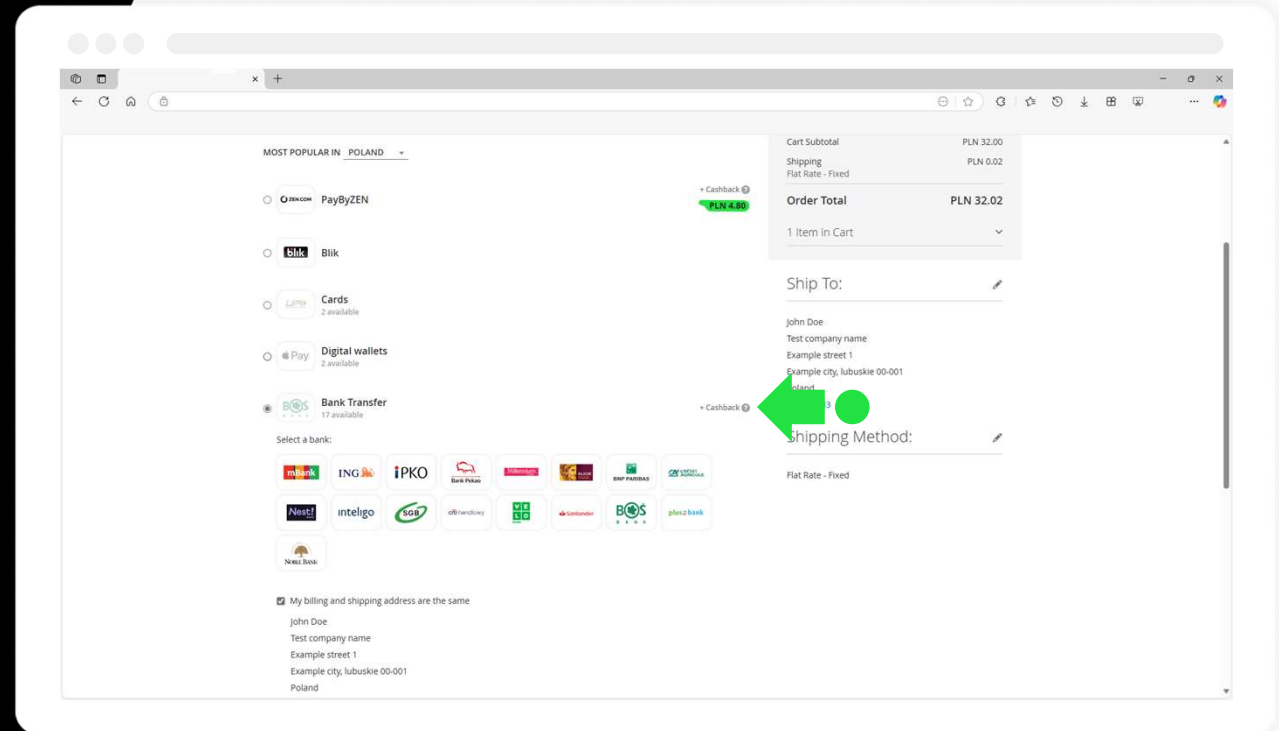
To correctly diagnose the error, we need some information from you about your platform, plugin and the circumstances in which the error occurred.

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Prepare a screenshot

Prepare a screenshot showing the error on the Shop's front-end or in its admin panel. Please describe in detail the actions that led to the error.

