

Magento 1 Source Articles Archive

This document preserves the full original content of 10 ShipperHQ Knowledge Base articles related to Magento 1.

These articles are being removed from the ShipperHQ Knowledge Base effective Fall 2026, and are preserved here for anyone who still needs them. This document will not be maintained going forward.

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How to install ShipperHQ on Magento 1

Seamlessly install or upgrade ShipperHQ on Magento 1 for enhanced shipping functionalities

Original URL: <https://docs.shipperhq.com/installing-the-shipperhq-magento-extension>

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Overview

This is the comprehensive guide to installing or upgrading your ShipperHQ on Magento 1. If you're working with Magento 2, please [see these instructions](#). Note that the steps have adjusted slightly for SHQ version 2.181, affecting installs or upgrades of v2.181 or newer. Carefully follow these steps to avoid any issues. Once installed, you can proceed with the [configuration of the extension within Magento](#).

Getting The Extension

You can download the latest ShipperHQ extension for Magento 1 from the [public repository](#).

Latest Version

Keep up with the latest versions by watching the [public repository](#).

Video Walkthrough

Main Installation Process

If you're running a version of Magento other than the latest, check the [Magento Version Compatibility](#) chart to ensure it's compatible with ShipperHQ.

■ Before enabling ShipperHQ, uninstall any shipping rating extensions you have, including WebShopApps extensions. For more, see [how to disable WebShopApps extensions](#), or learn how to leave these extensions enabled while installing ShipperHQ.

■ Backup your server files and database before installation. We recommend initially installing on a test server for your own testing.

- Switch off the Magento Compiler under System → Tools → Compilation
- Ensure Cache is enabled in Admin under System → Cache Management
- Extract the Zip archives
- Copy app directory contents (except "etc") from the Zip into your Magento base directory
- Copy contents of other directories (e.g., "lib", "skin") into their respective directories
- Copy "app/etc" directory last to ensure SQL runs correctly
- Log out and back into admin
- Disable cache in admin
- Flush the Magento cache in cache management or manually remove `/var/cache` and `var/session`
- Open frontend to ensure SQL updates within the extension are performed
- If using the compiler, recompile via System → Tools → Compilation You should now see your extension in the relevant backend area.
- Re-enable cache in admin and refresh

Setup

By default, all modules are enabled. Unused modules will be disabled when you use the [synchronize feature](#).

New or Recent Customers (Upgrading from SHQ > 2.181)

On new installs, modules adjust upon SHQ synchronization. Synchronizing should show:

- Features to be disabled:
- After synchronization:
- Log showing changes when the SHQ dashboard changes
- Example of enabling features:

Older Returning Customers (Upgrading from SHQ < 2.181)

For customers upgrading from an earlier version, the **Disable Unused Modules** feature is turned off, and should be manually checked. Features can be enabled manually:

- Under Config → Shipping Methods → ShipperHQ, the **Disable Unused Modules** feature is off by default for upgrades.
- On the Sync page, see the list of modules to be manually adjusted.
- If customizations are present, check whether they depend on extra modules. Ensure no dependencies before enabling **Disable Unused Modules**.

Other Installation Processes

Manually Enabling/Disabling Modules

If **Disable Unused Modules** is off, Synchronize lists the modules for manual adjustment:

- Change the app/etc/modules/MODULENAME.xml file. Inside the file, update `<active>true/false</active>` accordingly.
- Refresh Configuration Cache

Migrating from Magento 1 to Magento 2

For migration from Magento 1 to Magento 2, follow additional steps as files differ. Learn more [here](#).

Troubleshooting

- **"HALP! I ran synchronize and my site broke!!!!!"** Refresh caches If broken, customization expects a turned-off feature. Re-enable them manually and disable the **Disable Unused Modules**. Can't identify the module? Enable all for safety.
- **"I ran Synchronize and got a missing modules error!"** Ensure **Disable Unused Modules** can be turned on If already enabled but error persists, something blocks sync. Turn off the feature and follow manual instructions.

Post-Installation Steps

To successfully connect your Magento site to ShipperHQ, configure your website in ShipperHQ. Finally, configure the ShipperHQ Magento extension.

