

ZEN plugin for Woo

bugs reporting



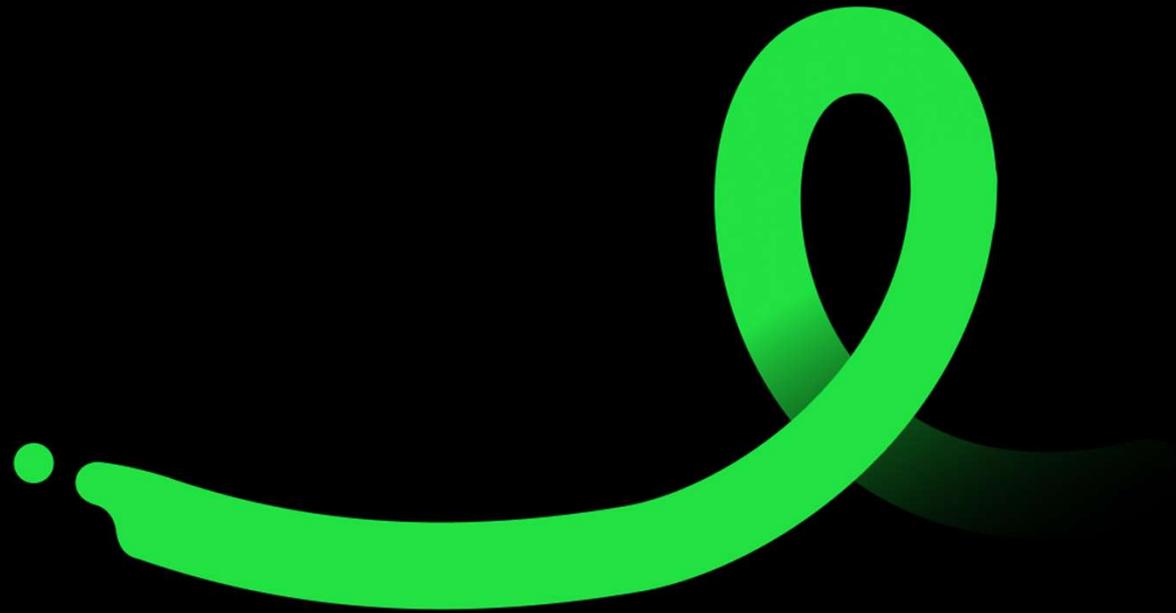
 ZEN.COM

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.

