

USER MANUAL



General

Online Version

An online version of this user manual can be found [here](#).

Quick Links

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Licensing

If the domains are part of the same Magento multi store set up, this is covered by a single license. If the domains are not part of a Magento multi store set up, a separate license must be purchased for each domain. View the full [End User License Agreement](#).

Can I install Fooman extensions on a test site and a live site, using the same license?

Absolutely - it's a great idea to install extensions on a test site first. You can install our extensions on any test/staging/development site associated with the live site you purchased the license for (the domain name entered during checkout). It doesn't matter if the URL of the test site is different to the live site - this is still covered under the main license.

What are the license terms for free Fooman extensions?

Free Fooman extensions are licensed under the [Open Software License version 3.0](#).

To check which license applies to which extension, click on the "details" tab of that extension listing.

What are the license terms for paid Fooman extensions?

View the full [End User License Agreement](#) for commercial Fooman extensions.

To check which license applies to which extension, click on the "details" tab of that extension listing.

My Extensions + My Account

Download your extensions and available updates at any time from the [My Account](#) section on the Fooman website. Login, then click on "Your Extensions" and follow the link to download the new file. You can then reinstall the extension on the domain it is registered for.

You can also access the latest version of the instructions and user manual in this Support Centre.

Why do I need to create an account to complete my order?

Creating an account allows you to download your extensions and available updates at any time from the [My Account](#) section of our website, and means we can provide you with faster support.

What can I do in my Fooman account?

From [Your Account](#) you can:

- View and download your extensions
- View and download extension updates
- Change your email address
- Add and edit billing addresses
- Add and view your reviews of Fooman extensions

I have forgotten my account login details or password

You can reset your password via the [Forgot Your Password](#) page. A new password will be sent to your registered email account.

Contact us if you've forgotten the email address you used to register your account. Include the URL for which your extension was purchased, and we'll be happy to help you access your account.

What's the difference between the 'full feature set' and 'reduced feature set'?

The supported Magento versions (shown in the "Details" tab of extension listings) include all advertised extension features.

Features	Screenshots	Details	Instructions	FAQ	Reviews
 Fooman Pdf Customiser (Magento 1). Rating: 5/5 based on 90 review(s) Price: 99.00					
License		License for 1 Magento Installation (including multi store setup) Details			
Stability		Stable			
Supported Magento Versions (full feature set)		1.5.0.1, 1.5.1.0, 1.6.0.0, 1.6.1.0, 1.6.2.0, 1.7.0.0, 1.7.0.1, 1.7.0.2, 1.8.0.0, 1.8.1.0, 1.9.0.1, 1.9.1.x, 1.9.2.x, 1.9.3.x			
Supported Magento 2 Versions		No			
Legacy Magento Version Support (reduced feature set)		Not Applicable			

Older Magento versions (shown under "Legacy Magento version support") have a reduced extension feature set. It is possible to run the extension on these Magento versions, but please be aware that not all advertised features will be included in the extension version you'll be installing. This is because many extension features require the functionality of more recent Magento versions to work their magic.

Rest assured that if your store is upgraded to a later version of Magento in the future, you can still download and install the full feature version of the extension. You'll always have access to the extension, plus any new versions released during the 12 month free update period.

How do I know when an extension update has been released?

Your extension updates are shown in the [My Account](#) section on the Fooman website. Login, then click on "Your Extensions".

From time to time, we send email updates announcing major extension updates and new features. To receive these emails, you must be subscribed to Fooman updates (when you

ordered the extension from the Fooman online store, you received an email asking if you want to receive Fooman email updates. Click on the link in this email to confirm your email subscription).

How does the 12 month free update period work?

Fooman extensions include free access to new extension versions released for 12 months from your purchase date. This may include new features, bug fixes and general updates. After the free update period has expired, we offer a 25% discount if you want to update to the latest version of the extension. Contact us with your order number if you want to take advantage of this.

New versions of free Fooman extensions can be re-downloaded at any time.

Please note that Magento 2 extensions are excluded from Magento 1 updates.

Pricing + Payments

The Paypal payment option shows automatically at checkout and incurs a 3.9% surcharge.

Paypal is unavailable for monthly subscriptions to Fooman Connect: Xero.

How does the 30 day money back guarantee work?

The 30 day money back guarantee applies to all paid extensions, and allows you to try out the extension and see how it works on your site. If you are unhappy with the extension for any reason in the first 30 days after purchasing, simply contact us to request a refund. Please note that refunds are made in New Zealand Dollars and do not apply to installation or customisation charges.

I have previously purchased a Fooman extension and want to update to the latest version. Do you offer a discount?

