WordPress

Upload and download products from WordPress WooCommerce

- WooCommerce Connector installation
- Setting up product import from Wise2Sync to WooCommerce
- Setting up product export from WooCommerce to Wise2Sync
- Importing Tags to your WooCommerce
- WooCommerce categories mapping
- WooCommerce connector troubleshooting
- What is important if i want to import large quantities of products to my shop?
- Woocommerce export/import troubleshooting (tips)

WooCommerce Connector installation

WooCommerce connector supports product download and upload. This article explains how plugin configuration works.

> Always make a backup of your existing store before making product imports / exports on LIVE website. Best practice is to perform testing on STAGING version of your site and then apply them on LIVE.

The following options are to be done on the WooCoommerce side.

A plugin is tested and working with PHP 8.0 and versions from Wordpress 6.3.1 to Woocommerce 8.1.1.

Plugin Installation

Upload plugin to your WordPress site and activate it.

Add a CRON tabs. It is recommended to be executed every 2 minutes, but can be every 5 or 10 minutes as well:

```
# WISEXML HEARTBEAT
*/2 * * * * php {path_to_document_root}/wp-content/plugins/wisexml-connect/heartbeat.php > /dev
```

Replace `{path_to_document_root}` with path of your website's location on the server.

Heartbeat is like a scheduler - it is a generic task to see what the Connector plugin has to perform. You will not be able to import products without having Heartbeat CRON running.

All tasks (especially product import) are asynchronous - this means that every heartbeat this

plugin will only process certain amount of products, but not all. If you set this CRON to be executed for example one every hour, it might take very long before all products are imported to your store. To sum up - the more frequent CRON is, the faster the import / update of products go.

Do not use `wget` , `cronurl` or similar commands. Heartbeat has to be executed from your server. Otherwise, your website might not be accessible for your visitors when Heartbeat is running.

Updating the Plugin

If you already have plugin installed and want to update to newest version:

1. Go to WordPress Dashboard Plugins page.
2. Deactivate and remove Wise2Sync Connect plugin.
3. Upload new plugin version by clicking button "Add new" and then "Upload plugin".
4. Wise2Sync Connect plugin should be visible in the plugins list now. Click "Activate it" to enable plugin.

Configuration

General configuration is located in Admin panel under Wise2Sync → Wise2Sync Settings. Alternatively, you can access it by navigating to WooCommerce → Settings → Wise2Sync. To configure import or export create import or export profile accordingly. See Setting up product import from Wise2Sync to WooCommerce and Setting up product export from WooCommerce to Wise2Sync pages for detailed descriptions of each profile.

General settings (located under Wise2Sync → Wise2Sync settings)

- Mode - set working mode as Production or Development. Enable development mode when testing/developing for extra settings. When not testing, set it to Production mode.

Available Shell commands (via shell.php)

Delete all tasks:

```
shell.php --deletetasks
```

Run next task in queue:

```
shell.php --runnexttask
```

Removes all ever imported Wise2Sync products and product images from website (test it first before executing on LIVE website):

```
shell.php --removeall
```

Setting up product import from Wise2Sync to WooCommerce

WooCommerce connector supports product export and import. This article explains how to import products from Wise2Sync to your store.

Wise2Sync configuration

After you have logged in to your https://app.wise2sync.com/ account, navigate to "Export profiles". Create an export profile with the filters and repricing rules for the products that you want to push to your WooCommerce platform. Configure export profile fields according to the following example:

Important: "Unique Product ID" must be set as "SKU" and "Output format" must be as "CSV/TXT".

Then navigate to the "Template" tab and add the required elements (they will be columns in the CSV file). The following columns are required:

Column name	Description
SKU	Product SKU
name	Product name
price	Product regular price

qty	Product stock quantity
category_id	Category ID in WooCommerce (after you map your categories)
group_id	Product group id (required only for configurable products)
media_gallery/filename	Product images

Please note: SKU should be a unique Product ID.

