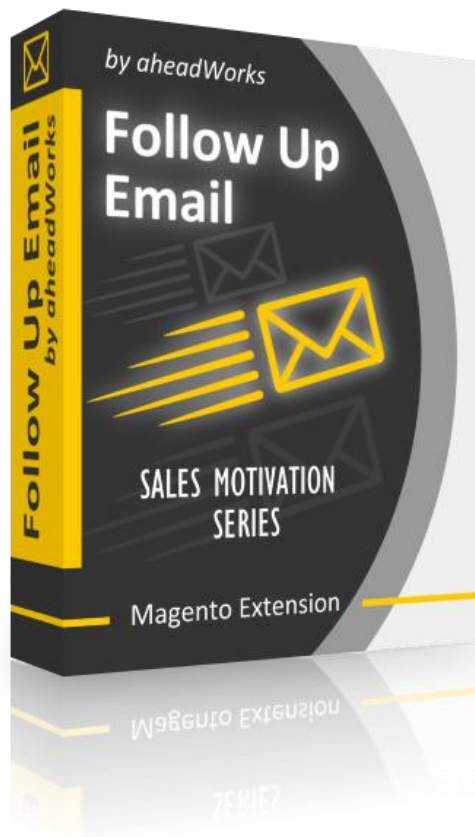


aheadWorks

MAGENTO EXTENSIONS



“Follow Up Email” FAQ

Website: <http://ecommerce.aheadworks.com>
Support: helpdesk@aheadworks.com

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Follow Up Email

Can the Follow Up Email module send emails to my customers with auto-generating coupon code?

Yes, it allows generating coupons automatically. You have to create the Shopping Cart Price Rule (**Promotions** → **Shopping Cart Price Rule**) and select the **Follow Up Email Generated Coupons** value (Auto for Magento Enterprise Edition) in the **Coupon** field.

After this, you can select shopping cart price rule which has **Coupon** as Follow Up Email Generated Coupons in the **Shopping Cart Price Rules** field at **Coupons** tab when you're editing or creating Follow Up Email rule. When the rule is triggered, new coupon is generated and it will be available in the email template.

Is it possible to send reminders to my customers manually with the Follow Up Email extension?

Follow Up Email sends its follow-ups according to the rules you have set up. It is not possible to do it manually.

How to avoid follow-ups duplicate sending?

You can set an appropriate cancellation event that cancels previously scheduled messages. So you can be sure that the visitor will get one email notification.

For example: your visitor abandons his cart, goes away, and then comes back and leaves his cart again. You specify a "new abandoned cart appeared" cancelation event in your rule settings, the second triggering cancels the first one, and the visitor gets only one follow-up.

I have installed Follow Up Email and want to send follow-ups to the customers that have made a purchase before the installation. Is it possible?

The Follow Up Email extension doesn't take into account events that have happened before. Right after you install the extension, it begins to work so it's not possible to send emails as a reaction to past purchases or abandoned carts.

I need to create a custom email template for the Follow Up Email module. Can you do it for me?

We do not provide custom templates creating service. However, the Follow Up Email extension contains lots of template samples, so you can use them as an example while creating your own.

Here are some general steps in creating your custom email template:

1. Go to **Backend** → **Newsletter** → **Newsletter Templates**.
2. Click the **Add New Template** button.
3. Specify the **Template Name**.
4. Define the subject of the template.
5. Specify the name and email of the follow-up emails sender for this template.
6. In the **Template Content** field, insert the email message text in the HTML code. You can use the predefined variables. You may find them in the extension User Guide or in the `app\locale\en_US\template\email\followupemail_variables_demo.html` file
7. Finally, click the **Save Template** button.

Can I define a third party SMTP server to send follow up emails to my clients?

The Follow Up Email extension uses native Magento email sending function. If you make Magento send emails with a third party SMTP server, you make the extension emails go with it at the same time.

Is it possible to specify a number of follow-ups and set their sending time?

Yes, it is possible with the Follow Up Email extension. In the **Abandoned cart** rule, you can define a number of follow-ups as well as the time when they will be sent.

Is there any way to automate the email sending operation after the follow-up is added to the queue or is it a manual process?

Once the email gets to the queue, it will be sent automatically in the **Scheduled at** time. However, you can manually send it right away from the queue.

Can I send follow-ups for a particular SKU status changing?

