auto_cancel_order

version

BoostMyShop

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auto_cancel_order

1. Overview

AutoCancelOrder is a Magento extension designed to automatically cancel not paid orders after a specific delay depending of the payment method.

Main feature

- Fully integrated back office Magento
- Choice of the date of consideration of orders canceled
- Ability to automatically or manually activated cancellation of orders
- Cancellation of orders daily if automatic activation is chosen
- Choice of payment for which orders must be canceled, with the time in days
- Viewing the history of canceled orders

If no delay is set for a specific payment method, a default delay is applied.

2. Installation

Warning

Before uploading files, **enable Magento caches** (System - Cache Management), this will prevent Magento to try to install extension before all files are uploaded.

If you have any : **APC cache** , **Memcache** , **Rediscache** , please **disabled** them.

Also, if **Magento's compilation** (System - Tools - Compilation) is enabled, please **disabled** it.

1. Upload

You just need to upload the extension file structure to your server on the same file structure provided by Magento.

No code files will be erase.

All the code files will be available into **app/code/community/MDN** .Once all files are uploaded, please follow this steps to make sure it is well installed:

- Refresh caches (System - Cache Management).
- Refresh indexes (System - Index Management).
- Logout and login yourself from Magento's back office.

If you don't get any error message at this stage, go to the next step to configure your extension !

If you want to disabled the extension

1. Edit **MDN_AutoCancelOrder.xml** in **app/code/etc/modules** .
2. Change True by False.
3. Refresh caches (System - Cache Management).