You can also add more columns to the export template:

Column name	Description
description	Product description
short_description	Product short description (excerpt)
special_price	Sale price (must be less than price, otherwise price attribute value will be visible only. If the sale price is less than the price it will be visible as the final price, discounted, initial price crossed out)
weight	Weight in kg (decimal)
length	Length in cm (decimal)
width	Width in cm (decimal)
height	Height in cm (decimal)
purchase_note	A note sent to the customer after purchase
comment_status	Allow reviews for product (allowed values: yes/no)
sold_individually	Enable this to only allow one of this item to be bought in a single order (allowed values: yes/no)
virtual	Virtual product – not shipped (allowed values: yes/no)

downloadable	Downloadable product (allowed values: yes/no)
Attributes/{attribute_label}	Product attribute. Multiple values are semicolon-separated.
Taxonomies/{taxonomy_slug}	Import this field as custom taxonomy, for example, Brand
Metafields/{metafield_key}	Import this field as metafield
tags	Comma separated tags

Your export profile template could look similar to this:

After you are done customizing your template, click Save and go back to the export profiles list. Click the "Queue" icon to generate the export file (CSV):

ID	Label	Created At	Updated At	Status	Actions
300	Shopify Product feed	2020-08-07 10:48:49	2020-08-19 08:37:50	Completed	🔁 📝 🗑
315	Test feed	2020-08-13 09:14:59	2020-08-13 10:49:49	Completed	🔁 📝 🗑

Once the status turns back to "Completed" - the export file should be ready (check the Export results in your export profile and compare this sample CSV file).

Congrats, now you have prepared export profiles in the Wise2Sync account.

Connector configuration

The following options are to be done on the WooCoomerce side after you have installed Wise2Sync connector.

> Always make a backup of your existing store before making product imports/exports on LIVE website. The best practice is to perform testing on STAGING version of your site and then apply them on LIVE.

Having configured profile on Wise2Sync it's tme to connect it with Woocommerce. Navigate to Wise2Sync -> Import Profiles and click "New import profile" button on top of the page. Fill in profile title and configuration fields.

Import profile settings

Enable profile

☐

Only enabled profiles are scheduled automatically

Run time

0 0 * * *

CRON expression describing when import is run.
Example: "10 */6 * * *" runs on the 10th minute every 6 hours
Default: 0 0 * * *

CRONTAB

*/3 * * * * php /home/alka/domains/wisexml.dev.creation.lt/public_html/wp-content/plugins/wisexml-connect/heartbeat.php > /dev/null
Heartbeat cron task. Add this to your server crontab.

API Base URL

https://app.wise2sync.com/api

Url to WiseXML API. Modify it only if only know what you're doing.
Default: https://app.wise2sync.com/api

API Access token

Access token to WiseXML API. Accessible in your WiseXML account menu - "Tools » API Access Tokens".

Check connection

Export Profile

Enter valid API key to retrieve profiles   ⌄

WiseXML Export Profile. Accessible in WiseXML account menu under "Data export -> Export profiles".

Import batch size

500

Import batch size determines maximum amount of imported products during one heartbeat.
It should be set to average amount of products server is capable to update (not create) per heartbeat.
Example: batch size is 10 products, total products in WiseXML - 100. It will take 10 batches to import all products.
Default: 500

Import batch time out (seconds)

160

Maximum execution duration for single batch. When time out is reached, batch execution is terminated and remaining (pending) products in batch will be passed over to next batch.
Set it slightly lower than heartbeat execution interval. For instance, if heartbeat is set to run every 5 minutes, set batch time out to 4 minutes (240 seconds). If configured correctly, this setting keeps server load to the minimum by preventing from multiple batches running concurrently and allows server to rest before next heartbeat.
NOTE: time out and batch size values must be fine tuned based on server capabilities. If batch size is set too small - heartbeat will finish too soon and remain in resting state until next heartbeat. For instance, server is capable to create 20 products per 2 minutes, cron heartbeat is executed every 2 minutes, but time out is set 1 minute. Such configuration results in only 10 created products per heartbeat (2 minutes).
Default: 160

Import mode

Create new and update existing products   ⌄

Default: Create new and update existing products

Create new attributes

Yes   ⌄

Allow creating new product attributes in shop which are present in WiseXML Export profile.
Default: Yes

Create attributes as taxonomies

size,color

Select which attributes present in the export profile should be created as taxonomies.
Check your Export profile for available attributes.
Format: comma separated list of attribute labels or slugs, or * wildcard character for all attributes.
Default: size,color

Variation attributes

size,color

Select which attributes will be used for product variations.
Format: comma separated list of attribute slugs.
Default: size,color

Disable old products	☑
	Set private status for products not present in last import.
	Such products will not be visible in shop.

