

Installation Guide

*DHL Express Comprehensive Shipping XML for Magento 2.x —
Extmag_DhlShipping*

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1 Requirements

- Magento 2.3.7 or newer (Open Source or Adobe Commerce).
- PHP >= 7.4. Tested on PHP 8.1 / 8.2 / 8.3.
- MySQL 8.0+ / MariaDB 10.6+.
- Composer 2.x.
- `extmag/shiplab` 4.6.7 (pulled as a hard dependency by composer).
- Magento `default` cron group running every minute. Required for automatic label creation, pickup scheduling and tracking polling.
- Outbound HTTPS to `xmlpi-ea.dhl.com` (DHL Express XML-PI endpoint).
- A DHL Express account (Site ID + Password + Shipping Number). Get credentials from your local DHL office or at <https://www.dhl.com>.
- Multi-website / multi-store supported. Per-store, per-website and per-country scoping are honored.

2 Composer install

```
composer require extmag/dhlshipping2
bin/magento module:enable Extmag_DhlShipping Extmag_Shiplab
bin/magento setup:upgrade
bin/magento setup:di:compile
bin/magento cache:flush
```

The framework module `Extmag_Shiplab` is pulled transitively and ships the shared infrastructure (Shipper Accounts, Addresses, Package Boxes, Shipping Methods grids, label storage). `Extmag_DhlShipping` adds the DHL Express XML carrier on top of it.

`setup:upgrade` runs the schema patches from `Extmag/DhlShipping/Setup/Patch/` and seeds default configuration values.

3 Verification

```
bin/magento module:status Extmag_DhlShipping
```

Expect *Module is enabled*. Then in admin verify:

- `Extmag` → `Settings` → `Shipper Accounts` — the grid renders.
- `Extmag` → `Settings` → `DHL Express Configuration` — the configuration tabs appear (General, Packaging, Returns, References, Payments, Notification, Printing, Pickups, Tracking, International Invoice, Automatic, Mass Actions, Manual Actions, Other Options).
- `Stores` → `Configuration` → `Sales` → `Shipping Methods` lists *DHL Express Comprehensive Shipping* with `enabled = 1`.

4 Cron prerequisites

The module relies on Magento cron for:

- Automatic label creation on allowed order statuses.
- Pickup schedule firing.
- Tracking schedule polling.
- Automatic return label generation.

```
bin/magento cron:install
crontab -l | grep magento
bin/magento cron:status
```

5 DHL Express account setup

Before the carrier can return rates or labels, configure DHL Express credentials:

1. Extmag → Settings → Shipper Accounts → Add New Shipper Account .
2. Fill Site ID, Password, Shipping Number, account country.
3. Save. The account becomes selectable on the *General* tab of *DHL Express Configuration*.

If you operate multiple DHL accounts (per country / per website), create one Shipper Account per credential set and assign each per scope.

6 Addresses and Package Boxes

The configuration form references stored addresses and packaging boxes:

- **Addresses** (Extmag → Settings → Addresses) — at minimum, create the Shipper Address (matches the DHL Shipping Number) and the Ship From Address (your warehouse / store).
- **Package Boxes** (Extmag → Settings → Package Boxes) — optional. Create reusable boxes if you want products auto-packed by dimensions. Skipping this is fine; each product then ships as its own package.

Both are managed by the parent Extmag_Shiplab module — the entries are shared across all carrier extensions on the same store.

7 Shipping Methods

Extmag → Shipping Methods → Shipping Methods → Add New Shipping Method . Create one method per DHL service (e.g. *Express Worldwide*, *Express 12:00*). These appear in checkout for matching shipments.

8 Print backends

Label printing is delegated to a desktop print client. Two are supported:

Client	URL	Notes
el-Print	https://extmag.com/el-print.html	Recommended.
QZ Tray	https://qz.io/	Cross-platform alternative.

Wire the client under Store → Configuration → Extmag → Printers . Without a print backend you can still generate PDF labels for browser download — the backends are only

required for thermal / direct-to-printer flows.

9 Hyva Theme and Hyva Checkout integration

If your storefront uses the Hyva theme or Hyva Checkout, install the companion module:

```
composer require extmag/shiplab-hyva
composer require magewirephp/magewire
bin/magento setup:upgrade
bin/magento setup:di:compile
bin/magento cache:flush
```

The companion module re-implements three templates against the Hyva component system:

```
vendor/extmag/shiplab-hyva-magento2/view/frontend/templates/access-point/ap.phtml
vendor/extmag/shiplab-hyva-magento2/view/frontend/templates/access-point/place-order
vendor/extmag/shiplab-hyva-magento2/view/frontend/templates/checkout/shipping/method
```

If your Hyva theme has already overridden these files, merge the changes by hand — the companion module is not a fallback layer.

10 First-install configuration order

Recommended sequence (matches the *User Guide*):

1. Shipper Account.
2. Addresses (Shipper, Ship From).
3. Package Boxes (optional).
4. Shipping Methods.
5. Extmag → Settings → DHL Express Configuration — General tab first (Account + Shipper Address + Ship From + Destination Type), then walk through the remaining tabs.
6. Enable automatic / mass / manual label creation as needed.

11 Upgrade flow

```
composer update extmag/dhlshipping2 extmag/shiplab
bin/magento setup:upgrade
bin/magento setup:di:compile
bin/magento cache:flush
```

Schema migrations are declarative — no data loss on minor / patch versions.

12 Disabling the feature without uninstalling

- `shiplab_carriers/dhl/enabled = 0` (Stores → Configuration → Sales → Shipping Methods → DHL Express) — hides the carrier from checkout and stops rate / label calls. Stored credentials, addresses and boxes stay.
- Disable the module via `bin/magento module:disable Extmag_DhlShipping` — the underlying `Extmag_Shiplab` tables and entries stay in place so other carrier modules keep working.

13 Uninstall

```
bin/magento module:disable Extmag_DhlShipping
bin/magento setup:upgrade
composer remove extmag/dhlshipping2
```

`Extmag_Shiplab` is kept because other carrier modules may depend on it. Remove it explicitly if no other Extmag shipping module is installed.

14 Troubleshooting install-time issues

14.1 Carrier not visible in checkout

- Stores → Configuration → Sales → Shipping Methods → DHL Express Comprehensive Shipping → Enabled = Yes .
- General tab — Account, Shipper Address and Ship From Address must all be selected. An incomplete General tab disables rate lookup silently.

- Verify outbound HTTPS to `xmlpi-ea.dhl.com` is reachable from the Magento server.

14.2 Empty rates on checkout

- Confirm the destination country is supported by the configured Service list under *Other Options* → *Door To*.
- Cart weight must resolve — set *Average Product Weight* on the Packaging tab for catalogs with weightless products.
- Check `var/log/system.log` for DHL XML faults (most fault codes carry a human-readable message from DHL).

14.3 Automatic label creation never fires

- `bin/magento cron:status` — confirm cron is running.
- *Automatic Tab* → *Enabled = Yes*.
- The order status must be in *Allowed Order Statuses*.
- The order shipping method must be in *Allowed Shipping Methods*.
- Check `var/log/cron.log` for DHL-related entries.

14.4 Hyva checkout shows native template instead of integration

`composer require extmag/shiplab-hyva` is missing or the cache was not flushed after install. Re-run `bin/magento setup:upgrade` and `bin/magento cache:flush`.