3. Configuration

1. Main

Seealso

Configuration can be done in menu System > Configuration > Auto Cancel Order

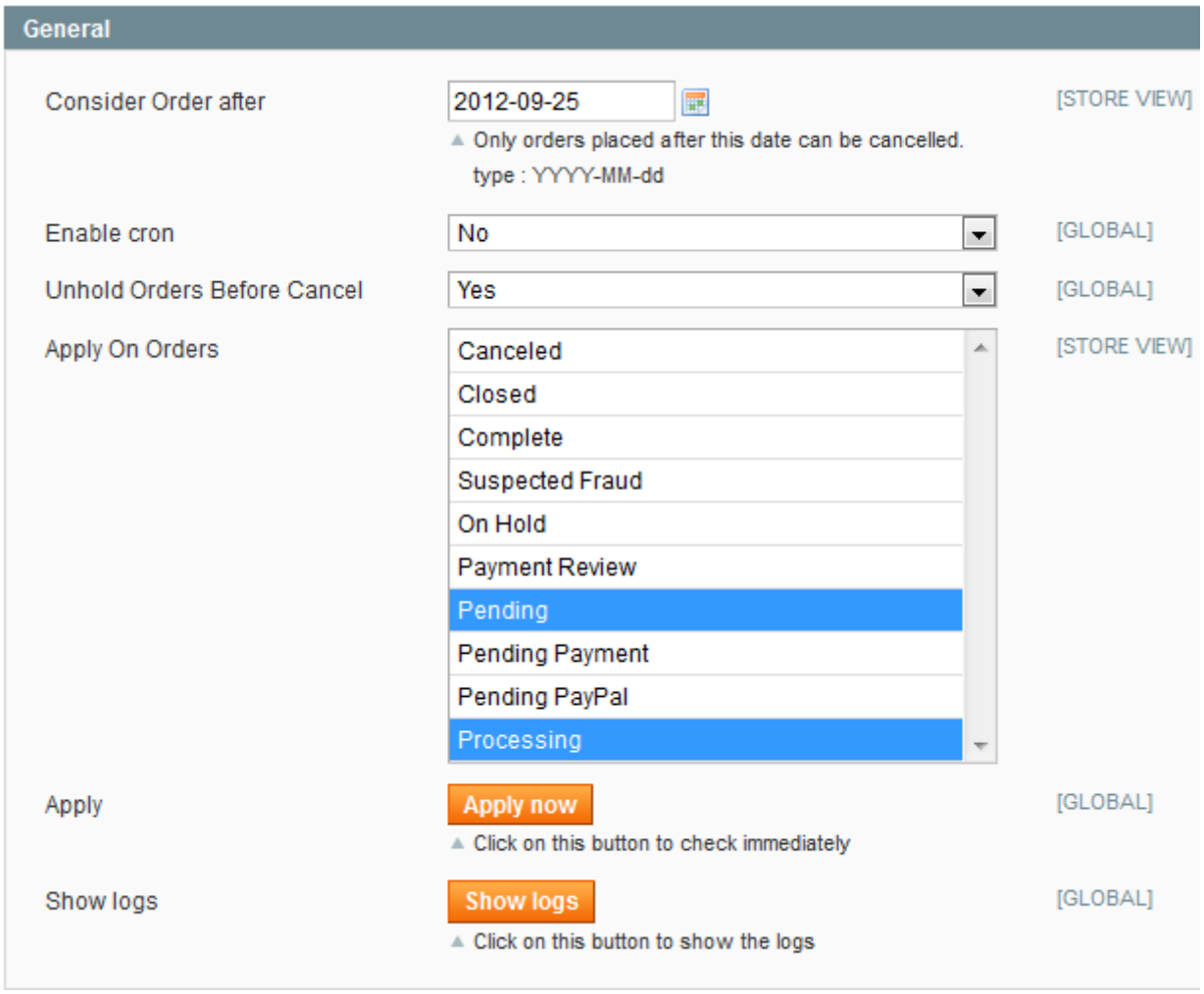
Note

If you get a " Access denied " error message, you must logout from admin panel and log in again.

Version

Find in this tab the version number of the extension.(Here 1.2)

General

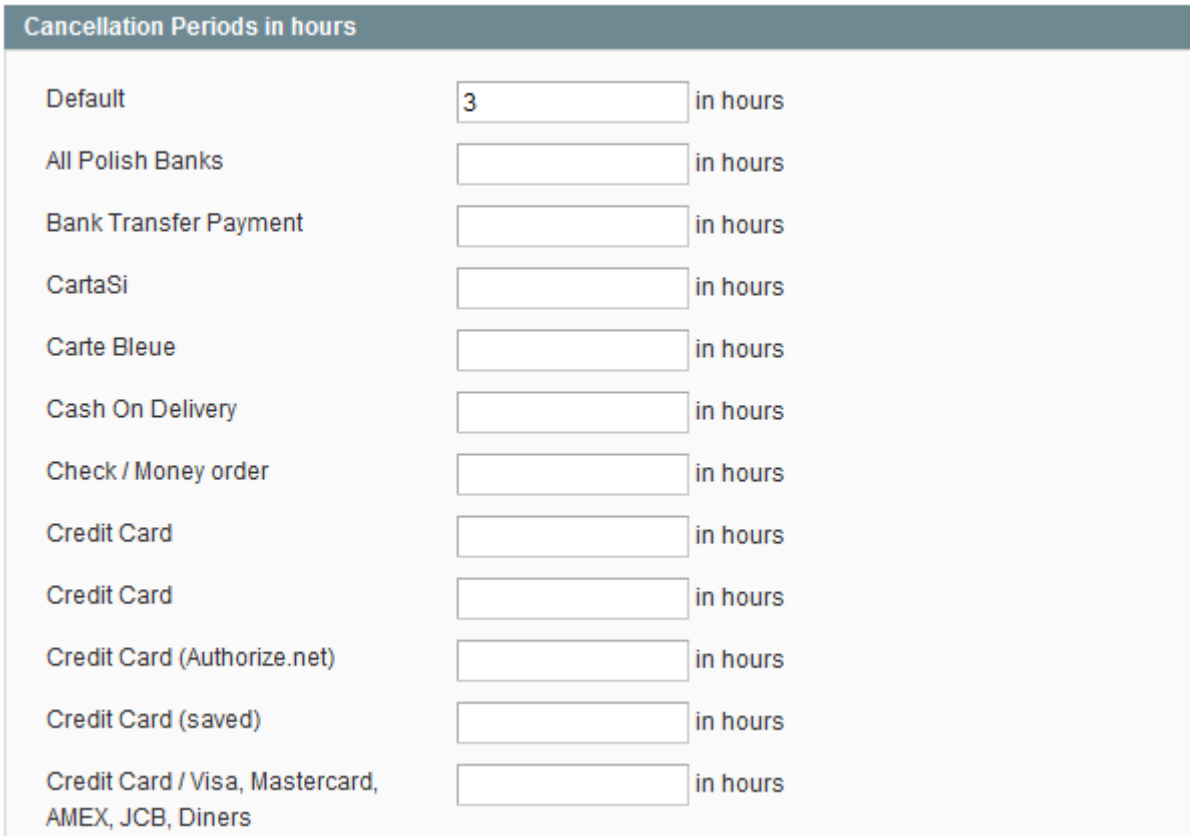


This tab is used to the general behavior of the extension, save here the order to cancel, the date for consideration and the cancellation mode.