Skip products without images	☑
	New products without images will not be created.

Remove old products	Never ▾
	Remove products which are not present in WiseXML for specified time period.

Remove old product images	Never ▾
	Remove images which were not present in WiseXML for specified time period. This interval must be higher than remove old products interval.

Use local import input file	
	Use custom export CSV file instead of generated by WiseXML. CSV file can be uploaded via Wordpress Media Library. Insert the url of this file here.
	Important - make sure comma is used as column separator in CSV file.
	Format - url to csv file (example: http://wisexml.dev.creation.lt/wp-content/uploads/2020/05/products.csv)

Imported product status	Private ▾
	Set imported product status. Set it to Private when products must be invisible in shop.

Schedule now

- Enable profile - enable / disable
- Run time - CRON expression describing when the import is run
- API Base URL - Url to Wise2Sync API (default: https://app.wise2sync.com/api)
- API Access token - access token for Wise2Sync API. You can get it in Wise2Sync section "Access tokens"
- Export Profile - a list of available export profiles in Wise2Sync will be available here after you have checked the Access token with "Check connection" button (must match with settings in Wise2Sync export profile).
- Import batch size - Import batch size determines maximum amount of imported products during one heartbeat.
- Import batch time out (seconds) - maximum execution duration for single batch. If execution of a batch requires more time, pending products in batch are passed over to next batch.
- Import mode - choose one of the import modes depending on how importer should behave.
- Create new attributes - allow creating new product attributes in shop which are present in Wise2Sync Export profile.
- Create attributes as taxonomies - select which attributes present in the export profile should be created as taxonomies. Check your Export profile for available attributes. Format: comma separated list of attribute slugs or * wildcard character for all attributes. In order to import Wise2Sync field as custom taxonomy this field column name must match taxonomy slug and

should be inside "Taxonomies" group.

- Variation attributes - select which attributes will be used for product variations. Format: comma separated list of attribute slugs.

- Skip products without images - if enabled, new products without images will not be created.

- Disable old products - sets the private status for products not present in the last import.

- Skip products without images - products without images will not be created.

- Remove unavailable imported products after a period of time - removes products not present in import after a specified time period.

- Remove unavailable imported images after a period of time - removes product images not present in import after a specified time period.

Once all fields are filled click "Publish" button on top right corner of the page to create profile.

Import batch size and time out

Module imports a limited amount of products (batches) per single heartbeat. Batch size determines maximum amount of products per batch and batch time out limits maximum execution duration of a batch. Both settings act as measures to avoid overloading and possibly crashing website.

Regarding **batch size** setting, It should be set to average amount of products server is capable to update (not create) per heartbeat.

Regarding **batch time out** setting, our recommendation is to set it slightly lower than heartbeat execution interval. For instance, if heartbeat is set to run every 5 minutes, set batch time out to 4 minutes (240 seconds). If configured correctly, this setting keeps server load to the minimum by preventing from multiple batches running concurrently and allows website (server) to rest before next heartbeat.

> It is important to understand that batch size and time out values must be fine tuned based on server capabilities. If batch size is set too small - heartbeat will finish too soon and remain in resting state until next heartbeat. For instance, server is capable to create 20 products per 2 minutes, CRON heartbeat is executed every 2 minutes, but time out is set 1

minute. Such configuration results in only 10 created products per heartbeat (2 minutes). To find out optimal settings, perform product import in development mode and check how fast products are created/updated in your shop. For details, check import task message log (click on the import task in Task Manager). Here you can check how long batches take to execute and if time out occurs. Keeping in mind that timeout should never exceed heartbeat execution interval based on the outcome do the following: If time out constantly occurs, lower time out or batch size setting. On the other hand, if batches execute too fast, increase time out or batch size setting.

Import modes

"Create new and update existing products". This mode will create new products and update existing products. Any manual product modifications will be overwritten.

"Only create new products". This mode will only create new products.

"Only update existing products". This mode will only update already existing products.

"Create new products/update prices and stock". This mode will **only** change the price and stock of the products. It will not change the pictures that you uploaded or any translations that you have made in your description.

