

FRICTIONS · FREE + PRO 1.1.2

A clearer way to review checkout.

The practical field guide to setup, protected replay and team investigation.

Published 28 October 2026 · WordPress 7.0+ · WooCommerce 11.0+ · PHP 8.4+

Install Free first, then Pro. Replace existing plugins without uninstalling.

Contents

1. [Choose the right starting point](#)
2. [Requirements and supported checkout](#)
3. [Install Free and configure the workspace](#)
4. [Optional installation sharing and emails](#)
5. [Connect and test shopper consent](#)
6. [Verify your first real recording](#)
7. [Find the recording you need](#)
8. [Read a protected replay](#)
9. [Activate Pro on this site](#)
10. [Explore Pro without interrupting Free](#)
11. [Save, edit and share useful views](#)
12. [Work through the investigation queue](#)
13. [Add team notes and ownership](#)
14. [Compare evidence around a checkout change](#)
15. [Prepare a developer brief](#)
16. [Choose optional issue alerts and summaries](#)
17. [Retention, storage, privacy and deletion](#)
18. [Update safely and manage site moves](#)
19. [Troubleshooting and support](#)
20. [Release checks and practical limits](#)
21. [Quick reference and glossary](#)

Choose the right starting point

Frictions records eligible, consented WooCommerce checkout visits on your own WordPress hosting. Free supplies the recorder and complete protected player. Pro adds an organized review workflow.

If you want to...	Start here
Install for the first time	Requirements → Installation → Consent → First recording
Update an existing store	Updating safely; replace Free first, then Pro, without uninstalling
Find the moment worth reviewing	Recordings and replay
Organize a recurring investigation	Saved views → Investigation queue → Notes and ownership
Give a developer useful evidence	Developer briefs
Fix an empty list or failed update	Troubleshooting and support

Follow the chapters you need. The installation-sharing choice, marketing signup, shopper consent and Pro activation are separate decisions. None is a substitute for another.

All screenshots in this guide show the actual plugin with fictional demonstration data. They are examples, not customer results. Your configured checkout, WordPress roles and retained evidence may look different.

Requirements and supported checkout

Supported setup

- WordPress 7.0 or later, WooCommerce 11.0 or later and PHP 8.4 or later.
- Transactional InnoDB database tables and working WordPress scheduled tasks.
- WooCommerce classic shortcode checkout or Checkout Blocks.
- A same-site checkout permalink, such as /checkout/, with a secure connection.

Know the scope

Capture covers the configured checkout only. It excludes order-pay, confirmation, account and off-site payment pages. Other checkout builders, plain `?page_id=` checkout URLs and network activation are unsupported.

Test your theme, gateways, consent banner and cache/security configuration before recording shopper visits.

Before installation

- Check PHP, WordPress and WooCommerce versions with your host or in WordPress Site Health.
- Confirm backups and scheduled cleanup work. Keep enough database capacity beyond the plugin's own accounting budget.
- Use a staging copy to test your theme, gateway, consent banner, caching and security configuration.
- Use the actual configured WooCommerce checkout path over HTTPS.

Do not enable recording to work around an unsupported or unresolved setup check.

Install Free and configure the workspace

1. Install the packages

Back up your store. [Download Free 1.1.2](#), then use **Plugins → Add New Plugin → Upload Plugin** in WordPress to install and activate it. If you use Pro, install and activate the separate Pro 1.1.2 package next.

2. Follow the setup screen

Normal individual activation opens Frictions in full-focus mode. Use **Back to WordPress** to leave, or **Exit full screen** to restore the surrounding administration. Capture starts disabled. Free needs no Frictions account, installation-sharing permission or marketing signup. A sample replay shows the protected view; it is not a recording from your store.

3. Choose storage and retention

The defaults are **7 days** and **256 MiB**. You can choose 1–365 days and 16–10,240 MiB in Settings. Choose values your hosting can support.

4. Connect consent, then enable recording

Complete and test the integration below. Confirm its setup, review the sample and deliberately choose **Enable recording**. Enabling recording does not grant shopper consent.

Optional installation sharing and emails

Share this installation

Review the displayed domain and compatibility information before opting in. This helps us understand the installations whose owners choose to share. It does not upload recordings, order details or customer information.

Receive Frictions emails

Enter an email address and explicitly request tips and product news. Confirm through the email and confirmation page before the subscription starts. Email signup does not require installation sharing. Additional email topics remain your choice.