This description will help us replicate the issue in our testing environments and debug it properly.
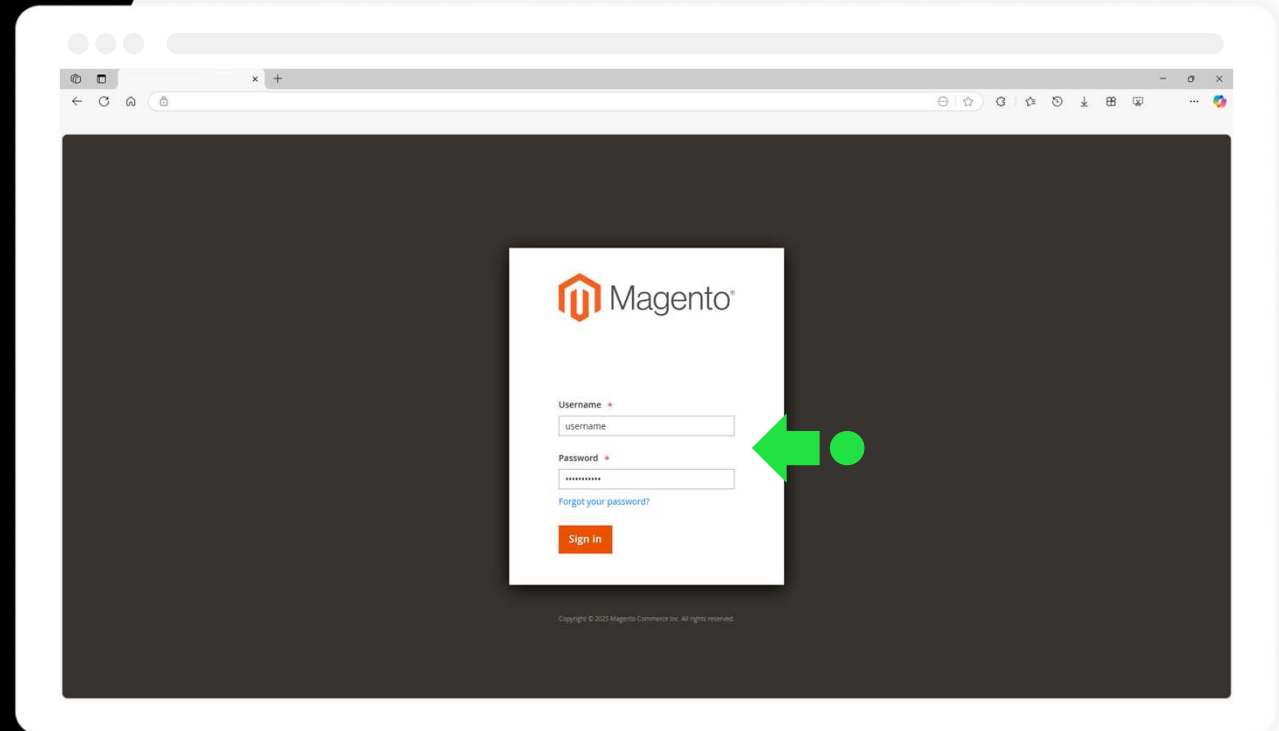

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Detail information

We will need some additional information about:
- the platform you are using,
- the version of the plugin you have installed,
- and system log files.
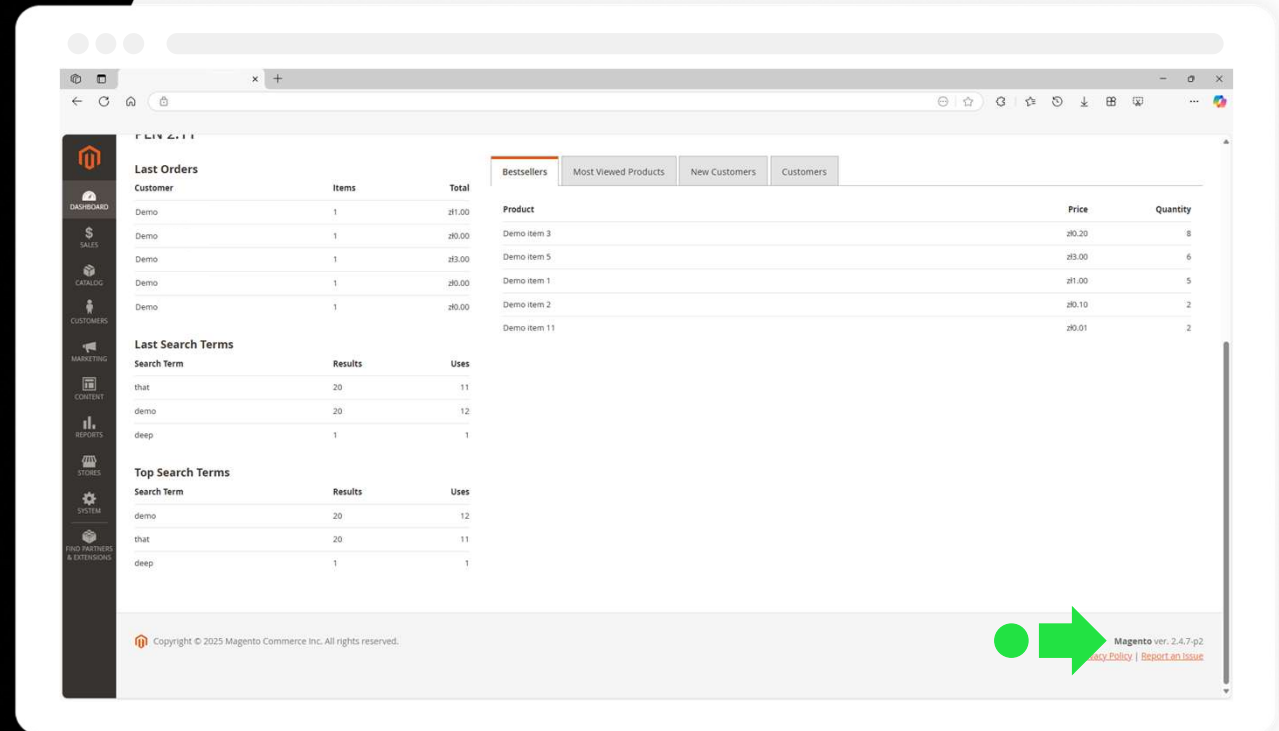
To prepare these, please log in to your admin panel.

