

ZEN plugin for Presta

bugs reporting



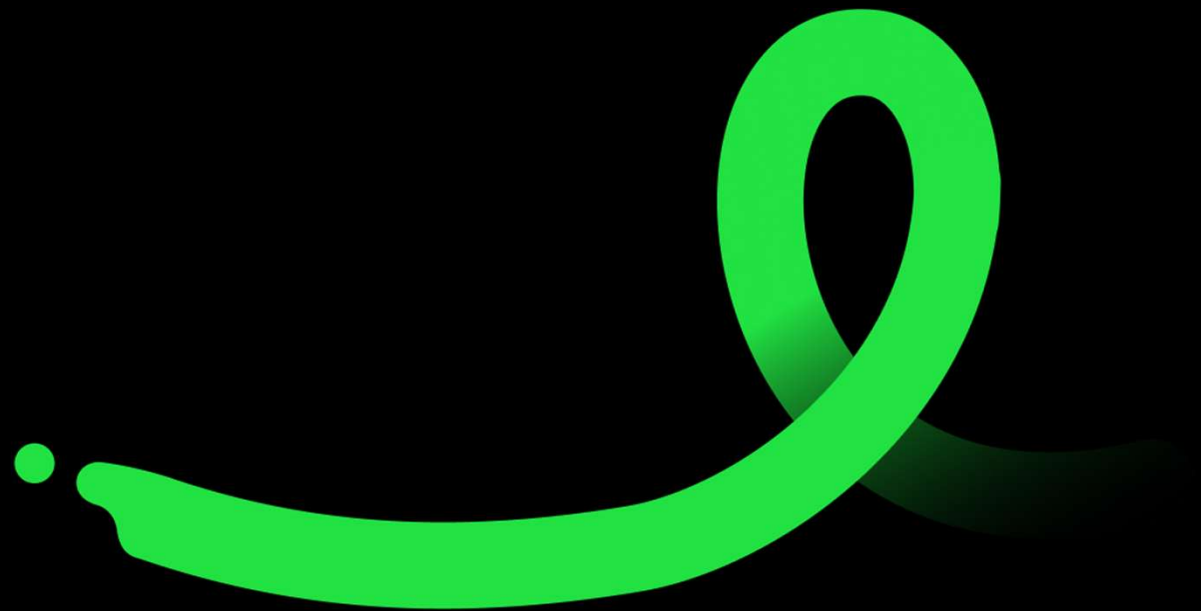
 ZEN.COM

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.

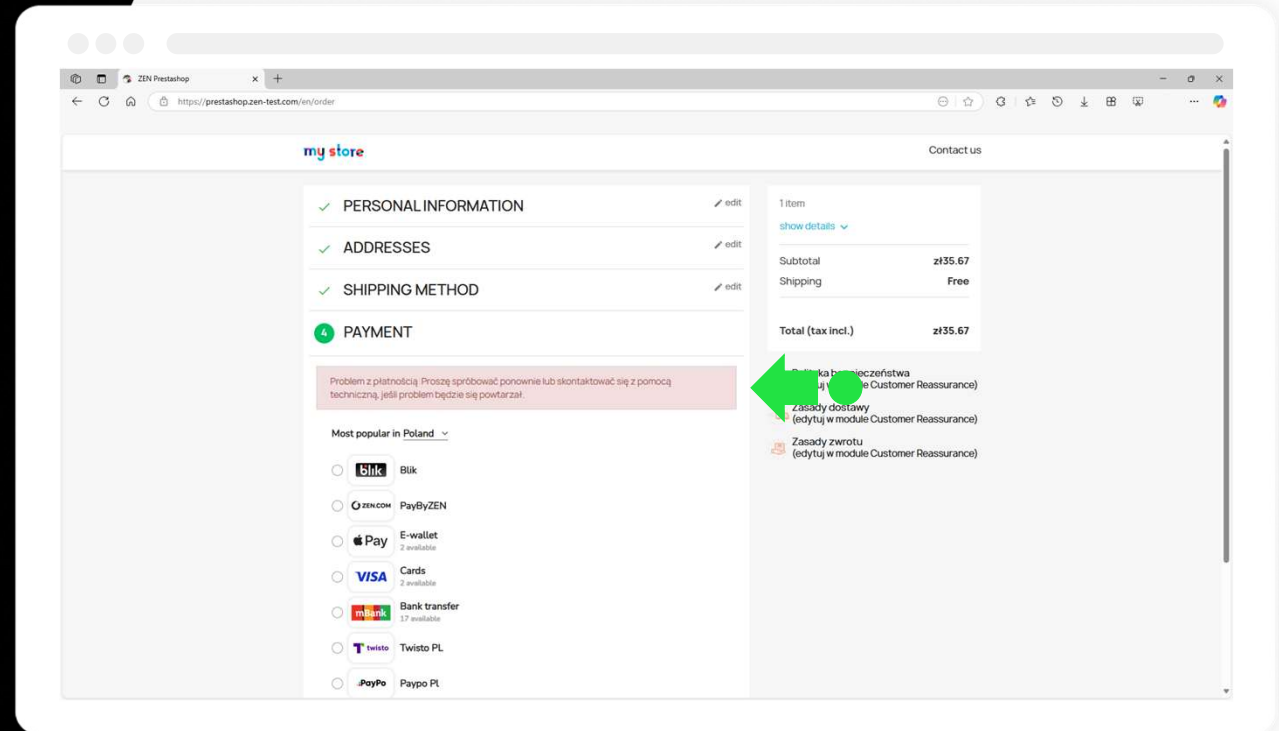
To correctly diagnose the error, we need some information from you about your platform, plugin and the circumstances in which the error occurred.



