

AITOC's Extensions for Magento

Installation Guide

Thank you for choosing AITOC's extension for Magento. This document will provide the information on how to install and deactivate this extension.

We recommend creating a backup of your site before installing any new extension, especially if it is a live site.

The installation might be problematic on some server configurations, and when Magento software is customized.

To make your experience with AITOC's extensions simple, we offer installation services.

If you feel that you might have troubles with module installation, you can use your prepaid support time to order professional installation. Please note that the prepaid time that comes with the extension by default **is NOT enough**. Please see the rates table for more info.

How to install the extension:

Notice: If you are dealing with the module that was purchased before August 6, 2013, please use guideline at the end of the document.

Our modules are deployed with the AITOC Modules Installer. Out of the box, our installer supports only Magento versions greater than 1.4.0.1 (1.4.1.0+). To be able to install the module on lower versions, please, contact our support:

<https://www.aitoc.com/en/contacts.html?&support>

Please make sure you've downloaded extension package compliant with your Magento version. The compliance information is stated in the package filename.

Once you've downloaded and unzipped the archive, please proceed with the following steps:

Step 1:

If you have compilation enabled, please disable it before installing the extension. You can check compilation state at **System>Tools>Compilation**, see "**Compiler Status**")

Step 2:

Upload the contents of the module package to the Magento root folder. This will not overwrite the existing Magento folders or files, only the new content will be added.

Step 3:

Please make sure that the following directories of your Magento and all directories and files inside them have **full Read/Write/eXecute permissions** (usually 0755 for directories and 0644 for files) while the extension is being installed:

- app/etc/modules/Aitoc_*.xml
- app/etc/modules/AdjustWare_*.xml (if exists in the package)

Once you install the extension, please leave full write permissions (0755 for directories and 0644 for files) only for the following folders and all sub-folders and files inside them:

- var/ait_*
- app/etc/modules/Aitoc_*.xml
- app/etc/modules/AdjustWare_*.xml (if exists in the package)

** Means all folders, sub-folders and files – i.e. ALL items in the folder*

Same folders should have the same write permissions in case you are moving to another host.

Step 4:

Disable cache at **System > Cache Management**.

Step 5. Module Activation:

In Admin area go to **System > Manage Aitoc Modules** (Please re-login into admin area if you can't find this menu item).

Check the checkbox against the corresponding extension and click **Save modules settings** button.

Sometimes the extension might need additional folder permissions. If so, appropriate notifications will be displayed. If you encounter some issues during installation, please contact us for assistance by submitting a support ticket at the product page.

Step 6.

Enable cache at **System > Cache Management**.

Step 7. Mandatory only if you are using custom theme(s).

This step is required only if you are using custom theme/s and module package has the files and folders described below. Note that some modules are only visible at the backend and do not patch frontend design layouts and will not have anything under *app/design/frontend/default/default* and *skin/frontend/default/default*. In this case, simply skip this step.

Otherwise, please copy all files and folders from

app/design/frontend/{base|default}/default* and *skin/frontend/{base|default}/default* from the extension package to the corresponding

app/design/frontend/[YOUR_CUSTOM_PACKAGE_NAME (usually default)]/[YOUR_THEME_NAME] and *skin/frontend/[YOUR_CUSTOM_PACKAGE_NAME (usually default)]/[YOUR_THEME_NAME]*

** {base|default} means base or\and default.*

Example 1: if you are using a Modern theme, you will need to copy all files and folders from *app/design/frontend/default/default* and *skin/frontend/default/default* from the module package to *app/design/frontend/default/modern/* and *skin/frontend/default/modern*

Example 2: if you are using Grayscale theme, copy all files and folders from *app/design/frontend/default/default* and *skin/frontend/default/default* from the module package to *app/design/frontend/esp_photolib/photolib_grayscale/* and *skin/frontend/esp_photolib/photolib_grayscale/*

Step 8. (Applies only to Installation of the following extensions: Abandoned Carts Alerts Pro, Reviews Booster, MagentoWatchDog, Server Load Monitor.)

Set up a Cron job for Magento with 5 min interval. You can find the manual for Cron job at http://www.magentocommerce.com/wiki/1_-_installation_and_configuration/how_to_setup_a_cron_job

Step 9.

After Installation and Activation of the extension, you can set back default permission settings for `/app/` folder (Read permissions for webserver for whole `/app/` and write permission for webserver for `/app/etc/` recursively).

Important: `/var/` folder has to be writable for webserver. You can find the info on how to set up permissions for webserver at the Help section of the control panel of your server.

Step 10.

Recompile and re-enable compilation if you had it enabled in **Step 1**.

The User Manual for this extension is available at the product page along with this Installation Manual.

How to turn off/deactivate the extension:

Step 1.

In Admin area, go to **System > Manage Aitoc Modules**, uncheck the module's checkbox and click **Save module settings** button.

Step 2.

Clear the store cache under **System > Cache Management** and all cookies for your store domain. It's absolutely necessary as Magento uses cache heavily. The extension is now deactivated.

Urgent deactivation in case of emergency:

If something goes wrong, but you have access to the Admin Panel, **Flush Cache Storage** (even if it's off) at **System > Cache Management**.

If there is no access to the Admin Panel:

1. Manually delete the content of the following folders in your Magento root:
 - `var/cache/*`
 - `var/session/*`
2. Make sure you've uploaded all files from the downloaded package.

Then replace `<active>true</active>` with `<active>false</active>` in the following files:

- `app/etc/modules/Aitoc_*.xml`
- `app/etc/modules/AdjustWare_*.xml`

Then repeat **Step 1** and if something goes wrong, please submit a Support Ticket on the Support Tab of a corresponding extension page at www.aitoc.com

How to get support easier:

To get any technical support on your hosts, you should register your product at the customer area of AITOC.com <https://www.aitoc.com/en/aitcprod/license/list/>.

If you skip this step, you will not be affected in any way. You will be able to use the module for one production Magento installation and any number of testing installation of the same project without any restrictions and additional actions or procedures.

This step is optional, however, we advise you to complete it now to save time later. In order to be able to receive support for the module and use your prepaid support time, you need to register your product.

Step 1a: (if you have access to your Admin area)

In Admin area go to **System > Manage Aitoc Modules**.

Click the "Register license" link next to the module's name.

Step 1b: (if you don't have access to your Admin area)

Login into your account at AITOC.com; open **My Account>Available Licenses**.

Find your license. Licenses are attached to Projects. A project is a list of all hosts (development and production) associated with a certain Magento installation.

Step 2: (If the project you want to associate license with isn't registered)

Please enter the site name into the appropriate field and press "Register project".

Step 3:

Choose the appropriate project next to your license and click "Register".

If you have a module that purchased before August 6, 2013

Use the following guide: <http://www.aitoc.com/media/guides/Installation-Uninstallation-Old.pdf>