FME EXTENSIONS

EXTENSION FOR MAGENTO 2

USER GUIDE

INTENDED AUDIENCE

The content of this document is designed to facilitate the users - managers, supervisors, and others of **Import Export Product Reviews** Extension for Magento 2. A step by step instruction has been added to this document to help users to install the extension on Magento 2.

This extension will only work on Magento 2. As a safe practice always backup your files and database before installing any extension on Magento. If you are looking for someone to install the extension, we can do it for you as well. Just go to the following link and let support know the order id to expedite the installation process.

Once you have installed please see the User Guide to help you understand how to use the extension to its full capacity. If you still have questions, feel free to contact us on our website.

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USER GUIDE

After installation of the extension, make sure the setup is upgraded and static-contents are deployed. Login to the admin panel and flush your Magento cache storage.

HOW TO EXPORT PRODUCT REVIEWS

At the back end, go to SYSTEM > Export Product Reviews. Here you can find the following settings:

GENERAL > PRODUCT REVIEWS EXPORT INFORMATION

- **Entity Type:** It is the default type of the module **i.e.** Product Reviews

- **File Format:** Admin can export only CSV files (**Comma Separated Values**)

- **From Date:** Select a starting date from which you want to export the customer reviews

- **To Date:** Select an ending date to which you want to export the customer reviews

- **File Name:** Enter a name for the exported file without writing the extension/type of the file as this extension saves the file only in CSV format (**Note:** Please don't use **"_"** in the file name **i.e.** productreviews_information)

- **Export Customer Details With Reviews:** Select 'Yes' or 'No' to export the customer details with product reviews

- **Export Only Pending Reviews:** Select 'Yes' or 'No' to export only the pending customer reviews

Note: Once done, click on the export button to export the customer reviews.

Product Reviews Export

PRODUCT REVIEWS EXPORT INFORMATION

General ✏️

Entity Type	Product Reviews ▼
File Format	CSV - Comma Separated Values ▼
From Date	2020-09-29 📅
To Date	2020-09-30 📅
File Name	
Export Customer Details with Reviews?	No ▼
Export Only Pending Reviews?	No ▼ ⬇ Export

HOW TO IMPORT PRODUCT REVIEWS

At the back end, go to SYSTEM > Import Product Reviews. Here you can find the following settings:

GENERAL INFORMATION > PRODUCT REVIEWS IMPORT INFORMATION

- **Entity Type:** It is the default type of the module **i.e.** Product Reviews

- **File Format:** Admin can import only CSV files (**Comma Separated Values**)

- **Import Mode:** Specify the import mode:

  o **Add/Merge Existing Data (If you want to update the existing database)**

  o **Add/Replace Existing Data (Match Entity Id with the existing database. Delete the previous Id, replace it with the new one)**

- **Show Progress Message:** Select '**Yes**' or '**No**' to Show/Hide the progress message while importing the file. It shows Success and Failed Product Reviews during the import process. Moreover, this module will also generate an error **log file** at the following path:

  /var/log/

- **Error Message For Non-existing Review Id:** Select '**Yes**' or '**No**' to Show/Hide the error message for non-existing review ID while importing the file (**Note:** If you select '**No**', a new random Id is assigned by the system and then place it in the database. It ignores your assigned Id)

- **Attachment:** Upload the file. You can also check the sample import file by clicking on the **Download Sample File** button.

Product Reviews Import
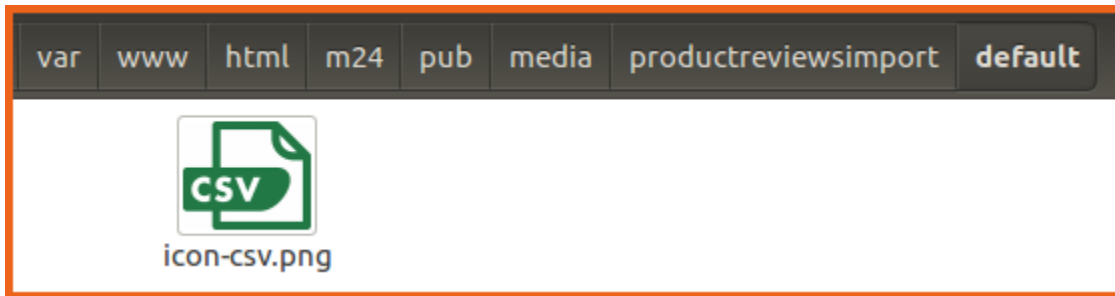
PRODUCT REVIEWS IMPORT INFORMATION

General ✎

General Information

Entity Type	Product Reviews ▾
File Format	CSV - Comma Separated Values ▾
Import Mode *	Add/Merge Existing Data ▾
	Add/Merge Existing Data
	Add/Replace Existing Data
Show progress message	Yes ▾
Error Message For Non-existing Review Id	No ▾
Attachment	Upload
	Download Sample File

You can also upload any custom image for your product reviews CSV file. Just go to the following path and paste a PNG image with the same name as written below.

CSV => pub/media/productreviewsimport/default/icon-csv.png

DISCLAIMER

It is highly recommended to back up your server files and database before installing this module.

No responsibility will be taken for any adverse effects occurring during installation.

It is recommended you install on a test server initially to carry out your own testing.