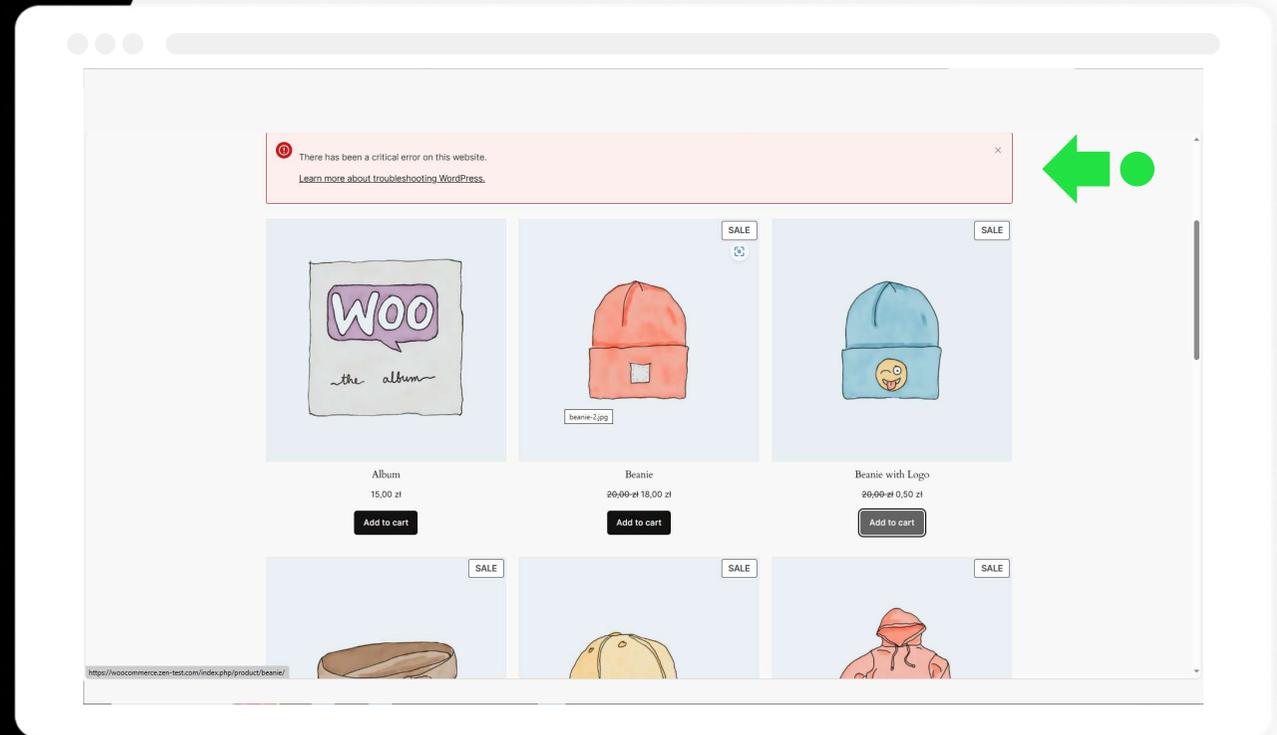
To correctly diagnose the error, we need some information from you about your platform, plugin and the circumstances in which the error occurred.



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.