"Update only selected fields". This mode allows to update only selected product fields and attributes. New products will not be created when using this mode.

When this mode is selected, following fields will be configurable:

- **"Fields to update"**. Select which product fields to update.
- **"Attributes to update"**. Specify which product attributes to update. Multiple values must be separated with comma. To select all attributes type * character. Example values:
  - warranty,ean,supplier
  - ean
  - *

"Create new products/Update only selected fields". This mode allows to update only selected product fields and attributes and create new products.

Other settings in Wise2Sync →Wise2Sync settings

"Deferred image thumbnail generation" (on / off). If products have large number of images import will run slow. Enabling this setting will defer image thumbnail generation for later making import faster. **NOTE: As a consequence images will start appearing later after product is imported.**

"Skip thumbnail generation". Select which intermediate image sizes (thumbnails) are not needed. Make sure to select sizes which are not used anywhere in website pages. **Use this setting only if you know what you're doing.**

Import Tasks

Located in Wise2Sync → Tasks.

Tasks are key elements in the Wise2Sync plugin. Import and export processes are encapsulated in tasks. Tasks allow monitoring processes and logging error messages.

Features:

- Profile (either import or export)
- Ability to schedule based on CRON expression
- State message - a message describing task result
- Messages - list of messages logged during the task process
- State indicator (SUCCESS, ERROR, SCHEDULED, etc.)
- Created at / Scheduled at / Executed at / finished at date indicators
- Duration of process
-

Setting up product export from WooCommerce to Wise2Sync

In this article, we will explain how you can configure your Wise2Sync connector to export products to Wise2Sync. This is done after you have installed the extension - make sure you've set up a CRON.

Once you install the Wise2Sync module go to Wise2Sync -> Export profiles and create a new export profile:

- Name the export profile (f.e. All products export)
- Click "Enable profile"
- Select "Generation" method. There are two types of methods:
    - **Schedule task** – the export task is scheduled to run within a minute after creation. This is a recommended export mode.
    - **Direct download** – the export starts immediately. Recommended for small/medium capacity exports or for testing purposes.
- Run time (applies when the "Schedule task" method is chosen). Set the frequency of how often you want to generate your product file. We recommend once / twice a day (depending on your chosen Wise2Sync price plan). The default value is `0 0 * * *` which means that your products will be pushed to Wise2Sync once per day at midnight. Please read more on how to navigate the CRON job here.

The access token will be generated automatically.

Click to generate your report immediately. Once this is done - copy the export URL to the clipboard and paste it in your browser.

Enable profile ☑

Generation method Direct download ⌄

Access token ░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░

copy export url to clipboard

EAN Custom (generated) ⌄

Custom EAN prefix 1234

Manufacturer source Attribute ⌄

Manufacturer attribute manufacturer

Extra columns to export

Meta fields to export

Attributes to export *

Remove exports older than Never ⌄

Export filters

Product status Published ⌄

Minimum quantity

Minimum price

Skip products without images ☑

If all is good - your browser will download your products feed file.

Definitions Explained

- EAN – if you have EAN on your WooCommerce store and it corresponds to EAN product attribute code, select EAN (product attribute). Otherwise, select the „Custom" option.
- Custom EAN prefix - you can enter 4 digits for the custom EAN prefix (required if custom EAN is selected).
- Manufacturer source - select where manufacturer is stored. It could be product attribute (visible under Products -> Attributes), taxonomy (visible under Products) or meta field.
- Manufacturer attribute (if source is attribute) – enter attribute slug which corresponds to the manufacturer.
- Manufacturer taxonomy (if source is taxonomy) - select taxonomy which corresponds to manufacturer.
- Manufacturer meta field (if source is meta field) - enter meta field key.
- Extra columns to export – select with additional columns to include in the export. We recommend exporting all columns.
- Attributes to export - enter the attribute slugs which will be exported, or you can choose to export all attributes by entering * (wild card). We recommend exporting all attributes.
- Meta fields to export - enter custom field keys (known as meta fields in Wordpress). Format: keys separated by comma. Example: ean_code,custom_description.
- Remove exports older than – select when old export files are removed from the server (to free up space).