Both choices start unchecked and can be skipped. Revisit the communication controls in Frictions Settings. Stop installation sharing there; use the newsletter preferences or unsubscribe link to control confirmed emails. [Read the data details.](#)

Stopping a choice

Stop sharing or email in Settings → Communication. The plugin stops local sharing first and attempts withdrawal with the service. If withdrawal is unconfirmed, retry it. Newsletter preferences and unsubscribe links remain available.

Uninstall removes the local connection but does not contact the service. Stop remote choices before uninstalling. Purchase and account messages are independent of marketing choices. Read the [current data and retention details.](#)

Connect and test shopper consent

Cookiebot

Select Cookiebot in Frictions setup. Capture requires a completed, explicit choice with statistics consent allowed.

CookieYes

Select CookieYes (hosted connected). The supported hosted web-app integration must report a completed user action and analytics permission. Standalone WordPress mode is not supported.

Other banner: the custom consent bridge for your developer

Select **Other banner — developer setup**. Connect the following function to your consent manager's confirmed analytics choice and change callbacks. Pass `true` only for an affirmative analytics choice; pass `false` for refusal, withdrawal or an unknown choice.

```
function syncFrictionsConsent(analyticsAllowed) {  
  const granted = analyticsAllowed === true;  
  window.FrictionsConsent = { granted };  
  window.dispatchEvent(new CustomEvent('frictions:consent', {  
    detail: { granted }  
  }));  
}
```

This is an integration function, not a complete consent banner. Your developer must call it with the real choice on page load and whenever that choice changes. Never grant consent by default. Setting the object also makes the choice available if the recorder loads after the callback.

Withdrawal stops capture and requests deletion of that visit's stored replay. It does not restart on the same loaded page; a later visit can become eligible after a new affirmative choice. The deletion request must reach your store to complete.

Global Privacy Control and Do Not Track prevent capture for every integration. Administrators and non-production environments are excluded by default. Protected replay excludes entered values, payment frames and arbitrary page content; it does not replace your store's privacy notice or consent assessment.

Verify your first real recording

1. Start in Frictions

Choose **Verify a real recording** in Settings or recording status. Resolve any setup checks shown before continuing.

2. Prepare a shopper window

Open a fresh private browser window, stay logged out of WordPress and add one product to your cart. Return to Frictions and select **My shopper cart is ready**.

3. Open your private check link

Copy the generated link into that same shopper window. Select **Run this check** in its checkout panel and make your normal analytics consent choice. The link expires in ten minutes.

4. Wait for the recording

Keep checkout open until Frictions shows **Recording received**, then open the verified recording. “Consent reported” alone does not confirm an upload.

The result confirms stored data from that exact shopper window. It does not certify every checkout combination. End the check when finished; if its link expires or the page reloads, begin a new check.

Acceptance, refusal and withdrawal

After confirming a consented recording, test refusal and withdrawal separately in fresh shopper windows. A privacy signal, unsupported checkout or excluded administrator visit should not become a recording merely because the store’s recording switch is on.

The private check link is temporary and belongs to the initiating administrator and site. Do not share it publicly or include it in support screenshots.

Find the recording you need

Open Recordings. Start with one useful filter rather than narrowing everything at once. The list supports date, device, browser, checkout, outcome, issue, duration and watch-status filtering.

1. Choose the relevant observed issue or outcome.
2. Check the date range in the store's timezone.
3. Open a representative recording and inspect the surrounding events.
4. Mark it watched after your review, or bookmark it for another look.
5. Clear filters if the list is unexpectedly empty.

Free includes the complete protected player, watched state, bookmarks and observed issue counts. Order shortcuts appear only where an eligible local association exists. No order observed is not proof of a lost sale.

What stays available

Retention and deletion apply to bookmarked and watched recordings too. A bookmark is a way to find a retained recording; it is not an archive. Expired, deleted or withdrawn recordings cannot be opened.

Two different filters

Recording-list filters select individual recordings. Pro investigation groups summarize retained eligible shopper evidence independently of those ordinary list filters. The investigation queue has its own owner, status and new-evidence filters.

frictions.

Actual plugin · Sample store

Free

Pro

30 min left

Reset demo

Browser fullscreen

Your demos

Get Pro ↗

Things to try

Fictional visits · Email & real purchases off · [Demo limits ↗](#)

1. Watch a replay

Show demo guide

frictions

Fictional sample store

WORKSPACE

Recordings

Bookmarks

Observed issues

PRO TOOLS

Saved views

Investigations

MANAGE

Settings

FREE + PRO

Recordings stay on your WordPress hosting.