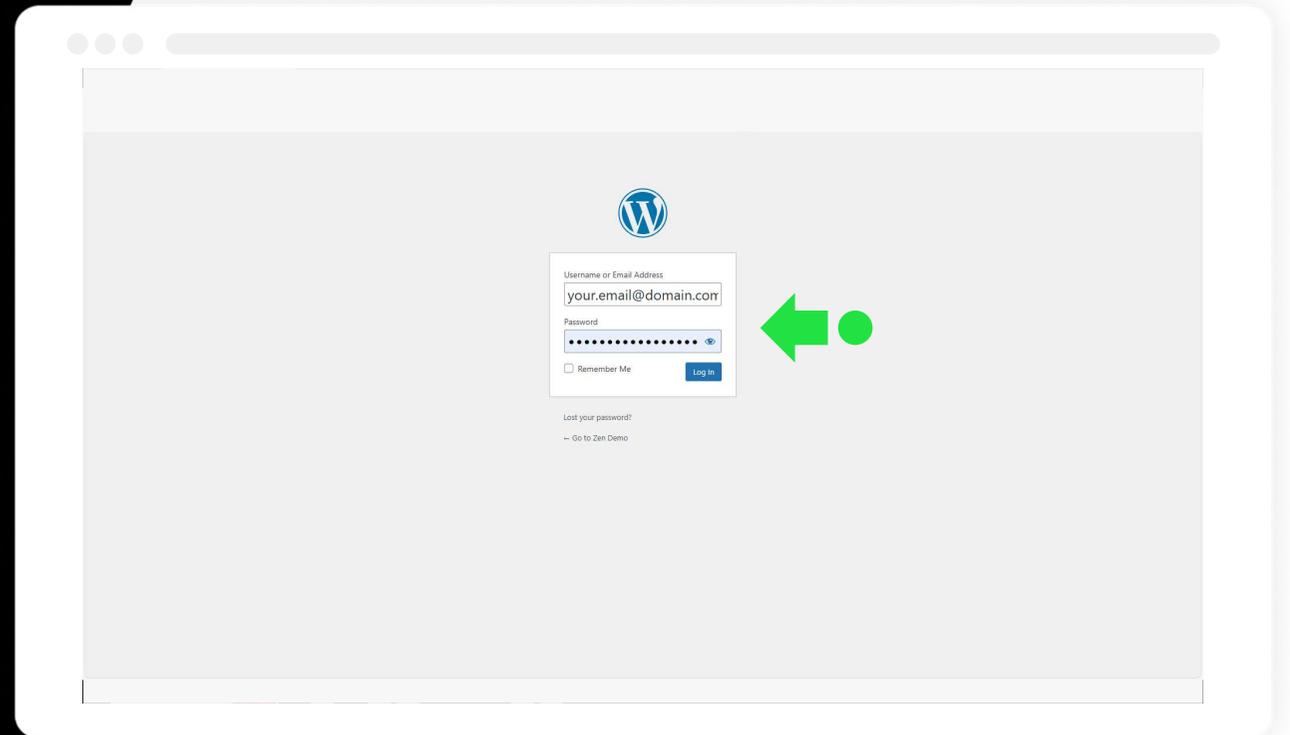


Detail information

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

Click Status option in WooCommerce section.

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

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

We will need this information in your bug report.

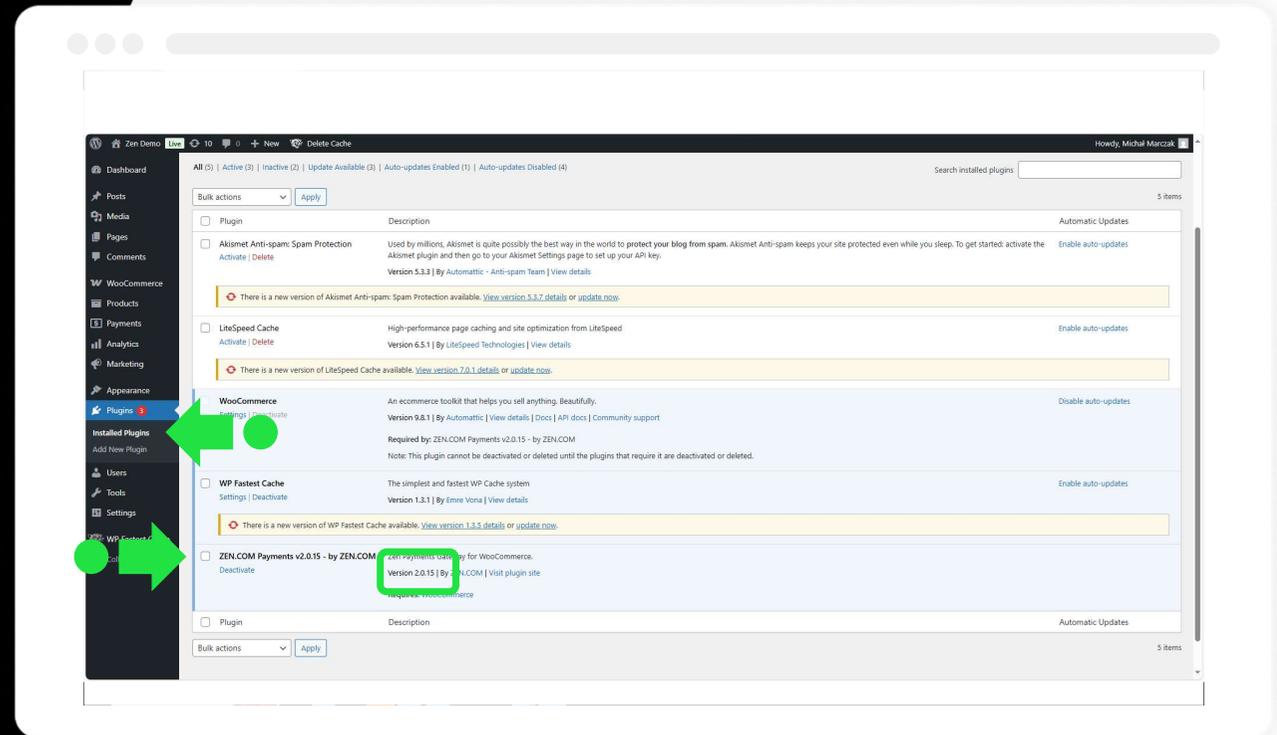
The screenshot displays the WordPress Status page within the WooCommerce section. The left sidebar shows the 'WooCommerce' menu item highlighted. The main content area is titled 'Status' and includes a 'System status' tab. Below this, there are two sections: 'WordPress environment' and 'Server environment'. The 'WordPress environment' section lists various system details, including the WordPress address, site address, and versions of WooCommerce (9.8.1) and WordPress (6.7.2). A warning message indicates that the Legacy REST API plugin is not installed. The 'Server environment' section shows server info (LikeSpeed) and PHP version (8.3.14). Three green arrows are overlaid on the image: one pointing to the 'WooCommerce' menu item, one pointing to the 'WordPress environment' section header, and one pointing to the 'WordPress version' field.