We offer a 25% discount for existing customers which have reached the end of their 12 month free update period to re-purchase the same extension (the new purchase also provides a further 12 months of free updates). Please contact our support team with your original order number to request this discount code.

I placed an order by international bank transfer. When will I receive my extension?

International bank transfers can take up to one week to be processed by banks. You will receive an email with a link to download your extension(s) once your payment has been received by us. If you have not received your extension after one week, please contact us.

Why am I being charged GST?

GST is a New Zealand sales tax, and is charged to New Zealand customers only. If you enter an overseas billing address during checkout, GST will not be charged.

Why is final payment made in New Zealand Dollars?

Fooman is based out of New Zealand - it's a pretty awesome country here!

This means that final payment for Fooman extensions is always charged in New Zealand Dollars (\$NZD). All international currency amounts shown on our website are estimates based on a current live exchange rate.

Installation

Follow the instructions given with each extension in this knowledgebase.

Please note that successful installation of this extension requires a moderate knowledge of website maintenance. Alternatively, we can install the extension for you. Simply choose this as an additional service when ordering the extension, or [order installation separately](#) if you have already purchased your extension license.

I ordered the installation service. What do I need to provide?

You should receive an email from us with what we'll need to complete the installation. If you haven't received this email, please contact us to provide:

1. The link and temporary login details for your Magento backend
2. Details to access the site via FTP or similar

We install extensions Monday-Friday and aim for a turnaround time of within 24-48 hours after receiving the information above. You will receive an email to let you know once the installation has been completed.

Checking for extension conflicts

Checking for extension conflicts

You can check for potential extension conflicts by downloading [this file](#) from the [Firegento project](#).

Save the file as firegento.php and upload it via FTP or SFTP to your Magento server.

Opening the file in your browser as <http://www.example.com/firegento.php> will advise you of any potential conflicts between extensions you have installed in your store.

If there's a conflict, uninstall one of the competing extensions and contact the developers of both conflicting extensions to determine whether a workaround is available (note however that this is not always possible).

Why do extension conflicts occur?

You can only replace each of the core classes of Magento's architecture once with an

extension. Therefore, when installing more than one extension, you create a potential conflict. The potential for conflict is higher when two or more extensions replace similar Magento behaviour functions - only one extension can be the 'winner' and the other extension won't function as advertised. For further reading, check out this [Magebase article](#).

What are the terms and conditions of the extension installation service?

It is your responsibility to take a backup of your store prior to installation.

We make all reasonable endeavours to install the Fooman extension on your store. In the highly unlikely event the installation is not successful or does not work as expected, your store will be returned to a pre-Fooman extension state.

You can choose to have the extension installed first on your test site for you to inspect, and then on your live site. Please note that this will incur two installation service charges.

I can't see the extension after installing it

This problem occurs when Magento can't read the file `app/etc/modules/NAME.xml` (where NAME should relate to the module you just installed or the developer who created the module).

If the newly installed extension is not listed under **System > Configuration > Advanced > Disable Modules Output**, try the following:

- Ensure the uploaded files' permissions can be read by Magento
- Flush Magento's cache and/or manually delete the contents of `var/cache`

In rare cases if `var/cache` is not writable by Magento, it will cache files in your system's `tmp/` folder.

New configuration options do not appear after refreshing the cache

If new configuration options do not appear in the backend of your store after refreshing the cache several times, try the following:

- Ensure the uploaded files' permissions can be read by Magento
- Flush Magento's cache and/or manually delete the contents of `var/cache`. In rare cases if `var/cache` is not writable by Magento, it will cache files in your system's `tmp/`

folder

There was an error processing...” page

The error page contains a reference number at the bottom. The reference number corresponds to a file placed on your server in `/var/report/`

Opening this file will contain more information about the reason for the error. If the error report mentions files from `includes/src` folder, it's likely that Magento's compilation mode was not disabled (Step 1 of this guide).

If this is the case, you won't have access to the Magento backend. To recover from this, disable compilation mode by editing `includes/config.php`. Change the content to:

```
define('COMPILER_INCLUDE_PATH', dirname(__FILE__).DIRECTORY_SEPARATOR.'src');
```