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.

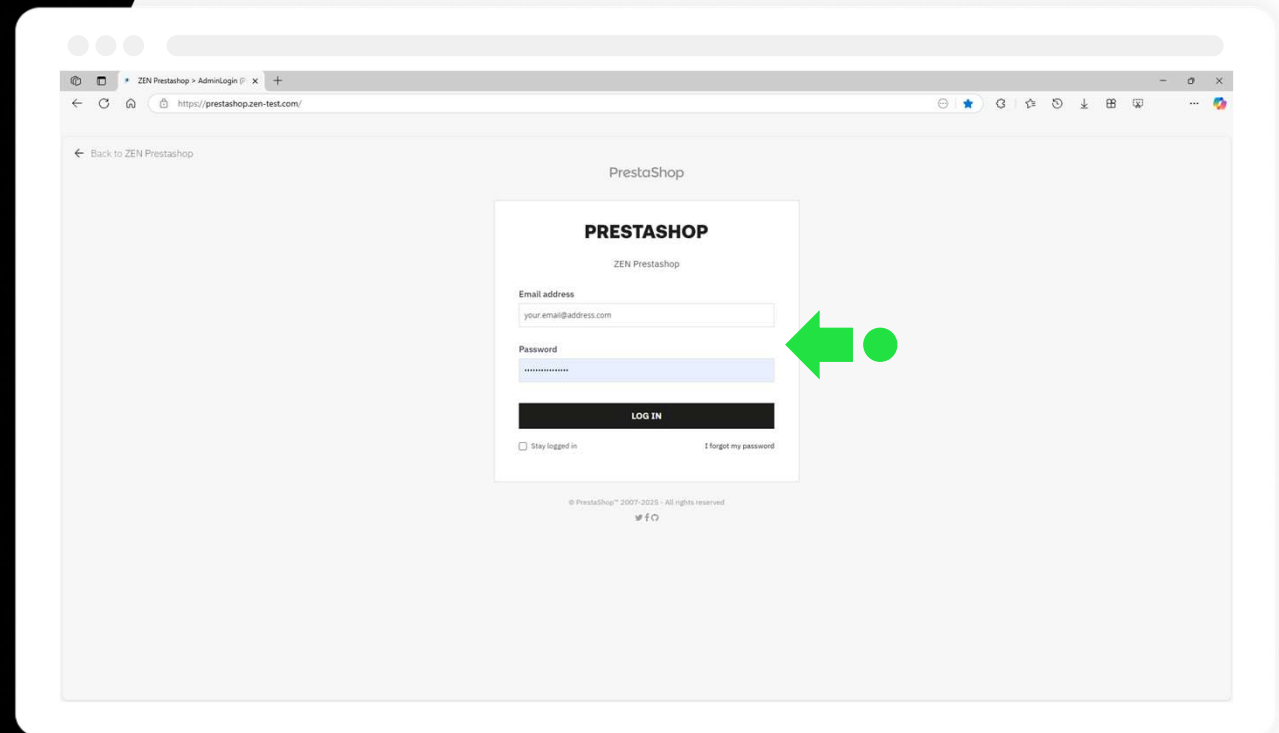


Detail information

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.