ZEN.COM plugin version

Click Installed Plugins option in Plugins section. Find ZEN.COM Payments plugin.

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

We will need this information in your bug report.

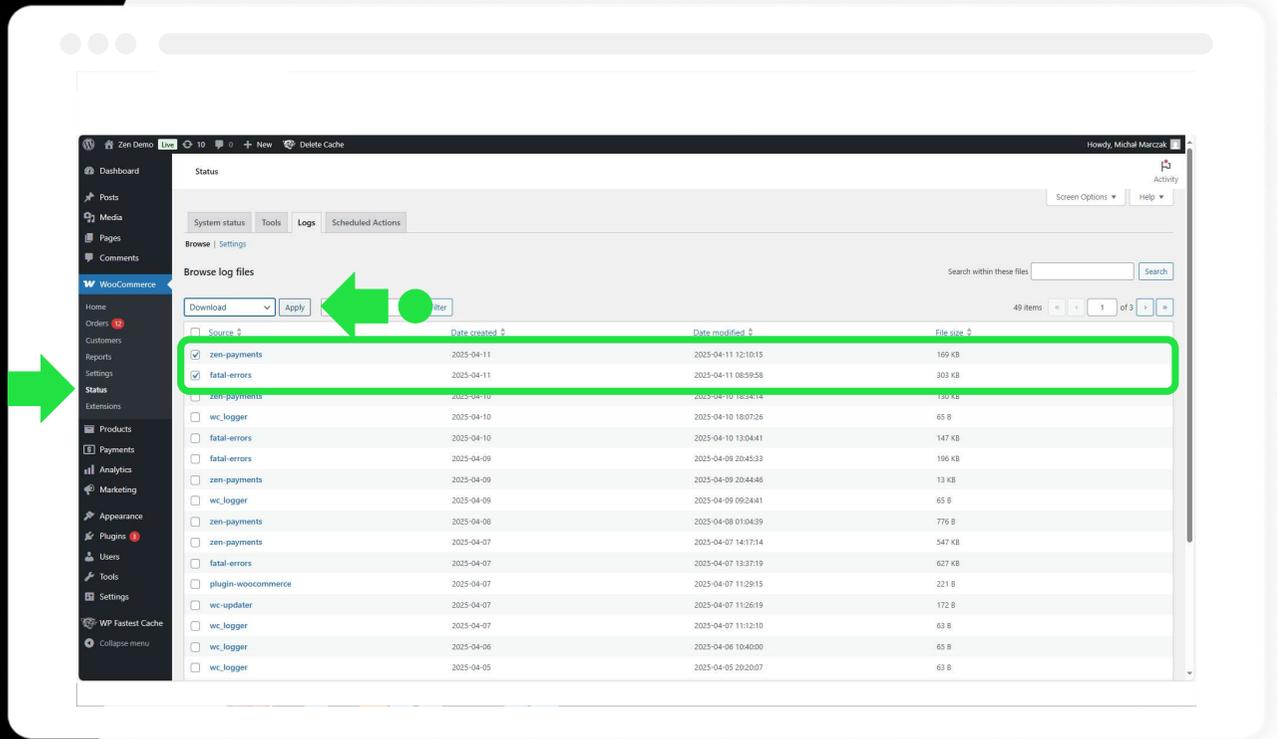


Download system logs

Go to the Status menu in the WooCommerce section, then select the Logs tab.