Workspace / Recordings

Back to demo

Appearance

System

Recording paused

0.1 / 64 MiB · 14 day retention

Resume recording

Recording status and storage

Sample recordings are ready to play. This demo never records your browser.

CHECKOUT WORKSPACE

Recordings

Watch next

Watch what happened. Jump to the moment that matters.

Quick filters

Unwatched

With errors

Mobile

Combine with your other filters

Device

Outcome

Observed issue

Watch status

From

To

Apply

Clear

All

All

All

All

mm/dd/yyyy 🗓

mm/dd/yyyy 🗓

Dates use the WordPress site timezone: Europe/London. To includes the whole selected day.

More filters · included in Free

12 captured checkouts

Delete selected

Checkout	Device / Browser	Duration	Outcome	Observed issue	Status
<div><div></div><div>Checkout 4e91dc0e</div><div>Oct 28, 2026, 4:06 AM</div></div>	Mobile WebKit - Classic	32s	No order observed	Validation error	<div>Watched</div> <div>Bookmarked</div> <div>Incomplete</div>

Recording filters and retained fictional examples. Actual Frictions 0.4.5 interface with fictional demo data. Open the image for detail.

Frictions 1.1.2 · Free & Pro field guide 10 / 30

Read a protected replay

The player reconstructs approved geometry, safe labels and event timing. It is a structural replay, not a video or a pixel-perfect copy of your storefront.

- Play or seek through the timeline to understand the sequence.
- Use the event list to find observed errors, checkout changes and confirmed outcomes.
- Inspect the moments before and after the event, not only the highlighted instant.
- Keep observations separate from your explanation of what happened.

What the replay excludes

Entered field values, payment frames, product content, arbitrary original page text, images and remote assets are excluded. A payment provider's off-site page is outside the recorder's checkout boundary.

Use the evidence carefully

An event can help you choose a hypothesis to test. It does not reveal the shopper's thoughts, prove why they left, or show your whole-store conversion rate. A trusted local order association may supply an order shortcut or outcome; missing association is not an inferred failure.

In Pro, Team notes and Developer brief are available within a replay. In Free, clearly labelled examples explain those tools without saving real Pro work.

frictions.

Actual plugin · Sample store

FreePro

30 min left · Reset demo · Browser fullscreen · Your demos · Get Free ↗

Things to try

Fictional visits · Email & real purchases off · Demo limits ↗

1. Watch a replay

Show demo guide

frictions

Fictional sample store

WORKSPACE

Recordings

Bookmarks

Observed issues

PRO PREVIEWS

Saved views

PRO

Investigations

PRO

MANAGE

Settings

Explore Pro

FREE EDITION

Recordings stay on your WordPress hosting.

Workspace / Replay

Back to demo AppearanceSystem

Replay exported. Keep this copy private; deleting the stored replay cannot recall downloaded copies.

Back to list

Export replayDelete replay

Checkout 4e91dc0e

Oct 28, 2026, 4:07 AM · Mobile · No order observed

Checkout replay

Incomplete recording

Fit widthFullscreenEvents

Play

1x

0:00 / 0:32

Jump to issue

Skip inactivity

Checkout

Contact

Email

Billing address

First name

Last name

Protected view · personal values and payment entry are omitted.

Mark watched

Bookmarked

Next replay

EvidenceTeam notesPRO

Developer briefPRO

What the evidence says

A checkout error was observed. No order outcome was confirmed.

Payment frames and personal content are protected. This structural replay does not reproduce product images, text, or theme assets.

Expires Nov 11, 2026, 4:07 AM

PRO

Give your developer the context. Preview a developer brief.

See example

The protected Free player and event timeline. Actual Frictions 0.4.5 interface with fictional demo data. Open the image for detail.

Frictions 1.1.2 · Free & Pro field guide 12 / 30

Activate Pro on this site

1. Keep Free installed

Install matching Free and Pro packages, in that order. Pro extends the recorder and workspace already supplied by Free.

2. Find your key

Open [your purchase account](#), select the purchase and copy its licence key. Never include your key in support screenshots or public messages.

3. Connect this site

Pro activation opens its licence page. Paste your key and choose **Connect licence**. A new installation needs one successful activation with a valid licence before Pro tools open. Check the registered site and updates/support status, then continue to Frictions. You can continue with Free while activation is unresolved. The connection does not subscribe you to marketing.

