



The Improved Import Export Magento 2 extension FAQ

Below you can find FAQ related to Improved Import & Export Magento 2 extension by Firebear Studio.

General Questions on Improved Import extension for Magento 2

How much technical knowledge required to use Improved Import & Export? Do I need a developer?

No, you can handle it on your own. However, prepare to study the information on how Magento 2 import works, and learn how to work with the entity attributes.

We have composed guides and manuals to help you get into Magento 2 data transfer processes. Firebear Studio blog is the most complete source of information on how Magento 2 import functions on the web.

Every piece of information on import and export processes can be found inside Magento 2 import and export guide list.

You can also create a ticket and ask Firebear Studio support team for advice.

Do you have a manual or user guide? I don't know how to use Import Export extension. Where can I view full instruction?

Yes, we do. We have composed explicit manual which describes every option of Improved Import and provides necessary examples. For every entity you can import to your Magento 2 we have also composed a dedicated blog post, where we describe every single attribute and list entity import peculiarities.

- [Read Improved Import & Export manual](#)
- [Read Guide List for every supported Magento 2 entity](#)

Is there a public live demo or a private demo of Improved Import extension for Magento?

Yes, you can [find the demo store here](#).

Guided [product tour is available by this link](#).

And if you want a private demo of Magento 2 Enterprise/Commerce version of the extension, please leave your request in the chat window in the bottom left corner of the screen.

Is the extension open source?

The extension has open code. Meaning that your in-house developer can make necessary adjustments if required, or completely customize the extension.

However, in case the customization is done to extension, we may be of limited assistance with technical support if anything breaks.

Additionally, heavy customizations mean that you will likely have issues with updating the extension to the newest version.

We advise to have your developer provide you with the exact list of the modifications made, including file names and paths. Every modification should be thoroughly described. Developers tend to come and go, however you will be working with the extension, and it is better to have everything ready for another developer to jump into the project.

How my developers can customize the extension?

The code of the extension is open, you can have your developers study the extension code, and make necessary modifications.

We also offer [a customization module](#) for building plug-ins for Improved Import & Export extension.

How Improved Import & Export is better than default/native Magento 2 import?

Improved Import & Export is an extension that works similar to native Magento 2 import, however covers every Magento 2 entity, introduces support of multiple file types and sources. Refer to the table below for comparison.

Features	Improved Import and Export	Native Magento 2 import tool
----------	----------------------------	------------------------------

An open code Magento 2 extension	Open code with customization end-points and customization extension	Native Magento 2 Commerce feature
Fully operational from administrator panel	Full spectrum of features available in UI	No
Can be scheduled	Using cron manager from administrator panel	Custom administrator panel scheduler Lacks flexibility
Index and cache management	Supported	No
Custom logic	XSLT templates for XML files	No
Supported entities	Orders, cart price rules, products, customers, customer finance, CMS pages, categories, advanced pricing	Products, customers, customer finance, advanced pricing
File types	CSV, XML, Json, XLSX, ODS	CSV
Sources	File, FTP, SFTP, Google Sheets, Dropbox, direct URL, Soap API, Rest API, HTTPS	File, FTP
Behavior	Add/update, only add, only update, replace, delete	Add/update, Replace, Delete
Attribute mapping for all entities	Map by attribute name, set default or clear attribute value	No
Import file separators mapping	All file types, either separator table or XSLT templates	CSV only
Attribute import	V	No
Documentation	Explicit documentation covering every entity both import and export	Documentation is lacking on attributes and how they behave
User friendly	No programming skills required	No programming skills required
Migration from other e-commerce platforms	Magento 1, Shopify, Prestashop presets	-

How Improved Import & Export extension is better than a cheaper competitor import extension X which did exactly what I needed?

- Development** - the extension is being developed by certified Magento 2 specialists. We are a proud member of ExtDN - a network of developers that try to take the extension development on a new level of quality.
- Support** - six months of support is included into the extension price. Along with the technical assistance you can consult Firebear specialists how to handle your import and export cases to make the solution suitable for your needs.