Configuring the ShipperHQ Magento 1 Extension

Set up and customize ShipperHQ shipping methods in your Magento 1 store

Original URL: <https://docs.shipperhq.com/magento-extension-configuration>

- [Overview](#)
- [Installing Magento 1 Extension](#)
- [Basic Configuration Steps](#)
- [Configuration](#)
- [ShipperHQ Configuration Options](#)
- [Advanced Settings Panel](#)
- [Standard Shipping Panel](#)
- [FAQ](#)

Overview

Setting up your website in ShipperHQ gives you the credentials you'll need to connect your Magento ShipperHQ extension. This document walks you through the basic configuration steps required to connect with ShipperHQ and other configuration options available. Configuration options are located at **System > Configuration > Shipping Methods > ShipperHQ**

Installing Magento 1 Extension

Before configuring, you should have read and completed the [instructions for installing the Magento 1 Extension](#) for ShipperHQ.

Basic Configuration Steps

- Enter **API Key** and **Authentication Code** created in ShipperHQ
This information is located under **Websites** in ShipperHQ under the new website you set up for your store.
- Select **Environment Scope** to match your ShipperHQ environment scope setting
- Set **Enabled** to **Yes**
- Save the configuration settings
- At **Refresh Shipping Methods** setting, click **Refresh Now** button
If your credentials are accurate, you will see a successful refresh notification at the top of the configuration screen.
■ Please ensure you have entered your credentials correctly and selected a matching scope under **Environment Scope**. The extension must be enabled for this button to work.
- Disable all other shipping methods in Magento to prevent unexpected results at checkout.

Configuration

ShipperHQ Configuration Options

- **Main Shipping Carrier Title:** Carrier title displayed when no other carrier title is returned from ShipperHQ. Set this to "Shipping Rates" or something equally generic.
- **Environment Scope:** Select the environment scope you have configured in the ShipperHQ dashboard
- **API Key:** Unique identifier in ShipperHQ for your website
- **Authentication Code:** Unique code to authenticate this website with ShipperHQ
- **Backup Carrier/Method:** Select a standard Magento shipping carrier to act as a backup, in the unlikely event that ShipperHQ is not responding

Advanced Settings Panel

- **Custom Shipping Rates in Admin:** Allows admin user to manually enter a shipping rate for orders placed via the admin panel
- **Hide Carrier Notifications At Checkout:** Some carriers include additional information along with their rates. Use this setting to hide these notifications
- **Display Transaction ID:** ShipperHQ support may advise you to use this setting to aid debugging
- **Timeout (seconds):** Set timeout period in seconds to wait for ShipperHQ to return rates before calling backup carrier
- **Sandbox Mode:** DO NOT EDIT unless advised by ShipperHQ to do so
- **Sandbox URL:** DO NOT EDIT - URL to connect to sandbox or test ShipperHQ environment
- **Live URL:** DO NOT EDIT - URL to connect to live ShipperHQ environment
- **Secure URL:** DO NOT EDIT - URL to securely connect to live ShipperHQ environment
- **Delivery Comments on Checkout:** Enable comments field on checkout shipping method page
- **Enable Suburb Lookup:** Enable autoprompt for supported countries' suburbs in cart and checkout
- **Maximum Number of Results:** Limit number of shipping carriers displayed

Standard Shipping Panel

- **Show Method if Not Applicable:** Display notification from ShipperHQ if no rates are returned
- **Displayed Error Message:** Text to be displayed if ShipperHQ does not return a response
- **Sort Order:** Sort order of ShipperHQ rates in Magento

Note: We've hidden the settings "Ship to Applicable Countries" and "Ship to Specific Countries" for versions 20.12.x and above. If you had configured "Ship to Applicable Countries" to Yes and had selected specific countries, these settings will still be visible. We encourage you to instead use ShipperHQ configuration

including our Zones feature to modify the applicable ShipperHQ countries.

FAQ

Why does "ShipperHQ" appear as the carrier name at checkout instead of the actual carrier?