4. Manage changes

If your site allowance is full, release an unused registration from your account. After successful activation, local Pro tools keep working on that site while offline or after updates and support expire. Ordinary retention and deletion still apply. A copied site needs its own activation. Clearing the local connection locks Pro tools immediately without deleting retained data. A release made in your account takes effect when this site next checks its licence. Existing 0.4.0 connections should use **Check licence now** once after upgrading to obtain the current signed activation proof.

Explore Pro without interrupting Free

Free remains a complete recorder and player. Saved views and Investigations can appear as labelled Pro previews in navigation; a replay can show Team notes and Developer brief previews.

Each example explains the task and shows genuine Pro screens with fictional data. Get Pro leads to the purchase options. Try Pro live opens a separate fictional demonstration workspace.

Keep your task

An explicit feature-specific Get Pro click can remember the selected task locally in this browser for up to seven days. After installing and activating Pro, Continue offers the matching tool. If the recording has expired or been deleted, choose another retained recording.

Viewing a preview does not remember purchase intent, activate Pro, enable capture or subscribe you to email. The saved task contains only the relevant tool, filters, recording reference and replay position; it does not send replay contents, notes or an email address to the pricing site.

Choose a quieter workspace

Dismiss individual suggestions and hide or restore Pro preview navigation in discovery preferences. These choices are local to this browser, your WordPress account and this store. Restrictive browser storage can prevent them from persisting.

frictions

Real Free workspace

Fictional visits · temporary changes · external connections off

[Reset or end demo](#)
[Get Free ↗](#)

Start with one checkout problem.

Open a recording, play the visit and jump to an observed issue. Your changes stay in this temporary demo. Optional signup and licence connections require installation on your own store.

1. Watch a replay

2. Find repeated issues

Try the Pro workflow ↗

Hide guide

frictions

Fictional sample store

WORKSPACE

Recordings

Bookmarks

Observed issues

PRO PREVIEWS

Saved views

PRO

Investigations

PRO

MANAGE

Settings

Explore Pro

FREE EDITION

Recordings stay on your WordPress hosting.

Frictions 0.4.5

Workspace / Investigations

[Back to demo](#)
[Appearance](#)
[System](#)

CHECKOUT WORKSPACE

Investigations · Pro preview

See the actual Pro interface with fictional example data.

PRO · PREVIEW · FICTIONAL EXAMPLE DATA

Give recurring issues an owner and a next step

Review representative recordings, assign an authorized teammate and keep the working status visible. Mark the current evidence reviewed so new evidence is easy to identify.

Already in Free

Observed issue counts and matching recordings are already included in Free.

Get Pro

Try Pro live

Install Pro alongside Free and activate a valid licence once to unlock these tools. Viewing this example does not change your site or enable emails.

Already purchased? Ask your site administrator to install Pro and activate your licence.

Actual Pro interface · fictional data

View full-size screenshot

Validation error · Postcode

5 captured checkouts · Classic · 5 with evidence since review

Investigating

Assigned to: Alex · sample teammate

Retained period comparison · 24 hours · All devices

Current: 3 / 7 (42.9%) · Previous: 2 / 4 (50.0%)

Affected recordings / all retained recordings in each selected period. One recording counts once for this issue.

Assign & update status

Workflow status

Investigating

Assigned person

Alex · sample teammate

Find staff by display name

Find staff

Only staff with permission to view and manage Frictions can be assigned. Leave the name blank to list available staff.

Workflow status records the team's next step. It does not mark evidence reviewed, prove a fix or send an email.

Save assignment & status

Read-only example

This fictional investigation is assigned to a teammate and has a working status. The controls shown in the image are not interactive. Try Pro live to use the tools.

A status records your team's next step. It does not prove a cause or confirm a fix. Only retained shopper recordings are included.

Local checkout replay: Consent comes first.

[Free & Pro manual \(PDF\)](#)
[What does Pro add?](#)

A clearly labelled Pro preview in Free. Actual Frictions 0.4.5 interface with fictional demo data. Open the image for detail.

Frictions 1.1.2 · Free & Pro field guide 15 / 30

Save, edit and share useful views

Apply useful recording filters, then save a named view in Pro. Saved views are shared with authorized site staff; they are not private personal folders and do not copy or extend the life of a recording.

