Troubleshooting

SessionQuota Pro · https://handyplugins.co/docs/sessionquota-troubleshooting/

This page covers common SessionQuota Pro issues and the fastest ways to check them.

A user's new login is blocked unexpectedly

Check:

- The current enforcement mode
- The global session limit
- Whether the user already has active sessions
- Whether a user-specific override is in place
- Whether a membership-based or role-based rule gives a different limit than expected

Advanced limits do not seem to apply

Check:

- Whether `Logout all other sessions` is enabled

In strict single-session mode, advanced limit rules are not used.

Membership limits are not available

Check:

- Whether MemberPress or Paid Memberships Pro is installed and active
- Whether membership levels exist in the membership plugin
- Whether membership-based limits are enabled in the `Advanced` tab

Users cannot manage sessions from the frontend

Check:

- Whether frontend integration is enabled
- Whether you are using a supported account area
- Whether your shortcode is placed on the correct page
- Whether the user actually has other active sessions

Blocked login recovery email is not working

Check:

- Whether `Block new login` mode is active
- Whether blocked login recovery is enabled
- Whether your site can send email reliably
- Whether the user is within the configured email cooldown period

Monitoring data is empty

Check:

- Whether logging is enabled
- Whether the specific logging options you need are enabled
- Whether enough session activity has happened since logging was turned on

Country detection is missing

Check:

- Whether IP logging is enabled
- Whether country detection is enabled
- Whether your site has supported geolocation data available

Free and Pro appear to conflict

Check:

- Whether both SessionQuota editions are active

Only one edition should be active at a time.

WP-CLI commands are not available

Check:

- Whether WP-CLI is installed
- Whether SessionQuota Pro is active
- Whether the command is being run in the correct WordPress environment

Still stuck?

When troubleshooting, collect these details first:

- Current SessionQuota Pro version
- WordPress version
- PHP version
- Active enforcement mode
- Global session limit
- Whether multisite is enabled
- Whether MemberPress or Paid Memberships Pro is active
- Whether the issue happens on frontend login, wp-login, or both