Platform version

The information about the version of the Magento platform you are currently using can be found in the bottom right corner of the main admin panel.

Copy the version of Magento installed in your environment to an external file.
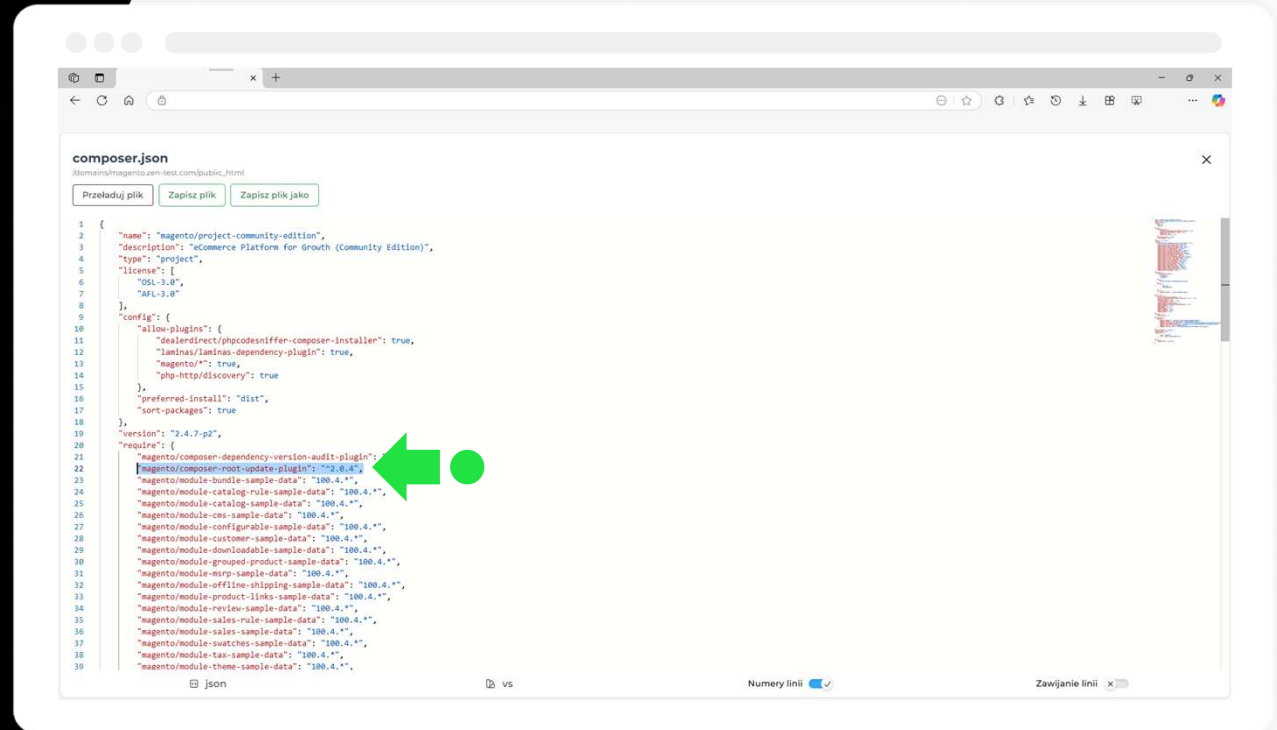
We will need this information in your bug report.