The **Main Shipping Carrier Title** field in your Magento ShipperHQ configuration defaults to "ShipperHQ." This label appears at checkout when no specific carrier title is returned.

To fix this, go to System > Configuration > Shipping Methods > ShipperHQ and update the **Main Shipping Carrier Title** to a neutral label such as "Shipping" or "Shipping Rates."

How to Find Your Transaction ID in Magento 1

Locate Transaction IDs and optimize ShipperHQ logging for Magento 1 troubleshooting

Original URL: <https://docs.shipperhq.com/use-webshopapps-logger-magento>

- [Overview](#)
- [Key Features](#)
- [Configuration](#)
- [Logging Destination](#)
- [What Level of Logging Do I Need?](#)
- [Interpreting the Logs](#)
- [Locating Transaction IDs](#)
- [Admin Panel](#)
- [Website Cart](#)

Overview

The ShipperHQ Magento extension includes a powerful WebShopApps Logger. This guide will show you how to configure the logger to find valuable information about shipping rate quotes from ShipperHQ.

Key Features

The logger provides these capabilities:

- Dedicated log panel within admin, eliminating the need to open log files
- Ability to set logging level for more or fewer logs
- Log to admin, file system, and/or via email

Additional functionalities:

- Runs asynchronously, minimizing performance impact
- Can be switched off in production, ensuring no performance impact
- Periodic Cron job clears WebShopApps extension-related logs from the database

Configuration

The Logger is configured under System->Webshopapps Logger. If you encounter an Access Denied error, log out and back into Magento admin. By default, logging is disabled.

Note: When in production, clear all logs and disable WebShopApps Logging to prevent database/file system overload.

Before configuring logging, consider:

- Do I want to log to the admin panel, the system log, or send each log via email?
- What level of logging do I need?

Logging Destination

You can select from three logging destinations:

- **Admin Panel:** Logging here generally suffices for most customers. Example output is shown under System->WebShopApps View Log.
- **File System:** Logs output to `/var/log/system.log`. Recommended for advanced users with developer logging enabled.
- **Email:** Best for critical logs to avoid performance issues, such as notifications when shipping rates aren't found.

What Level of Logging Do I Need?

Choose from 4 levels of logging. Selecting a level will include all those above it:

- **Critical:** Displays urgent issues. Useful in testing, set to email.
- **Warning:** Highlights potential issues. Useful for testing.
- **Info:** Provides high-level information.
- **Debug:** Offers in-depth technical details. Primarily for experts or when guided by WebShopApps support.

When in production, switch off all logging for optimum performance.

Interpreting the Logs

Logs contain key information about rate requests and responses.

Locating Transaction IDs

If you can't resolve an issue with your logs, a Transaction ID helps our support team diagnose issues quickly. Here's how to locate it in Magento 1:

Admin Panel

- 1 Perform the request or test you're investigating.
- 2 Go to System > WebShopApps View Logs.
- 3 Open "Rate Request and Result" logs.
- 4 Find the field `TransactionId` in the response using your browser's search function (cmd - f or ctrl-f).

Website Cart

- 1 Navigate to System -> Configuration -> WebShopApps Logger.
- 2 Set "Show Debug Messages on Front End" to Yes.
- 1 Perform the request or test you're investigating in the shopping cart, not checkout.
- 2 Transaction ID displays under the carrier title.

Copy the Transaction ID and your issue description to our support team. Afterward, disable the ShipperHQ logger and set Debug to No.

Please remember to turn the logger off after use to avoid slowing down shipping rates.

How to Troubleshoot Magento 1 Installations

Resolve installation hurdles and common errors for Magento 1 extensions efficiently

Original URL: <https://docs.shipperhq.com/troubleshooting-magento-1-installations>

- [Overview](#)
- [Blank Page](#)
- [Symptom](#)
- [Solution](#)
- [Method Not Defined](#)
- [Include File Missing](#)
- [Website Not in Environment Scope](#)
- [Invalid Credentials](#)
- [SQL Not Run Successfully](#)
- [PHP 7 Support](#)

Overview

This guide helps troubleshoot the installation of the ShipperHQ extension for Magento 1. It's specifically for Magento 1, so if you're using Magento 2, please refer to the [Magento 2 Installation Troubleshooting Guide](#). If you experience incorrect shipping rates, visit our [Rate Discrepancies guide](#).