1. Set filters in Recordings and check the resulting list.
2. Save the view with a brief, recognizable name such as “Mobile validation errors”.
3. Return from Saved views to apply the stored filters.
4. Open View details to rename it, replace its filters with the current filters, or duplicate it.
5. Review the displayed filters before committing a change.

If another person changes the view

Updates and deletion check the displayed revision. A stale edit cannot silently overwrite a newer one. Your draft remains visible; copy anything you want to keep, refresh the saved list, and review the current view before trying again.

Up to 100 saved views are available per site. Clear obsolete views when necessary. Removing a saved view does not delete the recordings it would have selected.

frictions

LIVE DEMO

Real Free + Pro workspace

Fictional visits · temporary changes · external connections off

[Reset or end demo](#)

Get Pro ↗

Start with one checkout problem.

Open a recording, play the visit and jump to an observed issue. Your changes stay in this temporary demo. Optional signup and licence connections require installation on your own store.

1. Watch a replay

2. Find repeated issues

3. Review with your team

Hide guide

frictions

Fictional sample store

WORKSPACE

▶ Recordings

☆ Bookmarks

⦿ Observed issues

PRO TOOLS

■ Saved views

▸ Investigations

MANAGE

⚙ Settings

Workspace / Saved views

Back to demo

Appearance

System

CHECKOUT WORKSPACE

Saved views

Keep useful filter combinations ready for your team.

Saved views

Keep useful filters ready for the whole store team.

Save current filters

Refresh views

Bookmarked examples

▼ View details

Bookmarked

Yes

[Rename](#)

[Update with current filters](#)

[Duplicate](#)

[Delete view](#)

Unwatched issues

▶ View details

Mobile validation errors

▶ View details

Local checkout replay. Consent comes first.

[Free & Pro manual \(PDF\)](#)

Shared saved views in the current Pro workspace. Actual Frictions 0.4.5 interface with fictional demo data. Open the image for detail.

Frictions 1.1.2 · Free & Pro field guide 17 / 30

Work through the investigation queue

Investigations groups recurring observed issues across retained eligible shopper recordings. Open a representative example near the observed event, inspect its surrounding context and choose a practical next step.

- 1. Open Investigations → My review queue.
- 2. Choose Mine, Unassigned or All.
- 3. Narrow by workflow status or new evidence, then choose the useful sort order.
- 4. Open an investigation and inspect the representative evidence.
- 5. Assign the next step or update your manual review status.

Queue filtering and sorting do not change an assignment or mark evidence reviewed. Evidence-review state and manual workflow status are separate. New evidence can arrive after a group was reviewed.

Status	Meaning
Open	Your team still has this observation to consider.
Investigating	Your team is actively checking it.
Monitoring	Your team intends to watch for further evidence.

These are team assessments. Monitoring does not certify a fix, and assigning a person does not send an assignment email.

In 1.1.2, the evidence scan allows capture writes to proceed while the report loads. Before showing the result, Frictions checks privacy, expiry and current access again. If evidence changes repeatedly, reload when asked rather than relying on stale results.

Add team notes and ownership

In a retained replay, open Team notes and add concise context at the useful moment. Explain what you observed and what should be checked next.

Fictional example: “At 00:18 the postcode validation message appears after the field is out of view. Check whether the error summary receives focus on this checkout.” This describes evidence and a test; it does not assert why a shopper left.

- Notes show their author and date and are visible to authorized site staff.
- Authors with current management access can edit their own notes. Conflicting edits are not silently overwritten.
- Managers can delete notes and assign an investigation to eligible current-site staff.
- Use up to 2,000 Unicode characters per note, with at most 100 notes per recording.
- Keep shopper identities, payment information, credentials and licence keys out of notes.

Notes count against the selected local recording storage budget. Deleting a note releases its accounted storage. Replay expiry or deletion removes associated notes, including while Pro is inactive. A note does not preserve a replay.

Compare evidence around a checkout change

Use comparisons to decide what to review next. They compare currently retained eligible recordings in equal time windows, with coarse device filtering. They are not an A/B test or a whole-store conversion report.

1. In Investigations, add a short label and the time of your checkout change.
2. Read the displayed browser timezone and exact UTC timestamp.
3. If daylight saving repeats an hour, choose the intended occurrence.
4. Select the saved change, period and device group.
5. Read the eligible recording denominator and issue counts for each period together.