Yes, the Follow Up Email extension has SKU field in rule settings which filters triggering products by SKU. The rule triggers only if a target object (an order or a cart) contains at least one product with the specified SKU.

Can I use the Follow Up Email extension to send email notifications to the guests?

Yes, Follow Up Email allows sending follow-ups to your guests as well as to the registered customers. If a guest has left his email address during the checkout procedure, then the notification will be sent to him as well as to your registered users.

Does the Follow Up Email extension work with Magento Enterprise customer segments feature?

No, it is not supported by the current version of the extension. But Follow Up Email works with the [Market Segmentation Suite extension](#). It dramatically enriches its functionality, providing you almost with the same features.

Can the Follow Up Email extension automatically send follow-ups to the customers on some custom events?

Currently, the Follow Up Email does not support custom events. The list of supported events is fixed: order obtained certain status, new abandoned cart appears, new customer signs up, customer logs in, time passes since customer last activity, customer's birthday comes, customer comes back by link sent, customer's group is changed, new customer subscription, wishlist gets shared, product is added to wishlist.

Does the Follow Up Email extension allow sending emails to customers asking them to review products they have previously purchased, including a link to each product review form in the email template?

Yes, the extension allows doing that. You can just take the "AW Order changed its status" template as an example (**Backend** → **Newsletter** → **Newsletter Templates**) and replace the following line

```
{{store url="catalog/product/view" id="$row_item.productId"}}
```

with this one

```
{{store url="review/product/list" id="$row_item.productId"}}
```

Guideline: How To Compose A Technical Support Ticket

If you face a technical problem with any of aheadWorks products, our technical team will be glad to help you in resolving it. When reporting a technical issue to our Help Desk, it is recommended to compose your request in accordance to the below guideline. This will ensure speedy and effective resolution of the problem.

Note: you can only apply for the technical support if you have an active [support period](#) for a product.

1. Make sure to provide our team with **the sufficient and valid access parameters**, specifically:
 - for **server access**, make sure that our user has write permissions at least for the following folders and their content:

/app/code/...

/app/etc/modules/...

/app/design/...

/skin/..

./js/...

/var/...

Depending on the specifics of the issue, we may need some additional access as well.

- for the **Admin panel**, we normally need the access at least to the following areas:

System → Cache Management

System → Tools → Compilation

System → Index Management

System → Configuration → aheadWorks Extensions

System → Configuration → Advanced → Advanced

System → Configuration → Advanced → Developer

Obviously, we require an access to ***all tabs of our extension*** as well.

If the issue is related to particular customers, products or orders, we also may need an access to the correspondent areas.

2. Make sure to provide us with the **detailed description** of the actual problem. The best option would be the steps to reproduce the issue, i.e.:
 - go to www.store.com/category/product.html;

- click the button;
- expected result is ... ;
- actual result is ... ;

Please specify any related rule, product, customer or order IDs so that we could reproduce the issue quicker.

3. Let us know whether **we can place test orders, create test rules, blocks etc.**

This is especially important for live stores - we do not carry out testing without the formal permission.

4. Confirm that we are allowed to **update the extension.**

In some cases, it is enough to just update the module to solve the described problem, instead of spending hours of manual work.

In case you have implemented any customization to the extension, make sure to backup the files, as your custom adjustments may be lost after the update.

5. Provide us with important **environment-related information**. Specifically, we must be notified about the following:

- external caching is in place; in this case, either disable any external caching software, or provide us with the instructions how to clear it;
- if you are running load-balanced server, make sure to provide us with the access to all the involved servers;
- in case any customizations had been implemented, give an outline on the modified files.

Following the above instructions will enable our technical specialists to resolve the reported problem in the shortest time.

What is a pre-order?

A pre-order is an order placed for an extension which has not been released yet and is not available for downloading.

How to learn that the extension is on pre-order?

1. The extension that is on pre-order has the corresponding blue label on its box image.
2. It is always mentioned that the extension is on pre-order in the short description of the module.

Why can't I download the pre-ordered extension right after the purchase?

When a pre-order of an extension is announced, you make a standard order and then receive a confirmation. After that, you can see this extension at the Download area in your personal account: **My Account** → **My Downloadable Products**.

The only difference from common purchases is that **you cannot download the extension before its final release**. As soon as the **module becomes available on the site, you can download it**.

How to learn that the module is available for downloading?

We send email notifications to our clients about the final release of the extension.

Why is it advantageous?