- c) **New features every quarter or often** - we are constantly improving the extension introducing new entities, new sources, new file type support, and other conveniences.
- d) **Long run instead of a short job** - import and export processes can improve your management and overall store performance. Integrations with CRM and ERP software, stock and price updates, customer and order management - this is the daily routine Improved Import & Export has been built for. When purchasing an import extension, think how it can benefit you in the long run and think on the ROI.
- e) **Integrations** - we have built many integrations with CRM and ERP software to make the Magento 2 the center of your business platform. Instead of SAAS we offer every connector for a fixed price.
- f) **Migration from Magento 1 or Magento 2 stores** - we have developed a [free migration add-on of Improved Import and Export](#) which features direct database connection and allows for migration of every Magento entity one by one with filters and mapping support.

When the next version of the extension will be released

We tend to release new versions with updates at least every month. Minor releases with bugfixes tend to take up to two-three weeks, including testing, and fixes. Major releases introducing new functionality, entity support, and other features, tend to take about a month. You can always refer to [Improved Import & Export extension change log](#) to look through the release dates.

Can I import and export custom entity? For example, I have an extension that makes my Magento 2 a marketplace where vendors sell their goods. Can I import these vendors?

With some modifications to the extension's code - yes. [Submit a support ticket](#) with an inquiry. Maybe we already had a customer with the same request and have a ready code. Generally, if you have a third-party extension which introduces a custom entity, or adds custom attributes to the existing entity, Improved Import can be adjusted to fetch necessary attributes. However, it heavily depends on the modifications to the Magento 2 code. Anyways, hit us a line, and we will try to help.

Will the extension support custom attributes of customer, order etc.?

Custom attributes for the entities which do not support manual creation of the attributes by the native means of Magento 2 is a matter to look into. [Submit a support ticket](#) and provide Firebear team with samples of the files you want to import. We will try to help you.

How I can import and export data created and managed by third-party Magento 2 extension?

We try to support all the most popular third-party extensions that make any changes to the entities of Magento 2. Currently supported extensions include:

- MageWorx Advanced Product Options for Magento 2
- MageStore Inventory Management
- Wyomind Advanced Inventory
- Magedelight Price per Customer

[Submit a support ticket](#) and provide Firebear team with samples of the files you want to import. We will try to help you.

How I can request new feature X and how much it will cost?

We are always having a poll on the new features to add to Improved Import and Export extension you can find [here](#).

If you require a particular feature developed for your project, or require it right now, you can [submit a help desk ticket](#). In the ticket, please describe what you want to achieve by composing a simplistic technical specification. Direct the support team to ask you questions.

After the feature request has been confirmed and discussed we will make you an offer you can accept or reject.

Does it work with Magento 2 order management, Magento 2 shipping?

Yes it does. The extension allows you to import and export orders, tracking codes, create shipping and more. For more information read [Improved Import manual](#), and [try out the demo store](#).

Firebear Studio services and policies

Can I request a refund for Improved Import & Export or other Firebear Studio extension?

Yes, you are protected 30-days money back guarantee. Meaning, that you can request a refund within 30 days since the date of the purchase. 30 days mark comes from the limitations of the payment methods used.

Do you offer installation and support?

Yes, FREE installation in the purchase of any paid Firebear Studio extension. If you require installation - please submit a support ticket with the request and SSH access to your Magento 2 store server and admin panel.

Six months of technical assistance are also included in the extension price. After the six months period, if you require additional technical assistance you can renew the support period from your account at <https://firebearstudio.com/>

Why should I pay for support and updates after 6 months? Why is support period is paid?

Support is an on-going procedure. Your Magento 2 store is constantly developing, gets new extensions installed, new processes implemented, etc. That's why technical issues may arise. Especially if you have integrated your CRM or ERP systems via Improved Import & Export extension. Third party software updated constantly, and reevaluating and re-adjusting solutions takes time and human hours.

Updates are also dependant on a couple of basises. Magento 2 updates and releases of the new versions mean that Firebear has to spend more time testing the extensions. 2.3 version of Magento as we have been differs greatly from 2.2, and 2.2 differs from 2.1. In addition, Firebear development team constantly improves the Import extension. In a year the extension you have purchased will get a dozen new features, required polish, and speed improvements.

These two processes are constant, that is why we charge you for the updates and technical assistance. However make it mandatory. You decide if you need new features, or if everything works or you just fine and you are happy with the extension as it is of now.