Export filters

- Product status – filter products by status (published, private, draft, or any).
- Minimum quantity – filters products by minimum quantity*.
- Minimum price – filter products by minimum price*.

equal to or greater than a specified value

When the export file is deleted, all related tasks and export files are deleted as well.
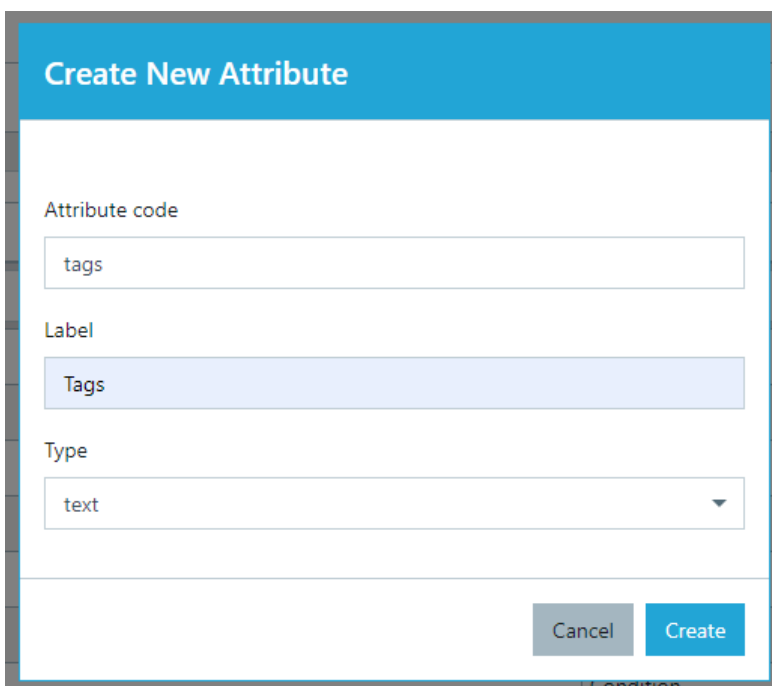
You can also go to Wise2Sync → Export files to view and download the generated export files.

Importing Tags to your WooCommerce

Wise2Sync WooCommerce connector has the functionality to add tags to your product in the WooCommerce. Below you can find three steps, how to manage your Wise2Sync Export profile for importing tags.

1. Create a new Dynamic Attribute.

In your Wise2Sync account, create a new Dynamic Attribute. More information about Dynamic Attributes here.

After creating the "Tags" attribute, add value, and conditions for those tags.
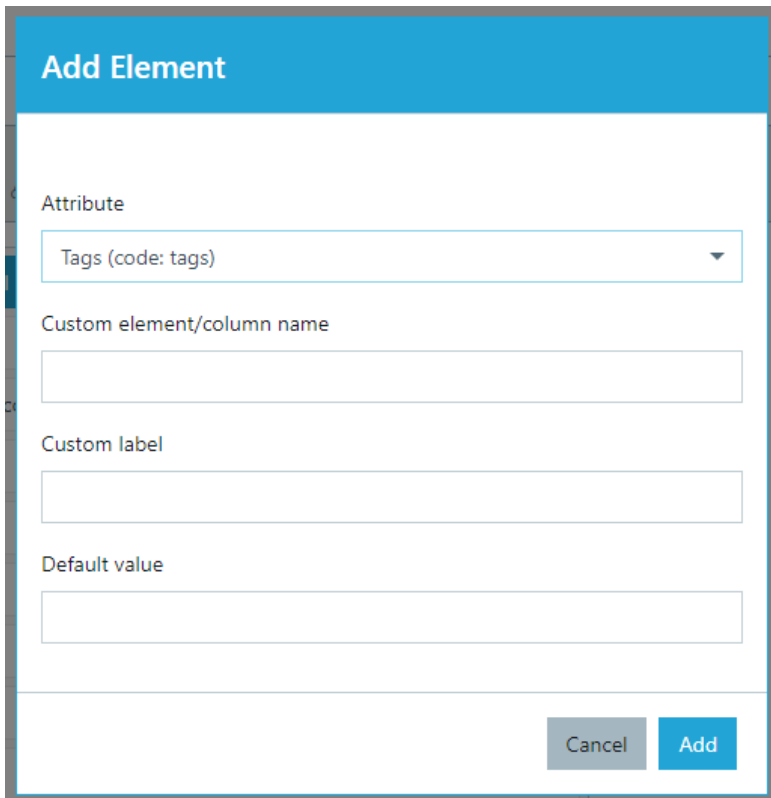
In the Value field, write all needed tags separated by comma or semicolon. The tags can start with the lower-case or upper-case. Add as many tags as you need. Tags will be sorted to WooCommerce in alphabetical order. If you need tags for a few categories (or conditions), create as many values as you want.