Pre-order gives you a chance to get a significant discount on the extension price. You don't risk, as we guarantee that you'll get the extension with all the features described on the product page. If any changes can take place, these will be only additional options as a bonus.

Note: *if you are not sure you want to purchase the extension on pre-order, do not order it.*

What is the Support Period, how does it work?

Currently, all our products come with a limited-time product support period. The product support covers the following:

1. access to 3 most recent versions of the product (including new versions that come out during the period);
2. right to install any of those available versions (paragraph 1) to single Magento instance at any time;
3. free technical support during the period.

Once your support period ends, the list of versions available for downloading does not get updated, technical support isn't provided, but you can continue using the installed product without any time limitations. Once you renew your support period, you get access to product updates and technical support again.

How long does my Support Period last?

Initially, you define the duration of your support period when purchasing a product. The basic price of an extension includes 90 days of the product support. We also offer the extended product support periods, for 180 days (basic price + 40%) and 360 days (basic price + 50%). You can prolong or renew your support periods any time, from the **My Products** tab in your customer account area.

How do I manage my support periods?

You can manage the support periods for the products you have purchased in the **My Products** tab in your account dashboard. From this tab, you can:

- download the extension packages;
- check the remaining support time for the purchased products;
- prolong the active support periods or renew the expired ones.

How much does it cost to prolong the support period?

There is no fixed fee for extending the support period, the price stems from the actual price of an extension. When you are purchasing the extra support for a product, you can also select the duration of the new support period.

You can prolong the support period at any time, for another 90 days (30% of the original price of an extension), 180 days (40% of the extension's price) and 360 days (50% of the original price).

Please note, that the support period prolongation fees **are not refundable**.

I run several web-stores. Do I have to purchase several copies of the extension?

One extension license is per one Magento installation. It means that if you run your multiple stores by the same Magento installation (Magento allows that), you don't have to buy additional licenses. If you are planning to use our products within several different Magento installations, you got to buy as many extension licenses as many Magento installations you have.

However, there's one more thing you should consider: if you purchase our products, you may install them to your Magento development website. We assume a website to be development if it's not public and if it has no real orders / customers. In this case you don't need to have additional licenses. You may install extensions to your production and to your development websites under the same license.

Can your extensions be localized?

Yes, almost every text string in all our extensions is a translatable label, which can be turned into any language you like via Magento native translation tool.

It is available here: **System** → **Configuration** → **Developer** → **Translate Inline**.

If I buy an extension, how would I get it?

After you make a purchase, the order will appear in the "My Orders" section of your personal account page: <https://ecommerce.aheadworks.com/sales/order/history/>

Note: *you must be logged in to view your orders.*

As soon as the order status becomes completed, the purchased extensions appear in the «My Downloadable Products» section: <https://ecommerce.aheadworks.com/downloadable/customer/products/>

Note: *payment may take up to **three** days to be completed in PayPal.*

Here you can see and download installation packages of the extensions you have purchased. Each package contains the extension files and a short readme file with installation and other instructions.

I purchased a product but I can't download the package, why?

After you place an order, you usually get redirected to PayPal where you pay for the ordered items. Right after you add a transaction at PayPal, one of the following things may happen:

- the transaction becomes completed, the order status becomes completed and the packages appear in your «[My Downloadable Products](#)» section;
- the transaction gets delayed for an additional review of the payment.

In the second case, the order status becomes **Payment Review**, and the packages are not available for downloading. The **Payment Review** status of the order means guys from PayPal need some time to review the payment and decide if it is safe, authorized or maybe something else. The review may take up to **three days**. During the time they are reviewing, the status of the order doesn't change since there is always a chance that the transaction as well as the order will be cancelled.

Note: *our company is not related to the payment review procedure and **doesn't have any influence** upon it.*

If your payment has been delayed and the transaction is under review, please look through the pages in the PayPal Help Center below. You will probably find the answer there.

- [Why is the order status pending?](#)
- [What does the status of my sent payments mean?](#)

If you need more information on the status of your payment, please contact PayPal support.

Is it possible to reassign the license to a third-party person?

In general, the only way to transfer the license is to grant control of the customer account you have used to purchase our products to a third-party, therefore providing this person with access to the download area with all the ensuing consequences.

How can I find out when the next version of the extension will be released?

All the information regarding new versions of our extensions and themes is available in our [Blog](#). You can also subscribe to our **Newsletter** to be the first to know about releases, promotions and other hot stuff. The newsletter subscription is available on any page of our web-store in the **Newsletter** block.