A recent change has an incomplete after period. Retention may leave either period incomplete. Deleted, expired, revoked, test, excluded and never-captured visits are not represented.

Fewer observations do not prove that the change fixed the issue or increased sales. Compare your own known checkout change with other evidence and a deliberate test.

Keep labels useful

Use a short, non-sensitive label such as “Postcode error focus adjusted”. A label is manual team context, not proof that a deployment happened. Up to 100 change markers stay until a manager deletes them or Pro is uninstalled. They do not retain recordings or extend expiry.

Prepare a developer brief

1. Open the retained replay and choose Developer brief.
2. Select the key moment and surrounding range.
3. Describe the observed behavior, expected behavior and investigation steps.
4. Generate the brief and review the event facts separately from your interpretation.
5. Copy plain text or Markdown, download Markdown or JSON, or choose Print / Save as PDF.

A useful brief

Say what you saw, what you expected, and how a developer can try to reproduce it on a safe test checkout. Include the relevant time range; avoid claiming a cause the replay cannot establish.

Copying, printing and sharing

If clipboard access is blocked, selectable fallback text lets you copy manually. Printing uses your browser's dialog; Frictions cannot confirm that you saved a PDF. Editing your draft hides the previous generated output until you generate it again.

The editor does not save draft brief text. Copy what you need before leaving. Replay links still require authorized WordPress access; there are no public bearer replay links or invited public clips.

Review every export for shopper details and secrets before sharing. Downloaded or emailed copies stay with their recipients and do not expire automatically or disappear when the original recording is deleted.



Fictional sample store

WORKSPACE

▶ Recordings

☆ Bookmarks

⊙ Observed issues

PRO TOOLS

📄 Saved views

🔍 Investigations

MANAGE

⚙️ Settings

FREE + PRO

Recordings stay on your WordPress hosting.

Frictions 0.4.5

Key moment (seconds) Include from (seconds) Include to (seconds)

14.3

9.3

29.3

Use current player moment

What you noticed

Fictional example: the postcode error appears twice before checkout submission.

Expected behavior

The checkout should explain the accepted postcode format clearly.

Steps to investigate in staging

In staging, review the postcode rule and reproduce the validation timing.

Do not include customer identities, payment data or secrets. Notes are sent only to this WordPress server for generation and are not saved by the companion. Your draft stays in this view until you leave or reload.

Generate evidence brief

Brief ready. Review the evidence and your notes before copying, printing or downloading.

Review before sharing

Event export limit: 200

Author observation

> Fictional example: the postcode error appears twice before checkout submission.

Expected behavior

> The checkout should explain the accepted postcode format clearly.

Investigation steps

> In staging, review the postcode rule and reproduce the validation timing.

Environment

- frictions: 0.4.5

- companion: 0.4.5

- wordpress: 7.1.2

- woocommerce: 11.1.2

- php: 8.5

Limitations

Author notes are hypotheses, not captured evidence. Browser activity does not establish payment or cause. Only explicit server-confirmed events establish observed order outcomes. Protected content is unavailable. The authenticated replay link expires with the recording and grants no additional access. Exported copies remain with their recipients; inspect notes before sharing.

Copy brief

Copy Markdown

Print / Save as PDF

Download Markdown

Download JSON

The replay link requires existing WordPress access. Exported copies do not expire automatically and cannot be recalled.

A generated developer brief with fictional notes. Actual Frictions 0.4.5 interface with fictional demo data. Open the image for detail.

Frictions 1.1.2 · Free & Pro field guide 23 / 30

Choose optional issue alerts and summaries

Pro notifications start disabled and use your store's configured WordPress mail transport. They are separate from Frictions marketing signup and from manual investigation assignments.

1. Check your WordPress account email.
2. Verify that your store's mail transport and scheduled tasks work.
3. Read the notification choice and explicitly enable only what you want.
4. Check the result and your delivery setup. A send attempt alone does not prove inbox arrival.
5. Disable notifications in Frictions settings to stop future sends.

Message	What it can contain
Issue alert	Observed category, safe field and a link to the authorized investigation.
Weekly summary	Retained eligible recording counts and up to five recurring issue groups, including manual status and unreviewed-evidence counts.

Messages go to your own WordPress account email. They do not attach replay streams, team notes or developer briefs. Your mail provider may process recipient, subject, message and delivery metadata. Already delivered copies belong to recipients and their providers.