Blank Page

Symptom

You encounter a blank or white page when navigating the store.

Solution

This suggests a silent error. Refer to [How to Fix a Completely Blank Page](#). If the compiler is enabled, ensure it has been refreshed.

Method Not Defined

You see this error message:

Method "exampleMethod" is not defined in "/path/to/magento"...

This indicates trouble reading one or more files. First, re-copy all files from the ZIP as instructed in the [Installation Guide](#). Refresh the cache and compiler (if enabled), and make sure the [file permissions are correctly set](#).

Include File Missing

You receive a warning such as:

Warning: include(...)

Ensure that the Magento Compiler is refreshed if it is enabled.

Website Not in Environment Scope

The message "Website Not in Environment Scope" appears in System > Configuration > Shipping Methods after saving configuration.

ShipperHQ and Magento might be looking at different scopes. Ensure the scope at the top right of your ShipperHQ account matches the scope in ShipperHQ Configuration.

Invalid Credentials

An error about invalid credentials is shown in System > Configuration > Shipping Methods after enabling ShipperHQ.

Verify that the API Key and Authentication code from the [Websites configuration section](#) are entered correctly.

SQL Not Run Successfully

An error like this appears:

SQLSTATE[42S02]: Base Table Or View Not Found

SQL install scripts have not run successfully. Please check the SQL Failed to Run article for help.

PHP 7 Support

Version 2.195 of the extension supports PHP 7.2 for Magento 1. If you need the latest version, feel free to [contact us](#).

Migrate ShipperHQ from Magento 1 to Magento 2

Seamlessly Transition ShipperHQ from Magento 1 to Magento 2 for Enhanced Performance

Original URL: <https://docs.shipperhq.com/migrating-shipperhq-extension-magento1-magento2>

- [Overview](#)
- [Steps](#)

Overview

When moving from Magento 1 to Magento 2, additional steps are necessary to transition the ShipperHQ extension. The file structures differ significantly between these versions. Ensure you follow [Magento's migration steps](#) alongside these instructions. This guide assumes familiarity with MySQL, and the SQL commands provided are for guidance—adjust them as needed for your database setup.

Steps

- 1 Follow the extension uninstallation guide.
- 2 Clean up the Core Config table: `SELECT * FROM `core_config_data` WHERE `value` like '%shipperhq_shipper%' or `value` like '%shq%'; DELETE FROM `core_config_data` WHERE `value` like '%shipperhq_shipper%' or `value` like '%shq%';` **Note:** Ensure that the values returned are accurate before deleting. ■
- 3 Verify the Core Config is clean: `SELECT * FROM `core_config_data` WHERE `value` like '%shipperhq_shipper%' or `value` like '%shq%';`
- 4 Clean up product attribute references: `SELECT * FROM `eav_attribute` WHERE `source_model` like '%shipperhq%'; UPDATE `eav_attribute` set `source_model` = '' WHERE `source_model` like '%shipperhq%';`
- 5 Proceed with the [Magento 2 installation guide](#).

By following these steps, you'll ensure a smooth transition of ShipperHQ from Magento 1 to Magento 2!

View the Total Order Costs in Magento 1 Admin Orders

Review and adjust shipping costs before finalizing orders in Magento 1

Original URL: <https://docs.shipperhq.com/view-total-order-costs-including-shipping-admin-orders>

- [Overview](#)
- [Process](#)

Overview

This guide explains how to view total order costs, including shipping, on admin orders in Magento 1.

Process

When you place an order in your Magento admin panel, it's important to review the order total. This includes shipping costs, before you finalize the order. Once you've selected the shipping method, click the 'Save Shipping Details' button. This action will add the chosen method to the Order Totals section.

It's easy to change shipping options without affecting the final order. Simply pick a different option and click 'Save Shipping Details' again. Remember, the option selected when you click the "Submit Order" button will be the one used on the final order.