Moreover, you can follow us in [Facebook](#) and [Twitter](#).

Do you have an affiliate program?

Yes, we develop a network of affiliated partners and you can find all the information regarding our **Reseller Program** here: <http://ecommerce.aheadworks.com/reseller-program/>

Don't hesitate to contact us with any questions about the Program.

How can I upgrade the extension up to the latest version?

Generally, the availability of the product versions is limited by the duration of your Product Support Period.

If you still have active support period for a given product, you can download the latest version from the Download area in your personal account: **My Account** → **My Products**. After you have downloaded the package, you should just install it over your current version following the installation instructions (you can find them in the readme file provided with the extension package).

If your support period has expired for this product, you will not have an access to the most recent releases (although, you will still be able to download the versions that had been released during your active support period).

To obtain the product versions that came out after the expiration of your support period, you will need to prolong the support.

Do you have demo/trial versions of your products?

We have created a set of demonstration websites based on Magento CE to show you how our themes look like and how our extensions work. You can see the list of available demos right under the main image at the product (extension or a theme) details page.

Extension demos are of both types: frontend and backend, so you may not only see how the extension looks like but also try to configure it and fulfill with your own content.

Unfortunately, we don't have trial versions of our products that are available for downloading before purchasing.

My support period has expired, but I have discovered a bug with your extension. How do I get it fixed?

We do provide a life-time bug-free guarantee, and thus, you can report a bug anytime.

However, please note that the bug report procedure differs from a technical support request.

After we receive a report, it is passed to our developers. Further on, our QA team will test the issue according to your description (so please make sure to provide us with the detailed instructions, as in case the description is insufficient, our QA specialists may fail to reproduce the situation).

We consider a reported issue to be a bug given the following is true:

- the problem can be reproduced on a clean Magento installation;
- your Magento version is officially supported by your version of the extension;
- the problem is not the expected behavior of the extension, and it is not caused by any native Magento limitation.

If the issue you have reported is confirmed as a bug of an extension, you will be provided with a fix for this issue.

I can't find the extension package version equal to my Magento version

The extension version **doesn't** define the Magento version which it should be used with.

The extension version is just a software version number and it is not related to any other software versions (like Magento, Zend or anything else).

The **My Downloadable Products** section of your personal account page shows last three versions of every product you purchased. If there's no any special need, you should download and install the most recent version.

Are free support and the extension update still available for me if aheadWorks team makes an extension customization?

Sure. If the customization was made by our specialists, we do support the custom solution.

However, the support terms for custom development projects differ from those of the general product support, so please, mind the below:

generally, the customization is a one-time service and it is performed for a given Magento installation in its current state and the extension version. If you introduce any further changes (including updating Magento/extension, installing some 3rd party products, etc.), we cannot guarantee the workability of the custom solution.

Please, note that if the customization gets overwritten or broken as a result of modifications you make, restoring the solution (as well as performing any extra adjustments) *will be charged separately*.

Since our products are of Paid-Open Source type, you are also allowed to customize our extensions on your own. However, in this case, you do lose our technical support.

Can you provide me with any samples of your products which are up and running on some live web-stores?

We respect our customers' right to privacy and do not release any information regarding their identifiable data. However, our web-store is a live example of our own Magento extensions installed on a live store, so you can observe them on our [web-site](#). Also, each product has its own demo and you can examine it on the product page in the demos block.

Are your products compatible with my Magento version?

You can always find out whether the extension or theme you are interested in is compatible with a certain Magento version in the **Compatibility block** on the **Product page** at our web-store. All the compatible Magento versions are pointed in this block; every entry stands for a concrete version, not for a couple of versions around. For example, 1.6.2.0 means exactly 1.6.2.0, not 1.6.x up to 1.6.2.0.

It is strongly recommended to check out the product compatibility with your Magento version before the actual purchase.

What if the version of your Magento is not on the list?