Can I use the on multiple Magento 2 instances, is there dev and staying licenses?

The rule is - one extension license per single LIVE Magento 2 installation. You can use the extension on multiple development environments, however the license agreement only allows the use the extension on a single live Magento 2 store.

Multiple stores and store views are supported and allowed.

Can I transfer license to other domain and Magento 2 instance

Yes, you can do this. However, you must stop using and delete the extension from the previous instance. You are limited to a single live Magento 2 installation with installed extension per license.

If you want to to have multiple Magento 2 installations with Firebeat Studio extensions installed - you need to purchase additional licenses.

How can I change customer account or email associated with the purchased license?

Yes, please [submit a help desk ticket](#) and provide all the required details, including purchase information so we could confirm that you are the owner of the account.

How I can be ensured that share access credentials with Firebear Studio support like ssh, Magento admin etc is secure?

Firebear support team is only interested in providing technical assistance with the Improved Import and Export extension and solving any issues you might have with it.

You may want to restrict the SSH access to the required directories and database tables if you would like.

How I can request trial for the extension?

At the moment we are not offering the extension for a trial.

However, we offer 30-days money-back guarantee. So in case the extension doesn't work as you have expected you can always ask for a refund.

Technical questions on Improved Import and Export

I'm getting Fatal error: Interface 'Box\Spout\Reader\IteratorInterface' not found in /Users/jordanschinnella/Sites/m2ee/app/code/Firebear/ImportExport/Model/Import/Source/Spout/Ods/RowIterator.php on line 18 during di compile? What is the issue?

In case you didn't use composer for installing the extension you may be missing box/Spout library, which is required to import and export XLSX and ODS file formats. To fix the issue, in the command line, run:

```
composer require box/spout:2.7.3
```

Flush store cache, log out from the backend and log in again. You now have the required version of box/Spout library installed.

New attribute values have not been created after I imported products. Why?

You need to enable this setting first. Go to admin panel page

>Stores>Configuration>FIREBEAR STUDIO>Import Export find '**Create attributes values on the fly**' and set this setting to 'Yes'.

How to create new product (EAV) attributes during import process ?

You can use dedicated entity 'Product Attributes' to import and create attributes in your Magento 2 store. The step by step guide with sample tables can be found inside [Improved Import & Export Guide List](#) blog post.

Product images were not imported when import processed ?

There are two possible options how can one import images along with products:

- a) For product image attributes use direct URL links. This way the extension will upload all images during the import
- b) Upload all product images into /pub/media/import folder of your Magento 2 installation. This way the extension will always have a fresh reference to the product images.

NOTE: in your imported file, the values of all product image attribute columns should only include the path to product images relative to your import folder. For example: you uploaded **firebear.jpg** to **/pub/media/import**, then you only need to insert **/firebear.jpg** to your CSV file.

Additionally, Starting from version 2.1.2 the extension comes with the **Use Image Import Source** switch. The switch decides how the extension will handle image paths if your source is FTP or SFTP.

- If the **Use Image Import Source switch is disabled**, the extension will look for the images inside your Magento 2 root catalog, according to the path specified in any image attribute columns of the import table.
- If the **Use Image Import Source switch is enabled**, the extension will look for the images **INSIDE** of the FTP/SFTP according to the path specified in any image attribute columns of the import table.

How to import media or product gallery images, in other words, bulk image upload to the system?

Upload all images to **/pub/media/import** folder relative to your Magento 2 root folder.

Insert the image list into **additional_images** column of the imported table. The image links should only contain path relative to /pub/media/import and multiple image links should be separated by comma. For example, if you uploaded all your images to /pub/media/import/my_products, the image path should look like:

/my_products/image1.png,/my_products/image2.png,... etc.

If you are using CSV files, - make sure that 'Multiple value separator' field value is set to comma.

I have custom separator (slash, dash, semicolon, etc.) used for category levels. Can I still import categories?

Yes you can. For CSV files you can set custom separators for multiple values and particular attributes. To do this, - navigate to the import job, and find two fields:

- Category Levels separated by
- Categories separated by

In these two fields you can specify the separators your custom file is using.

How to run Import Job directly from the command line?

Run the command line:

php bin/magento import:job:run X

or

php bin/magento export:job:run X

Where **X** is the ID of the job you can find in the import and export job grids.