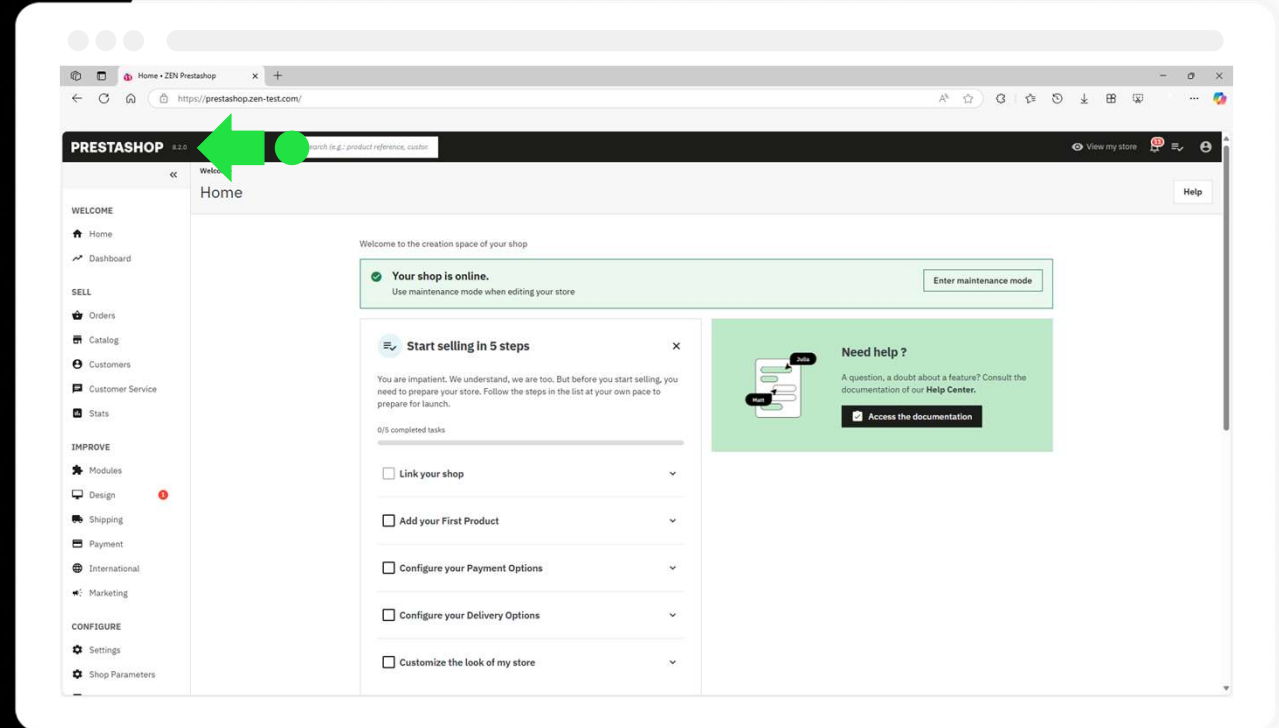


Platform version

The information about the version of the Prestashop platform you are currently using can be found in the top left corner of the main admin panel.

Copy the version of Prestashop installed in your environment to an external file.

We will need this information in your bug report.