2. Edit your Export profile

Go to Export Profiles → Select your export profile → in the Template tab add a new Tags element:

When you add the "Tags", you can Save your Export profile. More information about Export profiles here.

3. Import your products to WooCommerce

The last step is to start the import of your products into WooCommerce. Once the import is complete, your products will have Tags.

Note: when you want to edit uploaded products in WooCommerce choose Import mode: "Create new and update existing products".

WooCommerce categories mapping

To map the product categories you will have to create your categories list in the WooCommerce plugin.

Step 1. Create your Category list in Woocommerce

First, you need to create categories in WooCommerce. Go to Products → Categories and click "Add new category".

> Before you start - review this article to understand how category mapping in Wise2Sync works.

Step 2. Get WooCommerce Category ID

Once you created your categories, you'll need to map them with the categories in Wise2Sync. You can find a Category ID in the WooCommerce URL. In Products → Categories and open a category. See the URL, which holds the category ID (in this example, ID is 16):

```
https://yourdomain.com/wp-admin/term.php?taxonomy=product_cat&tag_ID=16&post_type=product
```
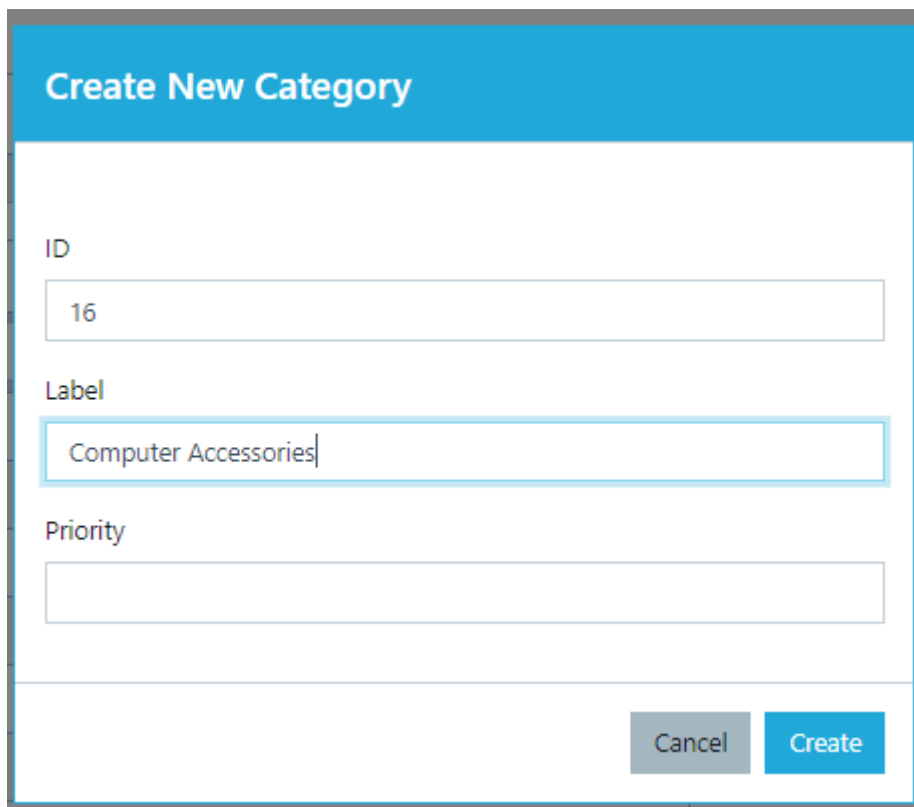
Step 4. Create Categories in Wise2Sync

Open Wise2Sync connector https://app.wise2sync.com

Navigate to Data mapping → Category mapper → My categories and click "Add Category". A pop-up will open with two fields:

ID - enter the Category ID we copied in Step 1 ("16" in our case)
Label - the name of the Category (it can be the same as the Category name in Woocommerce.