By checking the appropriate checkboxes, select all system logs from the date when the error occurred. Then, from the dropdown list, choose the Download option and confirm by clicking the Apply button.

We will need this information in your bug report.

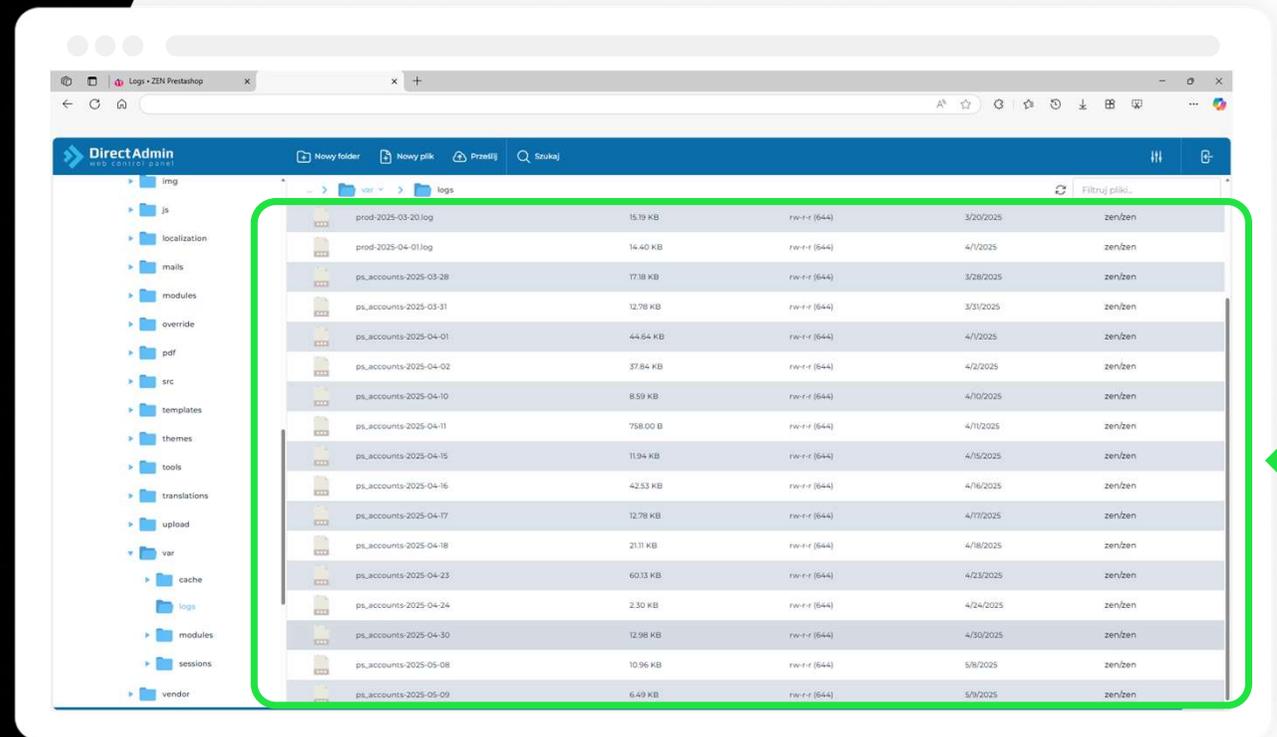


Get your advanced system logs

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 WooCommerce is installed.