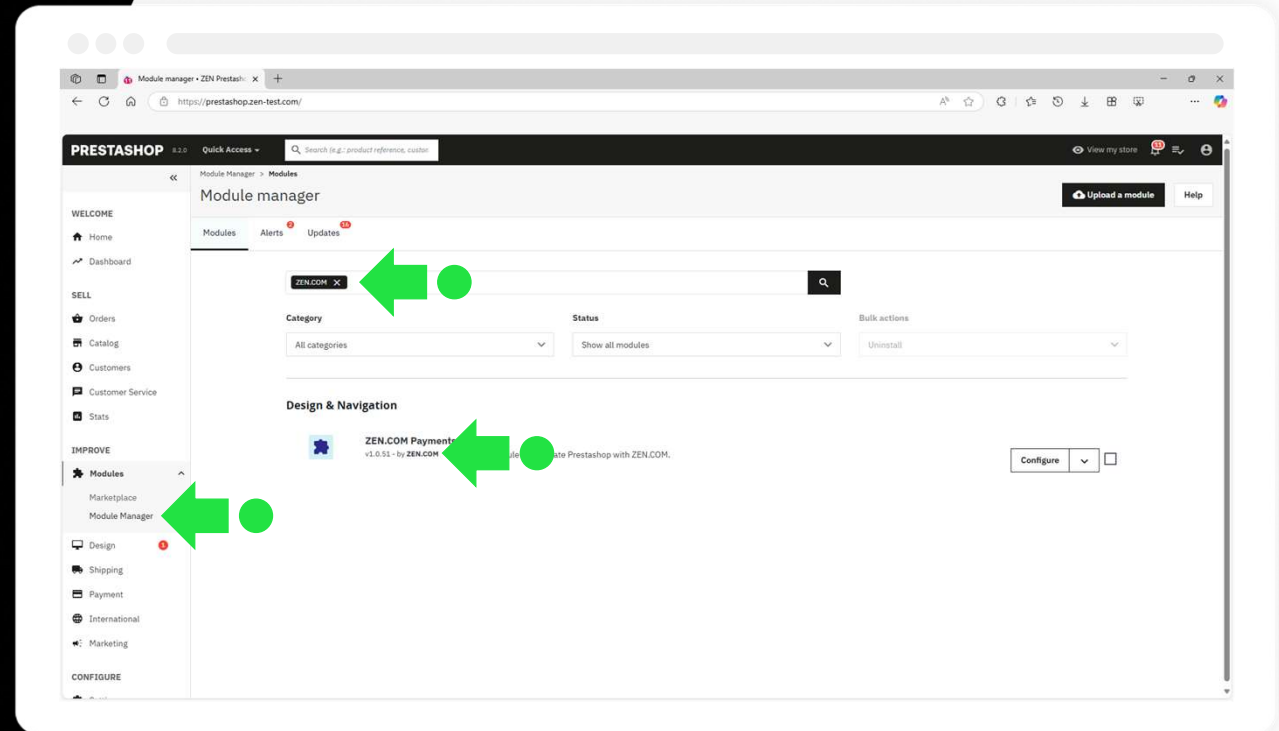


ZEN.COM plugin version

Click Module Manager option in Modules section. Find ZEN.COM Payments plugin on the list or use the search bar.

Copy the version of ZEN.COM plugin installed in your environment to an external file.

We will need this information in your bug report.