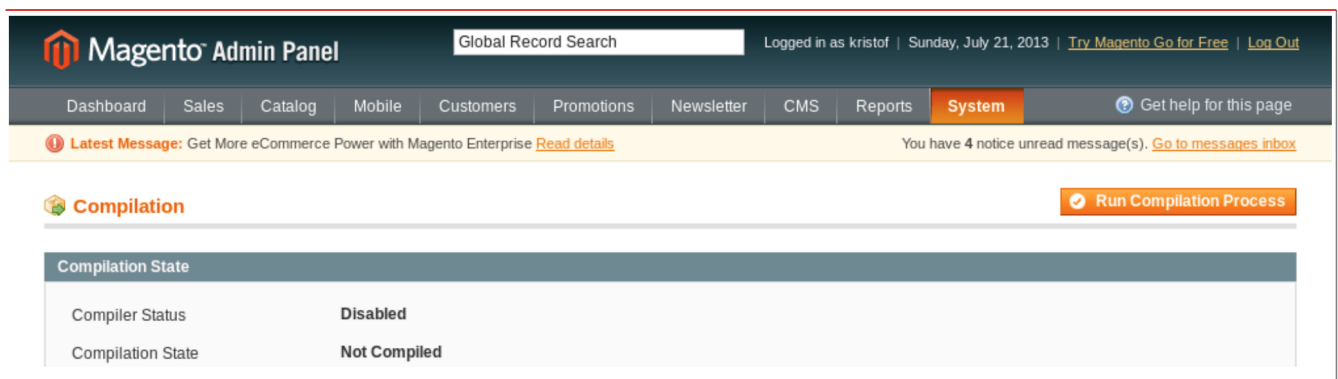
to

```
#define('COMPILER_INCLUDE_PATH', dirname(__FILE__).DIRECTORY_SEPARATOR.'src');
```

If this was the cause for the error, your Magento backend will now be functional again.

You now need to rerun the compilation process:

Go to **System > Tools > Compilation** and hit the “Run Compilation Process” button to update the compiled state with the newly installed extension.



The screenshot shows the Magento Admin Panel interface. At the top, there's a navigation bar with the Magento logo and 'Admin Panel' text. Below it, a horizontal menu contains various sections: Dashboard, Sales, Catalog, Mobile, Customers, Promotions, Newsletter, CMS, Reports, and System (which is highlighted). To the right of the menu is a 'Get help for this page' link. Below the menu, a yellow banner displays a 'Latest Message' about Magento Enterprise. The main content area is titled 'Compilation' and features a 'Run Compilation Process' button. Below this, a table shows the 'Compilation State' with two rows: 'Compiler Status' set to 'Disabled' and 'Compilation State' set to 'Not Compiled'.

Compilation State	
Compiler Status	Disabled
Compilation State	Not Compiled

If you need further assistance, contact us with the contents of this error log.

Error: Fooman_Common required

If you're seeing this error:

Module "Fooman_ExampleModuleName" requires module "Fooman_Common"

The Fooman Common module provides common functionality across Fooman extensions. It should be automatically installed with your Fooman extension.

Please try re-installing the extension, or if you're still having issues you can download the standalone Common extension from [Github](#) or [Magento Connect](#).

**Magento Connect manager install not supported
CONNECT ERROR: Package file is invalid Invalid
package name, allowed: [a-zA-Z0-9_-] chars Invalid
version, should be like: x.x.x Invalid stability Invalid
date, should be YYYY-DD-MM Invalid channel URL
Empty authors section Empty package contents
section**

This error message can occur when attempting to install an extension from a zip file via Magento Connect. Instead, please follow the instructions to install the extension via FTP (search by extension in this Help Centre).

White/blank page after installing an extension

A white/blank page indicates that a fatal error occurred during the page load. More information on the error can be found in your server's error logs. Please note that the server error log is different to Magento's logs – your system administrator or webhosting company can help you in locating this log.

If you need further assistance on Fooman extensions, please contact us with the contents of this error log.

I can't find the extension after installing it

This problem occurs when Magento can't read the file `app/etc/modules/NAME.xml` (where NAME should relate to the module you just installed or the developer who created the module). If the newly installed extension is not listed under **System > Configuration >**

Advanced > Disable Modules Output, try the following:

- Ensure the uploaded files' permissions can be read by Magento
- Flush Magento's cache and/or manually delete the contents of var/cache. In rare cases if var/cache is not writable by Magento, it will cache files in your system's tmp/ folder

404 error after installing extension

Please log out then log back into the backend to refresh your accounts access permissions.

Why we don't recommend installing extensions via Magento Connect

Please note we don't recommend installing extensions via Magento Connect for several reasons:

- Installing an extension with the same key at different times could install a newer version of the extension (which you did not test in your test environment)
- Getting server file permissions right can be complex, and too many people resort to giving unsafe read/write/execute permissions to everyone (777) to get Magento Connect Downloader to work
- The extension is downloaded and executed in one step, without giving you a chance to inspect the code first. Unfortunately not all extension developers are trustworthy
- Occasionally, installing an extension with Magento Connect Manager can trigger an upgrade of the Magento core itself (which you might not be prepared for!)