Generally, our team tests products with the latest stable versions of every version branch, the branches are 1.4.x, 1.5.x, 1.6.x and so on. When a new version comes out, we move our focus to it and quit testing our extensions with the previous one. It means two things:

- if you have Magento version that belongs to the same branch as the supported one, then most likely the product would work properly with your Magento too. Even if it happens that you encounter a problem and your developer is not able to fix it, you can always count on our professional technical support team

- if you have the most recent version of Magento or maybe an alpha, beta or development release, or the branch of your version is not supported, it means there is a chance for the product not to work properly with your Magento. So you may need a qualified developer to fix the incompatibility

Quick example

I run Magento 1.6.1.0, and I consider purchasing the [AJAX Cart Pro](#) extension from aheadWorks. I can see a compatibility block in the product page that looks as follows:

Community	Professional	Enterprise
1.4.2.0, 1.5.1.0, 1.6.2.0	1.11.0.0	1.11.0.0

Here I can see that my version is not supported. But since 1.6.2.0 version is supported and it is in the same branch but just greater than mine, I understand the extension has a big chance to work fine for me as well.

I need an invoice for my last order, where can I find it?

To get the invoice, perform the following steps:

1. go to the **My Orders** section at your account page;
2. choose the required order;
3. click the **View Order** button;
4. click the **Invoices** button;
5. print the desired invoice out.

I've purchased the extension in your store. However, it seems to be incompatible with Magento version I'm currently running. Can you fix it?

Our tech support team cannot assist you on resolving problems related to incompatibility issue. All our products have a **Compatibility block** on the product page where you can find all supported Magento versions. So please make sure you've find your Magento in the list of supported versions before purchasing the extension or theme.

What documentation is available for the aheadWorks products?

The aheadWorks products typically come with a set of user docs:

1. **Readme file** is provided for every extension, and covers all the main usage points: installation instructions, main configuration steps and troubleshooting section;
2. **Downloadable FAQ** - contains an extract from our [Knowledge Base](#), with all the articles related to the specific product;
3. **User Guide** - contains step-by-step configuration instructions, usage examples, sample settings, etc.

***Note:** some extensions do not have user guides yet, they are still under construction.*

All the available documentation is included in the downloadable package of an extension, and is also available from the extension's page at the aheadWorks webstore.

Note: we ***do not provide*** programming documentation. The code is open and you may study it, but no development notes are available as well as no APIs specifications, no description of customization possibilities and other.

Extensions

I run Magento Community 1.6.x / 1.7.x and the extensions show only blank pages in the backend

If you have installed our extension on Magento Community 1.6.x or 1.7.x, you may come across the following problem: configuration page gets loaded fine, however the extension pages are blank and extension does not work. This may happen if you use an old version of our special service extension [AW_All](#) which may not recognize Magento Community 1.6.x (or 1.7.x) as a valid platform. To solve it, download [AW_All-2.2.1](#) and upgrade it on your store.

Upgrade instructions:

1. Clear the store cache under *var/cache* and all cookies for your store domain and disable compilation.
This step eliminates almost all potential problems. It's necessary since Magento uses cache heavily.
2. Backup your store database and web directory.
3. Download and unzip extension contents on your computer and navigate inside the extracted folder.
4. Navigate inside the *AW_All-2.2.1* directory and using your FTP client upload content of this directory to your store root.
5. After upgrade is complete, login to your backend, navigate to **System** → **Configuration** → **Advanced** → **Advanced** and verify that the extensions by aheadWorks are enabled (they have "AW" prefix).

All the packages that are related to the most recent version of our products have the latest *AW_All* inside, so you should not have this problem in the future.

Installation problem:

Class'Mage_Xxxxxxxxxxxxxxxxxxxx_Helper_Data' not found

When installing an extension, you may encounter an error displaying a message like this:

Class 'Mage_Nameoftheextension_Helper_Data' not found in ../../../../app/Mage.php

That could happen due to several things, and the most popular are:

1. You forgot to copy files and folders from the "step_2" directory to your Magento root folder during installation. In this case, the installation cannot be assumed as completed, you should copy files and folders from both "step_1" and "step_2" directories of the package.
2. You haven't cleared Magento cache right after the installation.
3. You haven't turned off the Magento compilation feature before the extension installation. In this case, we suggest rolling back current installation, turning the compilation off, and making a new fresh installation of the extension.

Where can I find the extension license key?

Extensions from aheadWorks have no license keys. We don't use this method to check if the license conditions are compliant.

Installation problem: Blank page

Sometimes it may happen that you navigate to one of the extension backend pages and see it blank. It can be caused by one of the following reasons:

1. The extension output is disabled. In this case, navigate to **System** → **Configuration** → **Advanced** → **Disable Modules Output** and check if the extension output is disabled there.
2. Magento can't find the appropriate template file to display the requested page or file permissions are not enough for Magento to read the template. In this case, you should check file permissions set to every extension template file which are most likely stored into `/app/design/adminhtml/default/default/template/...`
3. A fatal error appeared during building up the page. To find out what is the error message, you can [turn on Magento exception logging](#), request this page one more time and look into the exception log.