ZEN.COM plugin version

You can get information about plugin version directly from your database where Magento is installed.

Go to Magento > public_html where find and open the composer.json file. In the "require" section, you will find an entry for "magento/composer-root-update-plugin," which contains information about the installed version of the ZEN.COM plugin (e.g., "^2.0.4").
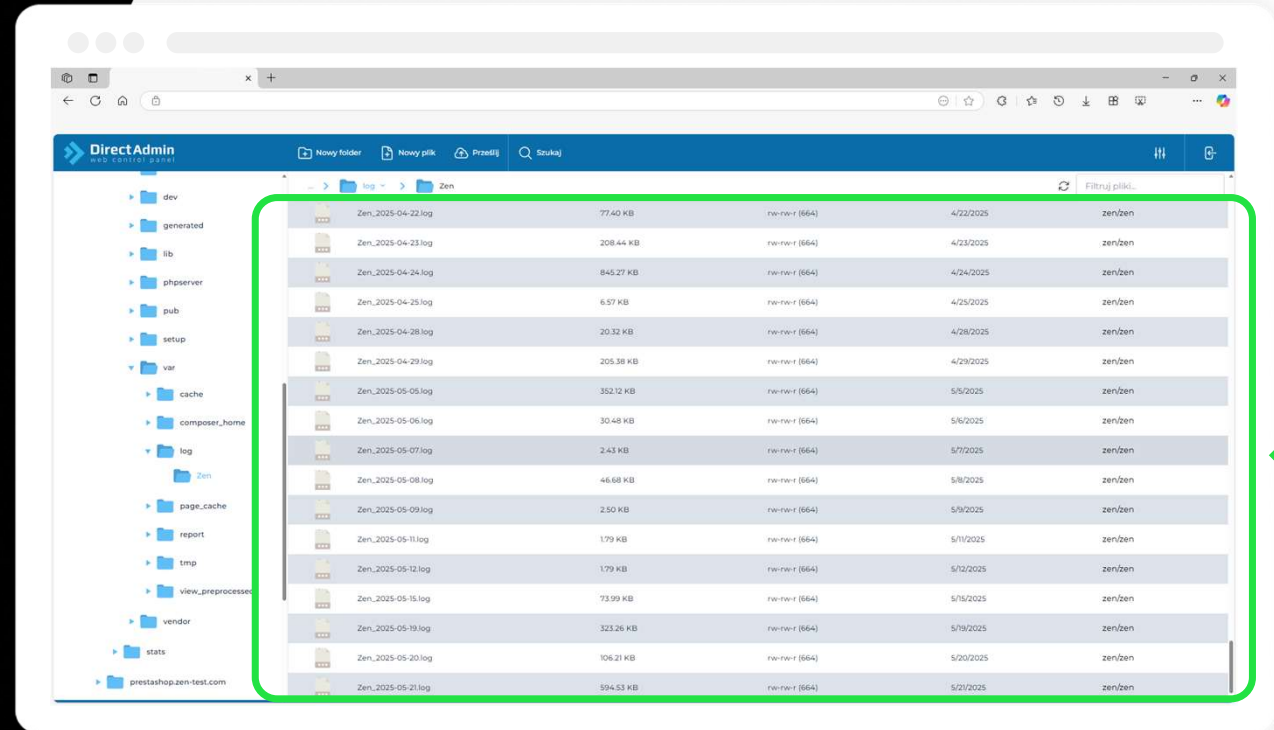

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Get your system logs

To resolve most issues, it is necessary to send system logs so that we can trace the exact sequence of events that led to the problem. You can get them directly from your database where Magento is installed.