If a late mail handoff has an uncertain outcome, do not assume a retry is safe or that delivery succeeded. Resolve the store's mail and scheduling problem before repeating the action.

Retention, storage, privacy and deletion

Storage and cleanup

New capture pauses when the selected budget is full; retained recordings remain available. The budget measures recording data and related metadata, not every database page, index or backup byte. Monitor actual hosting capacity too.

Shortening retention can expire older recordings sooner. Increasing it applies to new recordings. WordPress scheduled tasks remove expired data; ask your host about reliable scheduled cron on low-traffic stores. Expired recordings cannot be played even if cleanup runs late.

Access, mail and backups

Limit replay and management access to staff who need it. Pro alerts and weekly summaries start disabled and use your WordPress mail setup. Check your account email, mail delivery and scheduling before enabling them.

After restoring a backup, keep capture paused while reviewing deletions, expiry, consent, access and scheduled jobs. Independent hosting backups and downloaded exports need their own retention process.

Know the bounds

Defaults are seven days and 256 MiB. Configurable ranges are 1–365 days and 16–10,240 MiB. Each recording also has a 4 MiB uncompressed payload bound, one-hour active lifetime and 30-minute inactivity limit.

The plugin compresses chunks; it does not encrypt your WordPress database or backups. People with sufficient database or hosting access may access stored data. Secure those systems and limit staff access.

Shopper consent withdrawal stops capture and requests deletion of that visit. The request must reach your store. Privacy export or erasure failures must be resolved and retried; an error is not proof of completed deletion.

Update safely and manage site moves

Updating from 0.4.2? That release could pause recording during an upgrade. Versions 0.4.3 and later preserve the current recording and setup choices. Check Recording status after updating; resume only if you intend to record and consent is configured. An update does not turn paused recording on.

1. Back up your database and plugin files. Download Free 1.1.2 and matching Pro 1.1.2, if you use it. Let any active Frictions save or maintenance request finish before replacement.
2. Upload and replace **Free first, then Pro**, without uninstalling either plugin. Use the replacement option offered by WordPress.
3. Confirm both show 1.1.2, review diagnostics and retained data, and test the consent and first-recording flow. The storage update preserves existing choices; it does not start paused recording.

Connect your Pro licence for eligible Pro updates. Your purchase account also provides matching manual downloads. Update Free first, then Pro, and keep both versions matched. After successful first activation, local Pro tools continue when updates and support expire or the service is unavailable. Normal retention and deletion still apply; Release or Clear locks Pro tools without deleting retained data.

Deactivation, uninstalling and older hosted versions

Deactivation preserves local data. Uninstalling Free permanently removes its local recordings, settings and registered Pro data. Uninstalling Pro alone removes Pro workflow data while leaving Free recordings available. Neither action cancels billing or erases independent hosting backups or exported files.

The former 0.2.0 architecture used a hosted service. Moving to the local edition does not automatically import, cancel or erase historical remote recordings or subscriptions; handle those separately.

[Get the current packages](#) [Read release notes](#)

Moving a Pro installation

Release an unused registered site from Pro licence or your account, then activate the new host or subdirectory with an eligible key. A copied installation cannot silently reuse another site's activation. HTTP-to-HTTPS upgrades keep the same site identity.

Clearing local credentials does not release the remote registration. Uninstalling does not cancel a subscription. Manage those actions in your purchase account.

Troubleshooting and support

Recording is enabled, but the list is empty

Enabled means eligible future visits may be captured. Clear list filters, then use the first-recording check. Make sure the shopper is logged out of WordPress, has a nonempty cart, reaches the configured checkout and makes an affirmative analytics choice. Browser privacy signals, missing consent, an unsupported checkout or a full storage budget can prevent capture.

The check is waiting after consent is reported

The browser reported a choice, but stored replay data has not been confirmed. Keep checkout open, review Frictions diagnostics and check whether cache or security rules block its same-site WordPress requests. Do not cache checkout or authenticated admin responses. If the check expires, start a fresh check.

My staging site does not record

Non-production environments are excluded by default. A developer can explicitly enable development recording with `define('FRICTIONS_DEVELOPMENT', true);` in that environment's WordPress configuration. Resulting recordings are marked as test traffic. Consent, supported checkout and access protections still apply; use isolated test payments and mail.

Replay looks different from my storefront

This is expected. The player reconstructs approved geometry, safe labels and timing. It excludes product content, arbitrary page text, images, entered values and payment frames. It is a structural replay, not a video or a copy of your theme.