Taking your store offline and online

Taking your store offline

To temporarily take your store offline, create a simple html file called "maintenance.html" (your maintenance notice) in your main Magento folder. Next, copy and paste the following lines to the top of your .htaccess file:

```
Order deny,allow Deny from all Allow from 127.0.0.1 <FilesMatch (maintenance\.html)buffer_0g  
t; Order allow,deny Allow from all </FilesMatch> ErrorDocument 403 /maintenance.html
```

Adjust the IP address (shown above as 127.0.0.1) to your own. You can check the IP address that you are currently using with [this Google search](#).

Further down in the same .htaccess file, change

```
##### ## By default allow all access Order allow,deny  
Allow from all
```

to

```
##### ## By default allow all access #Order allow,deny  
#Allow from all
```

This will redirect everyone except yourself (using your specified IP address) to the maintenance.html file.

Note: These instructions assume that you have a standard webserver setup. If your webserver serves pages directly to the visitor and doesn't sit behind another server (eg. Varnish), this could change the IP address a request appears to be coming from and the above code won't work. It also assumes that your store complies with Magento's system requirement "Ability to override options in .htaccess files".

From Magento version 1.4 onwards, you can place your store into maintenance mode by creating an empty file called "maintenance.flag" in your Magento root folder. Visitors to the site will be greeted by a "service temporarily unavailable" notice. Unfortunately, the maintenance flag also makes the site (including the backend) unavailable to you, so we don't recommend this option.

Getting your store back online

Delete the following lines from the top of your .htaccess file (where 127.0.0.1 is your own IP address):

```
Order deny,allow Deny from all Allow from 127.0.0.1 <FilesMatch (maintenance\.html){replace3  
> Order allow,deny Allow from all </FilesMatch> ErrorDocument 403 /maintenance.html
```

Further down in the same .htaccess file, change

```
##### ## By default allow all access #Order allow,deny  
#Allow from all
```

to

```
##### ## By default allow all access Order allow,deny  
Allow from all
```

Your store will now be back online.

Creating a database backup

The easiest way is to use Magento's inbuilt tool. Go to **System > Tools > Backups** and select **"Create Backup"**.

If this is your first backup, it's a good idea to verify that your backup is working correctly on a separate database.



You can also use other tools such as mysqldump (via the command line) or phpmyadmin to take a backup of your database.

If you use phpmyadmin, be sure to tick the "Disable Foreign Key Constraints" box to be able to properly restore the backup. Depending on your database size and server speed, this may take a while.

Once the backup is finished, you will find the zipped backup under var/backups:



Locating your Magento root folder

The location of the Magento root folder depends on where you originally installed Magento, and is also driven by your webhosting company. Common folder locations to check are:

- /
- /public_html
- /www
- /var/www/
- /home/YOURUSERNAME/www
- /home/YOURUSERNAME/public_html

- /srv/

You know you've found the right folder when you see the following subfolders:

- app
- downloader
- errors
- includes

If you can't find the Magento root folder, get in touch with your webhosting company and ask them to help you locate it. In most cases, it is the same as the document root.

Providing us with login details securely

From time to time we may ask you to provide us with login details if we believe this is the most efficient way to resolve an issue for you or if you tasked us with providing installation or customisation services.

tl;dr

1. [Use encryption](#)
2. [Our public key](#)
3. Our IP: 188.166.134.216 (based in Amsterdam, Netherlands)
4. revoke once we are done

We may ask for the following:

1. Magento admin url and login

The admin url should be secret and is not guessable by us - so please provide us with a link to the admin login page.

We also recommend creating a separate administrator account for us. Please note it is common for attackers to attempt to brute-force admin user account login details (1000s of guesses over a short time period). In other words do not create an admin account like fooman / password123.

2. File access

In most cases, we would need access to the files with a user account that has write access to all Magento files. For Magento 1 requests we can work with various different options including SSH, FTP or a control panel login.

In an ideal scenario we would only require access to a development or test site but we understand that often this is not available or up-to-date.

Important

Please do not email us these sensitive credentials directly. We recommend using a secure encrypted channel like our [Yopass instance here](#) and only sending us the link. Once the

credentials are retrieved the message will self destruct. For the duration of the support request we will keep the credentials in our password manager.

If you require our SSH public key please retrieve it from Github [here](#).

If you are able to lock down access via firewall rules we highly recommend you do this. Our IP address is:

188.166.134.216

Once we are finished with the support request please ensure access is revoked again.

Reporting Any Issues/Bugs

We are proud of our quality extension code - it's been widely tested and we stand by it 100%. If something does happen and you think you might be experiencing an issue or bug, please contact us via support@fooman.co.nz and we will help you out.