How to Email Each Origin/Store Within An Order for Magento 1

Set up automated order emails for each store in Magento to streamline communication

Original URL: <https://docs.shipperhq.com/multi-origin-email-setup-magento>

- [Overview](#)
- [ShipperHQ Dashboard Configuration](#)
- [Magento Configuration](#)
- [Configuring Magento to Use the New Transactional Template](#)

Overview

ShipperHQ lets you automatically email each origin or store within an order, sharing the order details specific to that origin or store. This guide walks you through setting up this feature.

Please note: This feature is currently only supported on Magento 1 and Zoey.

ShipperHQ Dashboard Configuration

In ShipperHQ, under each origin, you can set the email address to be used when items from that origin are ordered, or when store pickup is selected for items in the order. You can also decide if and when to send the email. The options are:

- **Never:** Email functionality is disabled for that origin or store.
- **On Place Order:** An email is sent as soon as a new order is created.
- **On Create Invoice:** An email is sent as soon as an invoice is raised.

Magento Configuration

- 1 Navigate to System->Transactional Email Templates in your Magento admin panel.
- 2 Click Add New Template.
- 3 Choose New ShipperHQ Shipment from the Template dropdown menu, then click Load Template.
- 4 Enter a meaningful name for the template under Template Name, such as ShipperHQ New Shipment.
- 5 Click Save Template. We recommend not editing the template until you have the email functionality working!

Configuring Magento to Use the New Transactional Template

- 1 Navigate to System->Configuration->Sales Emails->ShipperHQ Order Emails.

- 2 Enable this section.
- 3 Set the New Order Confirmation Template dropdown to the template you've just created.
- 4 Change New Order Confirmation Email Sender to the desired sender email address for the shipment emails.
- 5 Click Save.

Happy configuring!

How to Customize the Shipping Rate Display

Customize shipping rate display with CSS for better checkout experience in Magento 1

Original URL: <https://docs.shipperhq.com/customize-shipping-method-display>

- [Overview](#)
- [Customizing Shipping Rate Display](#)

Overview

This guide helps you customize the shipping rate display using CSS for Magento . Discover how to adjust the way shipping rates appear, especially when they include delivery date or time information.

Customizing Shipping Rate Display

- By default, ShipperHQ displays shipping rates in your checkout as shown below.
- The shipping rate text is separated into different span elements. For instance, a shipping rate can include the method name "Flat fee" and the delivery details "Delivers: 06/10/2016." These are found in separate span tags with CSS classes called `method-title` and `method-extra`, as visible in the source code below.
- Use these CSS classes to customize how the shipping rate displays in your checkout.

By styling these elements, you ensure your checkout process aligns with your brand while providing clear information to your customers.

Limit Options on the Magento Countries Dropdown

Restrict country options in Magento's dropdown for targeted shipping

Original URL: <https://docs.shipperhq.com/magento-limiting-countries-drop-down>

- [Overview](#)
- [Issue](#)
- [Solution](#)

Overview

This guide explains how to limit the countries displayed in the "Countries" dropdown in Magento .

Issue

In the cart estimator, customers choose a country to view shipping rates. If your store ships only to the USA and Canada, you should limit the dropdown to these countries.

Solution

Magento offers built-in settings to restrict shipping countries.

- Navigate to System -> Configuration -> General -> "Countries Options"
- In the "Allow Countries" field, select only "United States" and "Canada". This action restricts the countries shown in all frontend dropdowns.

Once you save the configuration, only the chosen countries appear in the dropdown:

This change will apply to:

- Customers' saved addresses
- Checkout process

Enable Caching of Rates for Better Performance in Magento

Optimize Magento checkout speed by caching shipping rates using ShipperHQ

Original URL: <https://docs.shipperhq.com/enable-caching-rates-performance-magento>

- [Overview](#)
- [Process](#)

Overview

Enable caching of ShipperHQ shipping rates to improve performance. Magento will use the cached rates when there is no change to the request itself, such as during a checkout refresh. This guide provides instructions for enabling this process.

Process

- 1 Go to System > Cache Management
- 2 Enable the cache for 'Collections'