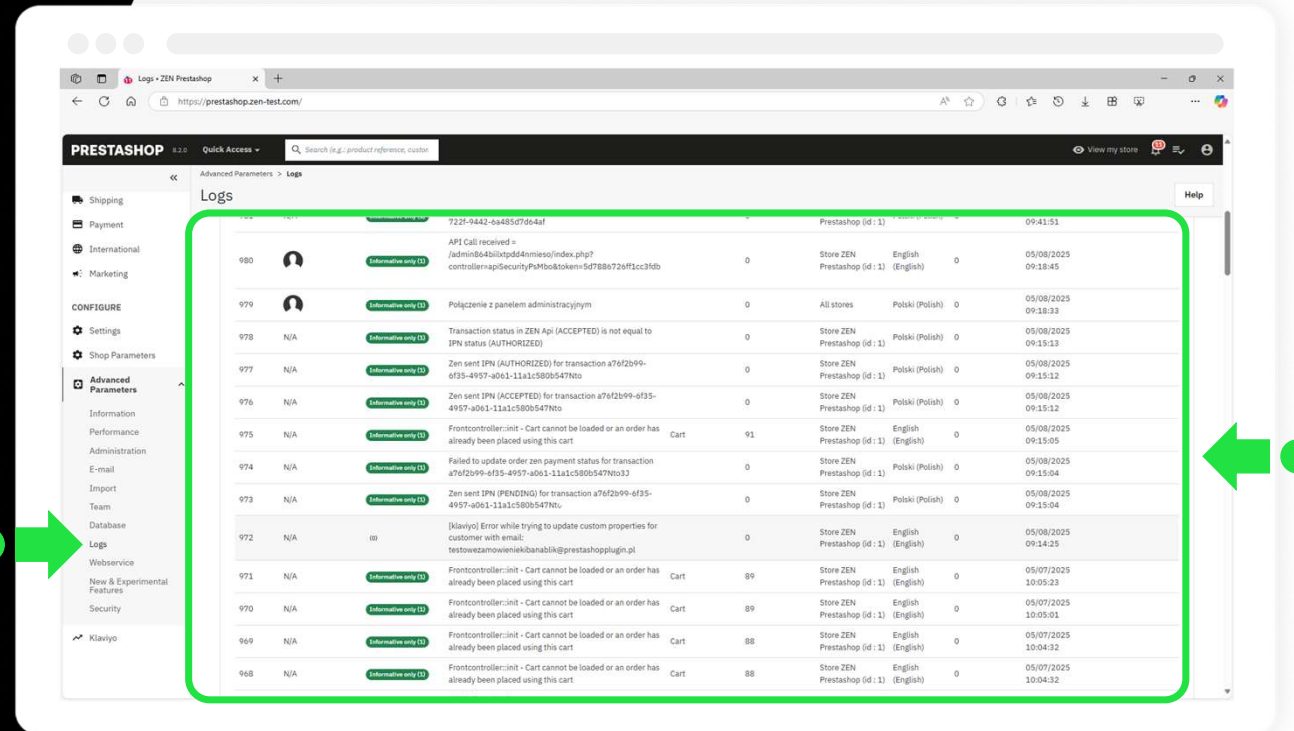


Get your basic system logs

Go to the Advanced Parameters menu in the Configure section, then select the Logs option.

Choose the logs you would like to share and take a print screen.

We will need this information in your bug report.

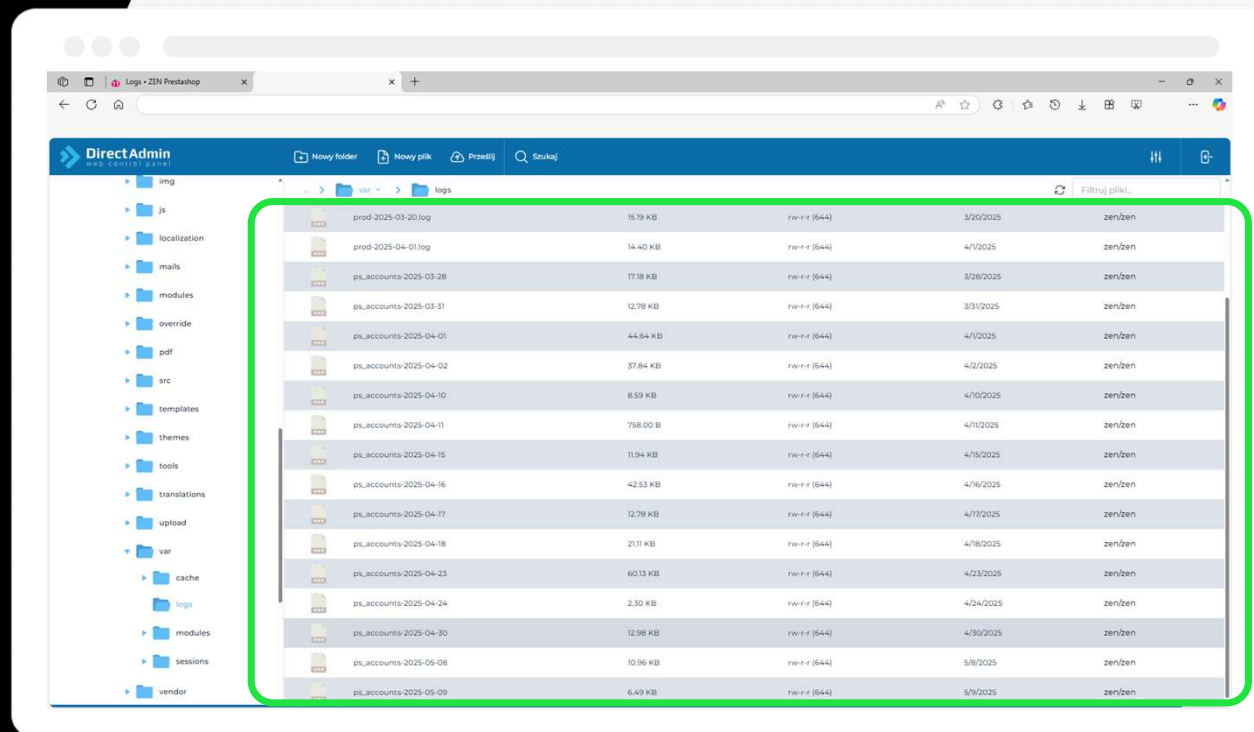


Get your advanced system logs

Sometimes, a screenshot from the Logs section may not be enough to resolve the bug you've reported. In such cases, we will ask you to send the logs directly from your database where Prestashop is installed.

