**Technical Manual**

Sections:

1. Installation
2. Maintenance
3. Troubleshooting
4. Backups

**INSTALLATION:**

1. Download Eccomerce.zip file.
2. Extract all of the contents. The contents should be a variety of scripts (most of which are php and html).
3. Connect to your ftp server. This can be performed using any software of your choice.
4. Once all of the files have been uploaded, launch the website via your browser. <http://ecomm.yourwebsitename.com/home.php>
5. Create a database via phpMyAdmin or some other software. The data and scripts that are used for the website are NOT USABLE unless a database first exists with valid data.

**MAINTENANCE:**

While the software is fully functional, to keep the software up to date and fresh, maintenance must be done on the website. While performing maintenance, the software should be unreachable by users. To perform this, all pages that a user can access should redirect to the maintenance page or error page. Maintenance that should be performed includes:

1. Updating the looks of the page. It is extremely important to make sure that our webpage is intuitive and easy to use. Therefore, the looks and functionality of our website should be modern.
2. Updating the stock of products. Products should be consistently restocked or updated so users can continually make purchases. Items will be displayed as “out of stock” on the website, so admin can either change it via the database, or update the stock via the manage products page.
3. Including optional system requirements. As of now, the system doesn’t include any REAL functionality to purchase a product. Down the line, admin may choose to implement a payment method via Venmo, PayPal, Zelle, or countless other electronic banking services to process orders. The company will then be responsible for producing products that they advertise on their site as well as shipping them. Admin may have to implement additional software that will keep track of valid addresses, payment methods, and shipping details.

**TROUBLESHOOTING:**

Troubleshooting issues and errors that may occur within the system is an important part of system maintenance. To troubleshoot the system:

1. Ensure that all scripts are redirected to the correct page when the user performs an operation.
2. Check the error\_log generated via the ftp client to check for potential errors in the source code.
3. Ensure all database contents are valid and fall within the acceptable range of values.
4. Refresh the page.
5. Adjust settings that may be an issue on the user setting screen.

**BACKUPS:**

Performing routine backups is important so that user, order, product, and other data that the system uses are up to date and secure. Though just a shell of an eccomerce website, this system should perform backups to ensure that in the future no sensitive data including payment information, addresses, etc. are not deleted or leaked. To perform backups:

1. Sign into the website.
2. If you qualify as an admin, you will have the ability to perform a backup.
3. Click on the link that will perform a backup.
4. The system will automatically perform a query that saves all of the most recent data to a file on the server.