How to import downloadable products to the system?

Downloadable products are imported as all other product types, without particular peculiarities. We have composed a dedicated guide to help you import downloadable products. Please [read How to Import Downloadable Products](#) blog post.

You can also look through sample files for downloadable product import:

- [Google Sheet sample CSV table](#)
- [Firebear Studio GitHub](#) with CSV, XML, Json, ODS, XLSX sample file types

I have a product attribute with Input Type = 'Multiple Select'. How to import multiple attribute values?

Improved Import & Export extension can import product attributes to you Magento 2 store. With 'Attributes' entity you can create multiple values for any attribute types without any problems. [Read how to import product attributes](#).

In the [Google Sheet sample table for Product Attributes](#) you can see two columns:

Option:base_value and *option:value*. 'Base' value sets the admin value for the attribute. While '*option:value*' sets the value for a particular store view.

When I import CSV file to my website, I see this error message: "Specified URL key already exists". How to fix it?

There can be two causes of the issue:

- a) You already have a product at your Magento 2 store with the same URL
- b) Magento 2 specific issue that hasn't been resolved

Both causes can be avoided using 'Generate URL if duplicate' setting of Improved Import & Export extension. When the setting is enabled in the import job, the duplicate URLs for both products and categories will be incremented if indeed the same URL already exists.

In case of Magento 2 specific import issue, we have fixed it for Improved Import. So, if there are no actual duplicates in URL, your products and categories should be created successfully.

Please note, you may want to clear '*url*' product attribute in the table you are importing. If there is no URL specified in the imported table, - Magento 2 will try to automatically create a URL for the products based on its '*name*' attribute.

After import process, all products are out of stock or disabled. Why?

Please make sure the value for '*qty*' column in your imported table is greater than zero. If product quantity is not set or set to '0' your Magento 2 considers such products as out of stock. Such products will only be enabled if you have allowed backorder functionality inside your store. You can enable backorders at **Stores>Configuration>Catalog>Inventory>Product Stock Options>Backorders**.

Then, make sure that '*is_in_stock*' column of your file is set to '1'. Even if you have set product quantity, this product attribute can set product as 'Out of Stock' if set to '0'.

After import process, the status of all products is OFFLINE or disabled. Why?

Please make sure the value for '*product_online*' column in your CSV file is set to '1'. This attribute allows you to enable or disable product. The value for disabled is '2' not '0' as one would expect. Make sure to consider it.

When I import CSV file, I get an error message like this: "Notice: iconv_strlen(): Detected an illegal character in input string". How to fix this problem?

It seems that you are using special characters in the CSV file you are trying to import. To solve this problem, you can remove special characters or replace special characters by HTML code.

Please follow this link to check for allowed characters:

https://www.w3schools.com/html/html_symbols.asp

How to import the product images from external server to my website using FTP source, SFTP source or Dropbox source?

Improved Import extension will download the product images from external server to your website automatically. Moreover, we have considered the path you have specified to the image files with 'Use Image Import Source' settings.

'Use Image Import Source' allows you to tell the extension where to look for image paths - either inside your Magento 2 root folder or, if the option enabled, inside FTP, SFTP or Dropbox.

For example, if in the imported table you have specified the path to the image as */folder1/folder2/image.png*. The setting will define where the extension will look for this path - inside Magento 2 root of your server or inside FTP, SFTP, Dropbox, depending on where your file is located.

After I installed Import Export extension, I went to System > Import Job and see an error message like this : SQLSTATE[42S02]: Base table or view not found: 1146 Table 'import_jobs' doesn't exist ... How to fix this problem?

Please go to your phpmyadmin account, then access your database, next find setup_module table, next please delete row containing "Firebear_ImportExport" entry.

After the row is deleted - run upgrade in the command line: *php bin/magento setup:upgrade*

Can it work together with other import or export m2 extension or service within the same m2 instance?

The short answer is 'probably yes'. However it greatly depends on which code modifications in the core Magento 2 files has made the third party extension.

If you want to ensure the proper work of Improved Import and Export extension with the third party module, you may want to set up the development environment and run necessary tests. We offer 30-days money-back guarantee. In case the extension doesn't work as you expected, you can ask for a refund by submitting a help desk ticket.