You can repeat these steps multiple times for all categories. Or first create all categories in WooCommerce and then recreate them in Wise2Sync.

Step 5. Map supplier categories in Wise2Sync

Navigate to Data mapping → Category mapper → Supplier categories and map your newly created category with the supplier's category.

Repeat the steps above to map all your products' categories.

If you are not sure how the categories mapping works get in touch and we will help you!

Contact us at support@wise2sync.com
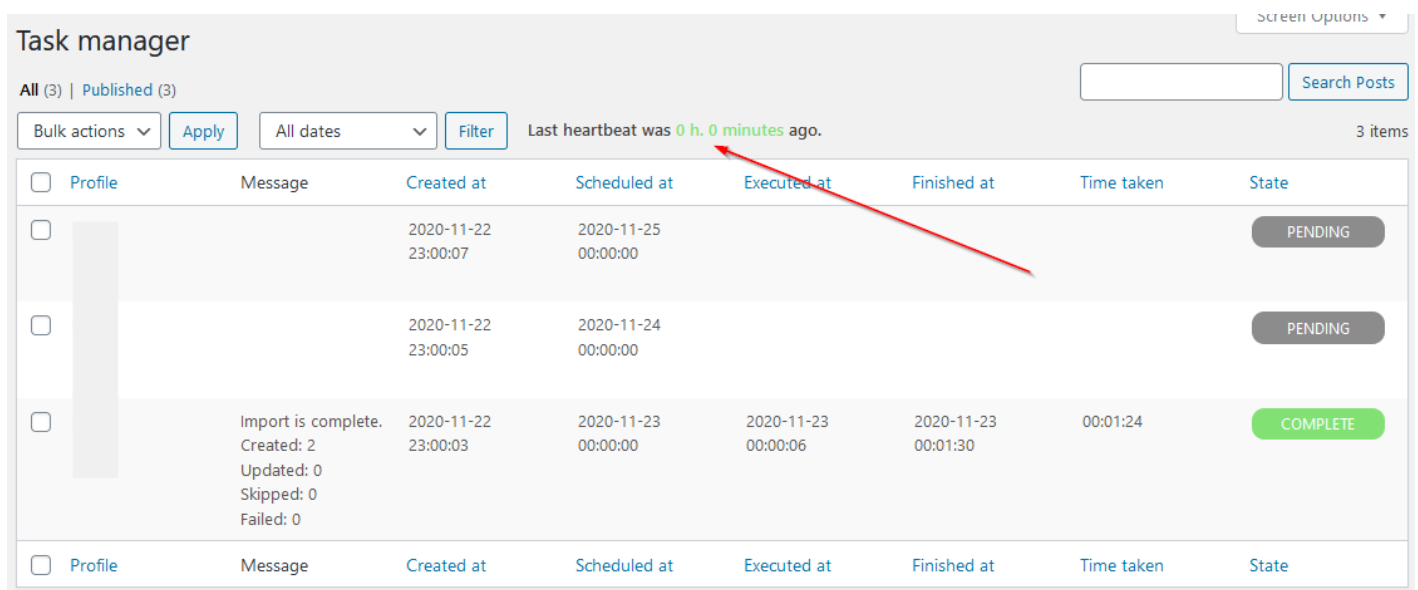
WooCommerce connector troubleshooting

CRON related issues

Products will not import / update if you do not have Heartbeat CRON running.
See installation page how to set up Heartbeat CRON.

Once you have some Wise2Sync plugin tasks, you will see a message, when the last Heartbeat was executed.
If you set the CRON to be executed every 5 minutes, then the last Heartbeat should be no more than 5 minutes.

If you see that Heartbeat was never executed or it was executed very long time ago - this means that CRON is not running. Contact your server administrator or developer for assistance on setting up CRON.

Getting "code: error, message: Empty response" after validating API access token (applies to module versions 1.3.1 and lower)

Usually, the problem occurs when the cURL library is not enabled on your server. This means that your e-shop can not establish a connection with the Wise2Sync https://app.wise2sync.com.

Solution: enable PHP cURL library in your server and the problem should be gone.

Debug.log file taking up the disk space

You may have debugging enabled in WordPress configuration.

1. Access your website file system via FTP client and edit wp-config.php file which is located in website root folder and look for line "define('WP_DEBUG', true);". Set to false, like this:

define('WP_DEBUG', false);

2. Save the modified file.

3. debug.log now can be removed and it won't be generated anymore.