The files can be found in the following section: WooCommerce > 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

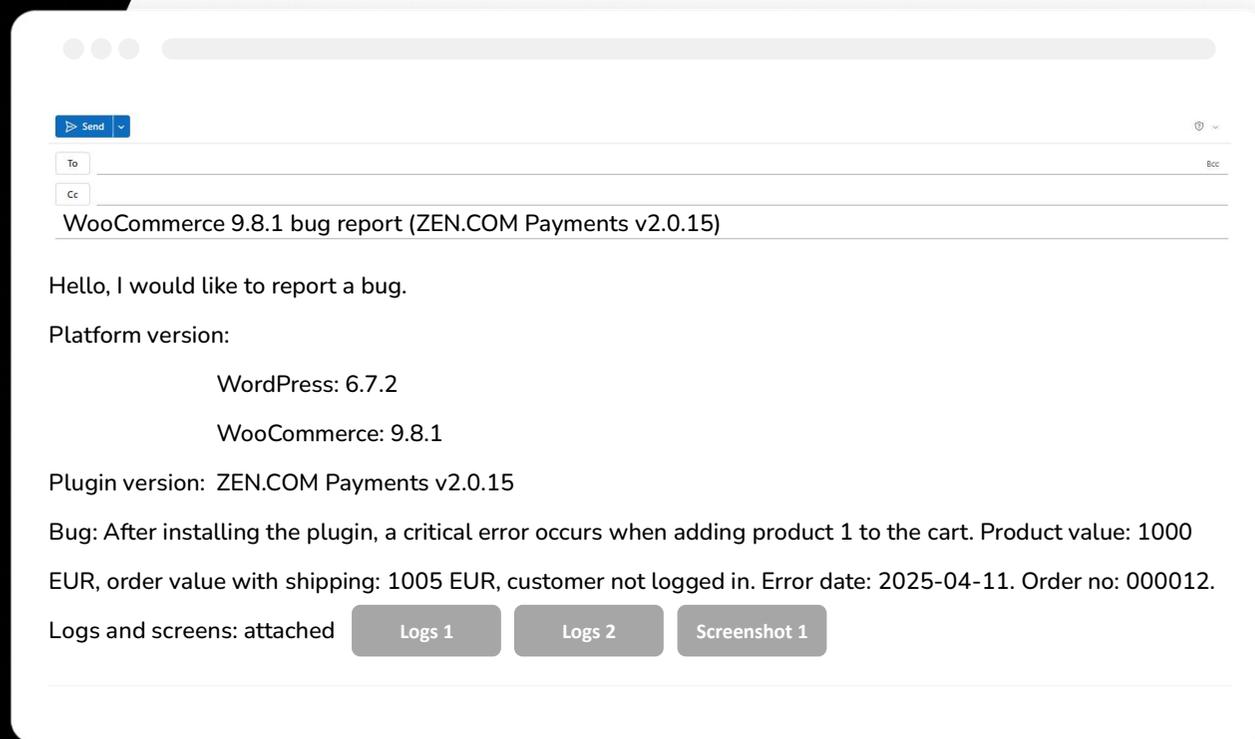
Please send us the collected information:

- 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 image shows a simulated email form interface. At the top left, there is a 'Send' button with a right-pointing arrow and a dropdown arrow. Below this are fields for 'To' and 'Cc', both of which are empty. The subject line is 'WooCommerce 9.8.1 bug report (ZEN.COM Payments v2.0.15)'. The body of the email contains the following text: 'Hello, I would like to report a bug.' followed by 'Platform version:' and two indented lines: 'WordPress: 6.7.2' and 'WooCommerce: 9.8.1'. This is followed by 'Plugin version: ZEN.COM Payments v2.0.15' and a detailed bug description: '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, there is a label 'Logs and screens: attached' followed by three buttons: 'Logs 1', 'Logs 2', and 'Screenshot 1'. The interface also includes a 'Bcc' field and a small icon in the top right corner.

Thank you
for choosing
ZEN.

