

**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** , **Redis** , 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**

Version		
Version	1.2	[STORE VIEW]

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

**General**

General		
Consider Order after	<input type="text" value="2012-09-25"/> 	[STORE VIEW]
	▲ Only orders placed after this date can be cancelled. type : YYYY-MM-dd	
Enable cron	<input type="text" value="No"/>	[GLOBAL]
Unhold Orders Before Cancel	<input type="text" value="Yes"/>	[GLOBAL]
Apply On Orders	<input type="text" value="Canceled"/> <ul style="list-style-type: none"> <li><input type="text" value="Closed"/></li> <li><input type="text" value="Complete"/></li> <li><input type="text" value="Suspected Fraud"/></li> <li><input type="text" value="On Hold"/></li> <li><input type="text" value="Payment Review"/></li> <li style="background-color: #007bff; color: white;"><input type="text" value="Pending"/></li> <li><input type="text" value="Pending Payment"/></li> <li><input type="text" value="Pending PayPal"/></li> <li style="background-color: #007bff; color: white;"><input type="text" value="Processing"/></li> </ul>	[STORE VIEW]
Apply	<input type="button" value="Apply now"/>	[GLOBAL]
	▲ Click on this button to check immediately	
Show logs	<input type="button" value="Show logs"/>	[GLOBAL]
	▲ Click on this button to show the logs	

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***

Cancellation Periods in hours

Default	<input type="text" value="3"/>	in hours
All Polish Banks	<input type="text"/>	in hours
Bank Transfer Payment	<input type="text"/>	in hours
CartaSi	<input type="text"/>	in hours
Carte Bleue	<input type="text"/>	in hours
Cash On Delivery	<input type="text"/>	in hours
Check / Money order	<input type="text"/>	in hours
Credit Card	<input type="text"/>	in hours
Credit Card	<input type="text"/>	in hours
Credit Card (Authorize.net)	<input type="text"/>	in hours
Credit Card (saved)	<input type="text"/>	in hours
Credit Card / Visa, Mastercard, AMEX, JCB, Diners	<input type="text"/>	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 value 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

## 4. How to use

Auto Cancel Order : Logs (1) Return to config (2) Clear All Logs

Page 1 of 1 pages | View 20 per page | Total 4 records found (3) Reset Filter Search

Id	Date	Message
	From: <input type="text"/> To: <input type="text"/>	<input type="text"/>
4	Sep 25, 2014 12:26:08 AM	Order #100000007 was canceled successfully
3	Sep 25, 2014 12:26:08 AM	Order #100000005 was canceled successfully
2	Sep 25, 2014 12:26:08 AM	Order #100000003 was canceled successfully
1	Sep 25, 2014 12:26:07 AM	Order #100000001 was canceled successfully

In this page you have 3 main informations :

- The return 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 :



## 5. FAQ

```
<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.