General Configuration

TradeTracker for Magento 2

Complete reference for TradeTracker General settings including credentials, conversion pixel, DirectLinking, and debug options.

Location: Stores > Configuration > TradeTracker > General

General

Basic module settings and TradeTracker account credentials.

Version

Shows your installed module version. Click to check if updates are available.

Enable

Master switch for the TradeTracker extension. Set to **Yes** to activate all functionality.

When to use: Keep enabled once you've completed initial setup. Only disable if you need to temporarily stop all TradeTracker tracking without uninstalling the module.

Customer ID

Your TradeTracker Customer ID for API authentication.

Where to find it: Log in to TradeTracker > Account Settings > API Credentials

Passphrase

Your TradeTracker API passphrase for authentication.

Where to find it: Same location as Customer ID in your TradeTracker account.

Validate Credentials

Click to test your Customer ID and Passphrase combination. A success message confirms the connection works.

Magento Integration Token

Displays the integration token used for TradeTracker to communicate with your Magento store. This is automatically generated.

Conversion Pixel

The conversion pixel tracks completed orders and reports them to TradeTracker for commission calculation and analytics.

Enable

Activate conversion pixel tracking on your store's order success page.

When to enable: After you've entered your Campaign ID and Product ID. The pixel will fire on every successful checkout.

Pixel Settings

Setting	Description
Campaign ID	Your TradeTracker campaign identifier
Product ID	Your TradeTracker product identifier

Where to find these values: Log in to your TradeTracker account and navigate to your campaign settings.

Conversion Tab on Orders

Shows a **TradeTracker Conversion** tab on every order page in the admin, with the transaction TradeTracker recorded for that order: date, campaign, transaction ID, amount, currency and status.

The tab fetches the transaction when you open it, never while the order page loads, and it gives up after the API Timeout. Set this to **No** if nobody uses the tab; the status column in the order grid is kept up to date by the nightly `tradetracker_sync_transactions` cron job regardless.

Default: Yes.

Cancellations and Credit Memos

Cancelling an order queues a rejection of its transaction (reason `order_canceled`). A credit memo queues the matching assessment: a full refund rejects the transaction, a partial refund accepts it for the amount the customer kept. Nothing is sent while the order is being saved; the cron job `tradetracker_process_transaction_queue` sends the queue every five minutes, and `bin/magento tradetracker:transaction:process-queue` does the same by hand. Only pending transactions are assessed, and only for store views with the pixel enabled and a Campaign ID.

Overriding Product ID

You can set different Product IDs at category or product level for different commission structures:

Category Level: Catalog > Categories > Select Category > TradeTracker > Product ID

Product Level: Catalog > Products > Select Product > TradeTracker > TradeTracker Product ID

When to use: When you have different commission tiers for different product categories (e.g., higher commission on accessories vs. main products).

Advanced Settings

Setting	Description
Overwrite Currency Code	Enable to use a different currency than the store default
Currency Code	ISO 4217 currency code (e.g., EUR, USD, GBP)

Important: Only change currency settings in consultation with your TradeTracker account manager. The currency must match what TradeTracker expects for your campaign.

DirectLinking

DirectLinking allows affiliates to link directly to your products while ensuring proper tracking attribution.

Enable

Activate the DirectLinking redirect functionality.

When to enable: Only when your TradeTracker account manager has instructed you to set up DirectLinking for your campaign.

URL Key

The URL path segment for DirectLinking redirects.

Example: If you enter `offers`, affiliates can use `yourstore.com/offers?product=123`

Important:

- Use the URL key provided by your TradeTracker account manager
- Once your campaign is active, do not change this value
- If you need a different keyword, inform your account manager first

How DirectLinking Works

1. Affiliate creates a link: `yourstore.com/offers?product=123`
2. Customer clicks the link

3. Extension captures tracking parameters and stores them in a cookie
4. Customer is redirected to the actual product page
5. Conversion is properly attributed to the affiliate when they purchase

Advanced Setting

Additional tracking options for multi-country campaigns.

Multi-country Tracking Group

Enable this if you run campaigns across multiple countries and need unified tracking.

When to enable: Only when your TradeTracker account manager has set up a tracking group for your multi-country campaigns.

Tracking Group ID (TGI)

The numeric Tracking Group ID provided by TradeTracker.

Note: This field only appears when Multi-country Tracking Group is enabled. Enter the exact TGI number provided by your account manager.

API Timeout

Seconds to wait for an answer from the TradeTracker API. It applies to everything that talks to TradeTracker: the credentials check, the conversion tab on the order page, the transaction queue and the nightly status sync. A request that takes longer is cancelled and reported, so a slow or unreachable TradeTracker never holds up the admin.

Default: 10. An empty or non-positive value falls back to the default.

Debug

Troubleshooting tools for diagnosing issues.

Debug Mode

Enable detailed logging for feed generation and conversion tracking.

When to enable: Only when troubleshooting issues. Disable in production for performance.

Log Files

When debug mode is enabled, logs are written to:

- `var/log/tradetracker/debug.log` - General debug information
- `var/log/tradetracker/error.log` - Error messages

Click the **Download Log** button in the admin to retrieve log files directly.

What Gets Logged

- Conversion pixel firing events
- Order data sent to TradeTracker
- DirectLinking redirect events
- API communication with TradeTracker
- Feed generation progress (if applicable)

Need More Help?

Documentation:

- All Help Articles - Complete documentation overview

Support:

- Contact Support - Get help from our team

For a complete overview of features and configuration options, see the TradeTracker extension on magmodules.eu

All articles for TradeTracker

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace
3	Install through FTP and SSH

Configuration

1	Feed Configuration
2	**General Configuration (current)**
3	Quick Start Guide

Troubleshooting

1	Troubleshooting

Background

1	Feed Requirements