Field	Value

Consider orders after	The extension will try to cancel orders only after a specific date
Enable cron	Enable or disable cron (automatic cancellation at 1 o'clock)
Unhold orders before cancel	If enabled, the system will unhold holded orders before cancellation
Apply on orders	Select the status for orders
Apply	Run the cancellation script
Show logs	Display cancellation history

Cancellation period in hours



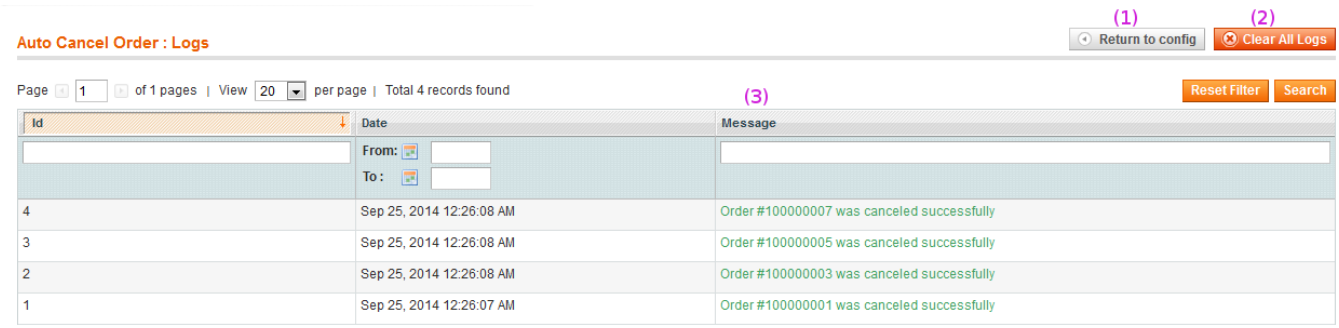
Here we will list all the magento payment methods, you can set for each of them the cancellation period in hours.

The first field " default " allow you save a value for all the payment methods in case of the cancellation period is missing the default valuie will be apply.

Field	Value
Default	set in this field the default value in hour fo the cancellation.
"payment method name"	from the second to the last line, we provide the payment method name with the cancellation period to apply.
xxx	...

2. Logs

From the configuration page, click on the " Show Logs " button to see cancellation history



In this page you have 3 main informations :

- The retun button which will redirect you on the configuration page.
- The " clear log" button which will delete all the logs for cancellation.
- The history list with the cancellation message and date inside.

Several types of message are displayed in the cancellation table :

- Cancellation confirmation
- Error about cancellation
- Order unhold before cancellation

> ***Note***
>
> In case of error or "unhold before cancel" you must unhold the order manually or save the option "unhold before cancel" from the configuration page.

4. How to use

Automatic cancellation

Once the configuration is done, if the automatic (cron) mode is enabled, every nights at 1 o'clock, the system will check orders, if the conditions are set then we will try to cancel these orders.

Manual process

You can also launch the processing manually using the « Apply » button in System > Configuration

Changing the automatic cron execution

app/code/community/MDN/AutoCancelOrder/ect/config.xml Look at this code :

```
<crontab>
    <jobs>
        <auto_cancel_order_cron>
            <schedule>
                <cron_expr>* * */1 * *</cron_expr>
            </schedule>
            <run>
                <model>AutoCancelOrder/Observer::ExecuteTasks</model>
            </run>
        </auto_cancel_order_cron>
    </jobs>
</crontab>
```

You must change the tag "**cron_expr** " and set a valid linux cron expression.

5. FAQ

I have an error message "trying to get property..." while trying to save the configuration page

That mean that your magento is configured in developer mode, edit the file : index.php

then restore the original condition:

```
if (isset($_SERVER['MAGE_IS_DEVELOPER_MODE'])) {
   Mage::setIsDeveloperMode(true);
}
```

I use some custom payment method but Auto cancel Order cannot cancel them, why ?

Sometime other company create custom payment extension that did not allow the cancellation through the code.

Most of time, the custom payment method avoid the other order cancellation too, contact the support boostmyshop to know more about it.