What is important if i want to import large quantities of products to my shop?

We recommend having a server with CLI access. CLI (command line interface) access is not required only if you are running a small e-commerce shop and are going to export / import small amounts of products. Product Export or Upload is resource intensive - and these tasks should be executed from CLI. If you do not have CLI access or the possibility to execute commands from the console, then you can use a HTTP-based cron command. **It will work if you do not have many products. It is also slower.**

Woocommerce export/import troubleshooting (tips)

Products are not exporting or importing as expected

In some cases, you will have a situation when products do not import or export as expected. We advise you to read this article and follow simple steps to eliminate the problem.

Import related issues

Products are not being imported.

- **Step 1.** Firstly, make sure if the import profile exists and is configured correctly.
    - Check if the profile is enabled.
    - Check CRON expression carefully. Make sure it is correct. You can evaluate it here.
    - Check import mode. It might be set to "Only update existing products" which prevents new products creation.
- **Step 2**. Check if the task exists and it was executed. Go to Wise2Sync → Task Manager. You should be able to find import task here by profile name and execution date.
    - If you cannot find import task at all, most likely it wasn't scheduled yet. Tasks are scheduled few hours before execution.
    - You did find the task and 'scheduled at' date has passed but task is still 'pending'. This suggests that CRON maybe not configured on configured incorrectly. Please refer to CRON configuration guide.
    - Task has 'error' status. Open task and see log messages for more information about error. Log message may suggest the issue.
    - Task has 'skipped' status. Most likely it was skipped due to other running task. Please check each profile CRON expression and ensure that time it correctly set up to avoid running several tasks at same time.

○ Task has 'success' status. In task log message check how many products were imported. The Module could be working in 'development mode' with restrictions. Refer to https://docs.Wise2Sync.com/books/connectors/page/as-testing-in-development-mode article on how to remove restrictions or switch to 'production' mode.

Images not being imported.

- **Step 1.** Find import task under Wise2Sync → Task Manager and check log messages for errors.
- **Step 2.** Check if "media_gallery" field is included in the Wise2Sync Export profile template. https://app.wise2sync.com
- **Step 3.** Check if server has sufficient disk space.

Product Attributes not being imported.

If certain attributes present in the Wise2Sync profile are not imported, please check the following.

- **Step 1.** Ensure attribute names matches between Wise2Sync profile and Wocommerce shop.
- **Step 2.** "Create new attributes" must be enabled in import profile (unless attributes already exist under Products → Attributes).
- **Step 3.** If attribute must be imported as taxonomy (under Products → Attributes) check if this attribute is specified in "Create attributes as taxonomies" field. Otherwise, attribute will be set as meta field per individual product.

Certain product fields not being imported.

Refer to https://docs.Wise2Sync.com/books/connectors/page/setting-up-product-import-from-Wise2Sync-to-woocommerce article and ensure Wise2Sync Export profile template is configured correctly.

Variable products not imported or imported as simple products.

Ensure `group_id` field is present in the Wise2Sync Export profile template.

Export related issues

Missing products in the export file.

- **Step 1**. Check the export task message log. There may be an error indicating possible issues.
- **Step 2.** Check the filters (product status, quantity, price) settings in the export profile. Try lowering or removing filter restrictions and generate export again.
- **Step 3.** Go to Wise2Sync → Settings and make sure that "product limit" is not set (applies only when the "Development" mode is set).

Missing fields or attributes in export.

- **Step 1**. Check the export task message log. There may be an error indicating possible issues.
- **Step 2**. Please check the export profile settings. Take note of the following settings:
  - EAN - if "EAN (product attribute)" is set, make sure there's an EAN attribute assigned to products. If "Custom (generated)" option is selected, make sure "Custom EAN prefix" is filled.
  - *Manufacturer* – ensure the correct attribute is specified.
  - *Extra columns to export* – ensure desired attributes are select or select "All".
  - *Attributes to export* – ensure the attribute is included or * (wildcard) is included. If using CSV export format, * wildcard is not allowed, therefore ensure to specifically specify attributes.

We hope these tips will help you and if you still need some assistance do not hesitate to drop us a line at support@wise2sync.com