A recording or its order shortcut is missing

Check filters and retention first. Expired, deleted and withdrawn recordings are unavailable. Order association also requires an unambiguous eligible WooCommerce session; Frictions does not guess between ambiguous tabs, drafts or unsupported visits.

Pro is installed, but a feature is unavailable

Check that both Free and Pro are active on this individual site and both show version 1.1.2. Open Pro licence and complete this site's first valid activation; existing connections can use Check licence now after upgrading. Some actions require management access. Administrators receive separate `frictions_view` and `frictions_manage` capabilities; delegate them deliberately through your usual role-management process.

Settings need recovery or a save did not complete

If Frictions reports unreadable saved settings, review the visible values and consent integration, then explicitly save the form. Capture uses paused defaults while that stored configuration is unreadable. A failed save stays an error; keep your draft and retry after the storage problem is resolved. Do not assume consent or recording was changed from a button click alone.

An investigation asks me to retry

Recording deletion, consent withdrawal, expiry or staff access may have changed while the report was loading. Reload the investigation to get a fresh, authorized result. A busy or changing store may need another attempt; Frictions does not keep retrying indefinitely.

A Pro update was rejected

Keep Free and Pro matched and check the displayed compatibility or package error. Download the current pair from the official download page and your eligible account. If WordPress deactivated Pro before rejecting the update, reactivate the retained Pro files, then retry with the matching supported pair. Do not uninstall to repair an update.

I still need help

In Frictions Settings, choose **Download diagnostics**. It provides version, checkout, consent and storage checks without replay contents or credentials. [Open a support request](#) with the issue, reproduction steps and relevant versions. Never send passwords, payment details or shopper recordings.

Release checks and practical limits

Selected release checks

The 0.4.5 release was checked on PHP 8.4.26 with WordPress 7.0 and WooCommerce 11.0.0, and PHP 8.5.4 with WordPress 7.1.3 and WooCommerce 11.2.1. Selected database tests used MariaDB 11.8.6 and MySQL 8.4.11.

Checks covered the storage upgrade, retained settings and data, investigation reads, capture, withdrawal and access changes. Free passed the official Plugin Check static and runtime checks with no errors or warnings.

Your store still needs a check

These are selected release checks, not every feature on every version or theme. Test your actual checkout, gateways, consent banner, caching and security rules on staging first. Use the first-recording check to confirm a normal eligible visit.

Neither the demo nor this test list proves payment-provider behavior, inbox delivery, accessibility across every assistive technology or a traffic capacity for your host.

The 20,000-recording check

Selected MariaDB and MySQL fixtures each held 20,000 small, directly seeded recordings and 100,000 issue events. Median native capture time during an investigation report improved from approximately 1.8–3.4 seconds to 14–26 milliseconds. The report itself still took roughly two seconds. With 112 distinct assignees, one final authorization phase briefly delayed capture by up to 0.23 seconds.

These are bounded shared-host samples, not 20,000 browser visits, sustained throughput, arbitrary replay sizes or a hosting-capacity promise. The sample does not establish the performance of every notification or write endpoint.

Keep the distinction clear

Free's official Plugin Check static and runtime checks passed with no errors or warnings. Private Pro's runtime checks passed; its static checks retain the private-updater directory restriction and a warning for the existing mail handoff guard. Pro is supplied separately through an eligible account, not as the WordPress.org submission.

Quick reference and glossary

Term	Meaning in Frictions
Recording	A retained structural checkout session, not a storefront video.
Consent	The shopper's affirmative analytics choice, checked separately from the administrator's recording switch.
Observed issue	A normalized event worth reviewing, not proof of a lost sale.
Investigation	A Pro workflow around a recurring observed issue and its retained evidence.
New evidence	Eligible observations arriving beyond the investigation's evidence-review state.
Saved view	A shared set of recording filters, not a copied archive.
Change marker	A team-authored label and time for comparing retained evidence before and after.
First activation	A valid licence connection required before a new Pro installation opens its tools.
Retention	The lifespan of recordings; bookmarks and notes do not extend it.

Useful destinations

- [Current Free download](#)
- [Eligible Pro downloads and licence account](#)
- [Fictional live demo](#)
- [Current online setup guide](#)
- [Support](#)
- [Privacy and data](#)
- [Purchase terms](#)

Use your account email and order reference for purchase support. Never send administrator passwords, licence keys, payment details, shopper recordings or private check links.