What is AW_All?

AW_All is a special service extension which is included into every other extension package. The extension functions are:

- add the "aheadWorks extensions" section on the configuration page;
- add the "Info" tab to the section which displays version information and upgrade possibilities for all other aheadWorks extension installed in the system;
- provide a special log which is used by some of aheadWorks extensions to drop working steps details or error messages.

Due to the fact that the AW_All extension files come within every extension package, it may happen that when installing the second extension, you find some files to overwrite. Those files are actually the AW_All extension files.

In this situation, we suggest you to install extensions in the order of their release dates. By installing the most recent extensions at the last turn, you will always have the AW_All extension up to date.

Do your extensions work fine with custom themes?

Generally, all our extensions work correctly with most custom themes if they were installed according to the instructions from the installation guide. However, some problems may appear because of a great number of third-party themes. In this case, you can always turn to our highly qualified support team and be sure that we'll resolve it as soon as possible.

I'm waiting for reply in my helpdesk ticket

If you have submitted a ticket to our helpdesk and got no response, it may happen because of several reasons:

- ticket has not been actually submitted;
- ticket has been replied but the notification email hasn't arrived;
- load of our support service team is rather high and we would need some time to process your request.

The first thing we suggest you to do is to check your ticket using our website. You just need to sign in on our website, and go to the **Help Desk** section of your personal account page.

The section is available by the following link: <https://ecommerce.aheadworks.com/helpdeskultimate/customer/>

If you see no ticket has been created by your message, please use a form at the bottom of the page to add new ticket.

If the ticket exists, just open it and look if our specialist has replied to it or not.

Note: *sometimes it happens that our customer service specialist replies in a ticket but notification email fails to arrive. It may be because of many reasons and the most common are:*

- *the email get to a spam or a trash folder under your email account;*
- *the email is blocked by a firewall or some other filtering software or the domain is in a black list;*
- *you are using an email protection service which requires every respondent to pass a verification before any message arrives.*

In this case, we suggest you to check your spam folder, firewall settings and other software that may block emails. If your problem needs time to be fixed, you can use the **Help Desk** section of your account to post messages and receive responses in tickets.

I have a question about Magento

Depending on the question, you would probably find the answer in one of the following websites:

[Magento official website](#)

[Magento forum](#)

[Magento Wiki](#)

[Magento support service](#) (available to Enterprise Edition subscribers only)

How to clear the cache?

After installing or uninstalling extensions, it is recommended to clear the cache. It is more preferable to flush your Magento store cache by deleting all the content in `/var/cache/`. Also you can clear it in **Backend** → **System** → **Cache Management**: select all cache types, then choose the **Refresh** action and click the **Submit** button. Don't forget to re-login after both these procedures.

How to make a database backup?

Before any changes you make, it is recommended to backup your data. In Magento, you can use a native backup tool in **Backend** → **System** → **Tools** → **Backups**. Here click the **Create Backup** button and wait for a while - the tool is now copying the data from your web-store database to your local database. Magento backup file appears in `/var/backup/` after the procedure.

How to enable error and exception logging in Magento?

By default, Magento does not register messages about errors and exceptions; so if something bad happens, you don't even know.

To turn on the logging, you can navigate to **System** → **Configuration** → **Developer** → **Log Settings** and set the «Enabled» option to «Yes».

Don't forget to set full access permissions (777) to the following folder: `/var/log`, since that is the place where those log files are stored.

How to re-index data?

In order to re-index the products catalog data, go to **Backend** → **System** → **Index Management**. Select all elements, choose the **Reindex Data** action and click the **Submit** button. That's all, it is not necessary to re-login to complete the operation.

How to manage the compilation option?

The compilation is charged for compiling all files of Magento installation to create a single include path in order to increase performance. This tool should be disabled before the extension installation to avoid potential problems. You can temporary disable it in **Backend** → **System** → **Tools** → **Compilation** by clicking the **Disable** button and the Compiler include path will be disabled. Then, after the extension installation run the compilation process again.

IMPORTANT: please, make sure that you use the **Run Compilation Process** function after the installation, **not** the “**Enable Compilation**” - otherwise, you are likely to get backend fatal errors.