The files can be found in the following section: Prestashop > public_html > var > logs

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

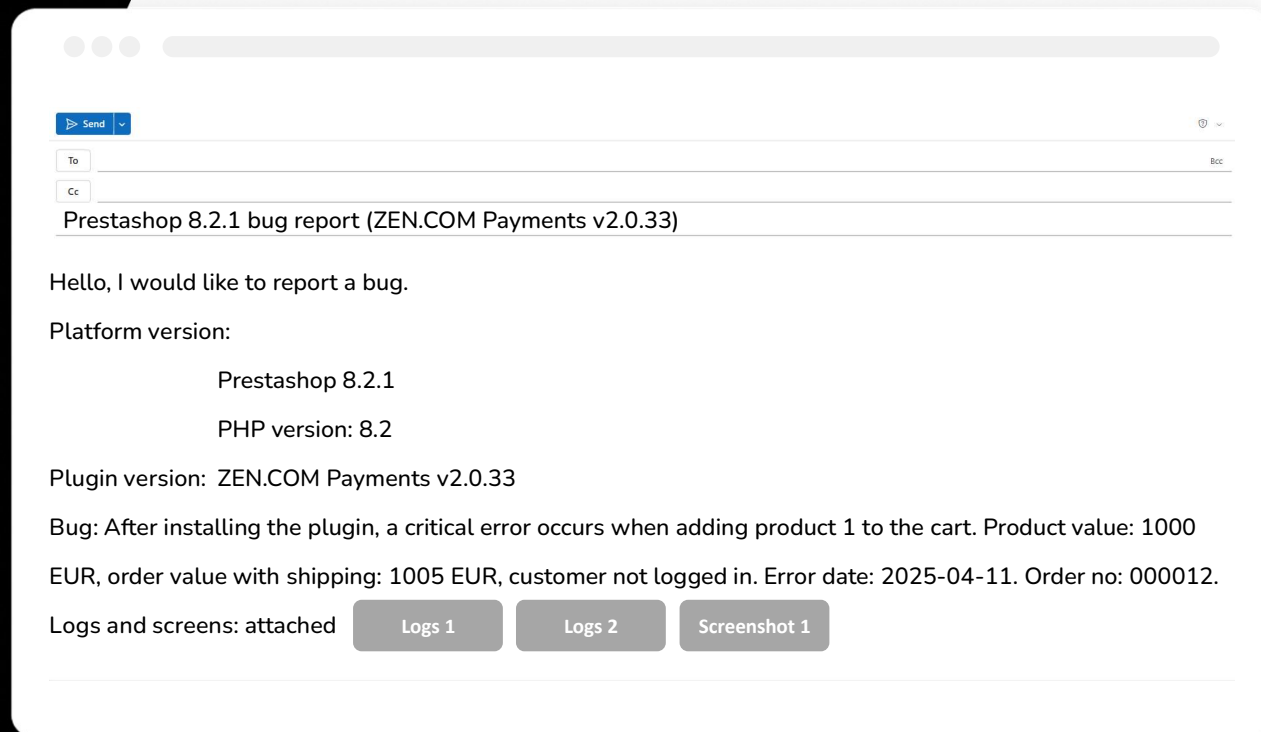
Please send us the collected information:

- 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.



The screenshot shows a web-based email interface. At the top, there's a 'Send' button with a dropdown arrow. Below it are fields for 'To' and 'Cc'. The email subject is 'Prestashop 8.2.1 bug report (ZEN.COM Payments v2.0.33)'. The body of the email starts with 'Hello, I would like to report a bug.' followed by 'Platform version: Prestashop 8.2.1', 'PHP version: 8.2', and 'Plugin version: ZEN.COM Payments v2.0.33'. The bug description follows: '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.' At the bottom, it says 'Logs and screens: attached' followed by three buttons: 'Logs 1', 'Logs 2', and 'Screenshot 1'.

Send

To

Cc

Prestashop 8.2.1 bug report (ZEN.COM Payments v2.0.33)

Hello, I would like to report a bug.

Platform version:

Prestashop 8.2.1

PHP version: 8.2

Plugin version: ZEN.COM Payments v2.0.33

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.