The files can be found in the following section: <u>Magento</u> > <u>public_html</u> > <u>var</u> > <u>logs</u> > <u>Zen</u>

Select the appropriate files, download them, and save them so that you can share them with us in the support ticket.
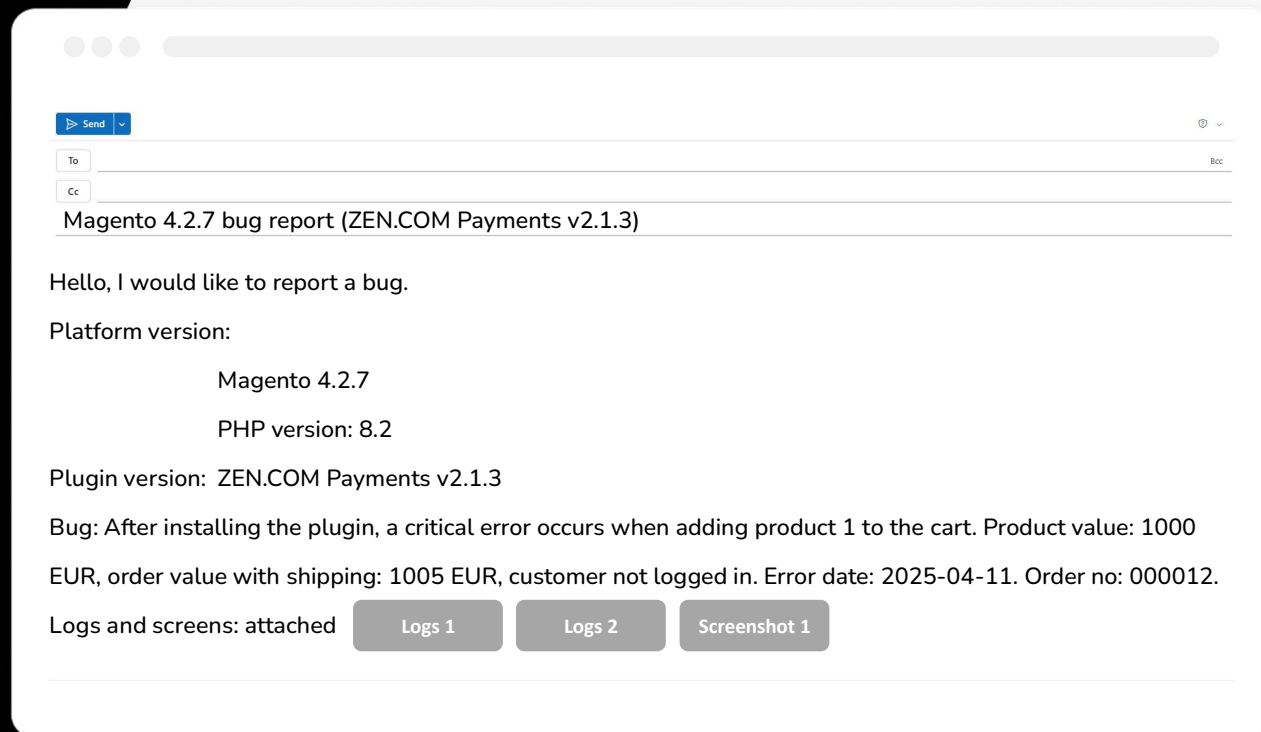
Send us your report

Please send us the collected information:
- platform version,
- plugin version,
- system logs,
- a screenshot illustrating the error,
- a description of the error

to the following address:
connect@zen.com

Note: Submitting incomplete data will make it impossible to fix the reported issue.

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Send ⌄

| To | | Bcc |
| Cc | |

Magento 4.2.7 bug report (ZEN.COM Payments v2.1.3)

Hello, I would like to report a bug.

Platform version:

Magento 4.2.7

PHP version: 8.2

Plugin version: ZEN.COM Payments v2.1.3

Bug: After installing the plugin, a critical error occurs when adding product 1 to the cart. Product value: 1000

EUR, order value with shipping: 1005 EUR, customer not logged in. Error date: 2025-04-11. Order no: 000012.

Logs and screens: attached   Logs 1   Logs 2   Screenshot 1

Thank you for choosing ZEN.

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