**OpenStock**

**Disclaimer**

The software provided is supplied “as is” without warranties or guarantees.

Although the author has attempted to find and correct any bugs in the software program, the author is not responsible for any damage or losses of any kind caused by the use or misuse of the program.

***It is extremely important that you do a full file and database backup prior to installing any module. We are not able to help if you do not have a backup.***

**Requirements**

* vQmod
* OpenCart (ensure you download the relative version)
* FTP access to your server

**Installation**

* Add the contents of the upload folder to the web root of your Open Cart installation.
* Navigate to Extensions > Modules in the OpenCart admin area.
* Click Install.

**Using OpenStock**

Visit our OpenStock knowledge base: <http://help.welfordmedia.co.uk/kb/openstock>

**If you are not using the standard theme**

You may need to modify your template to use OpenStock, unfortunately some template developers do not follow standards (which they should) - it is the responsibility of users to update the templates, not Welford Media – you should not raise this as a support request. If you would like us to update your template to work with OpenStock then please contact us via email at [info@welfordmedia.co.uk](mailto:info@welfordmedia.co.uk). Our standard hourly studio rates will apply.

The search-replace XML is built using the OpenCart HTML standards; it has been optimised for this. If your OpenStock is still not working then you need to modify the search/replace fields in the vqmod xml file.

From version 140 the template search replace elements are now located under a separate XML file called “openstock\_customise.xml”, you should not need to modify the “openstock.xml” file.

**Support**

We offer limited free support service. Our software has been tested and is known to be working. Please recognise that other modules may interfere with our module and as such we DO NOT offer you free support for this, it is unlikely that the other module developer will either.

We do offer commercial support which is charged at our standard studio hourly rate (please contact us for our current rates). Our commercial support covers almost anything you need on your OpenCart store, please just ask for a quote.

Please do not directly email, telephone us or post on the OpenCart messages - we receive an extremely high volume of requests from users, please use:

<http://help.welfordmedia.co.uk>

WE WILL NOT RESPOND TO ANY OTHER SUPPORT REQUESTS, YOU MUST RAISE A TICKET.

Any contact made outside the support site will assume that you have not read these instructions and as such may have made a user error with your install or using the module.

**Help! Errors, known solutions and tips**

**Knowledge Base**

Our knowledge base has installation/upgrade instructions, how to use, common problems and more. Please read through this is you are having problems before you raise a support ticket. <http://help.welfordmedia.co.uk/kb/openstock>

**Bad request and options not saving or being calculated**If your options are getting “Bad request” or when you have added your options and they are not saving, then you need to correct your option sort order. If your options have the same sort order then OpenStock will calculate your options incorrectly.

Go to Catalog > Options and ensure that all of your options listed here have a different sort order. Now go back into the product and re-save, it will now calculate the options correctly.

**Product Specials**The special tab is supposed to be hidden when a product has variations. Specials do not work with product variations.

**Product discounts (AKA discounts tab)**These are now supported; however they have some basic rules.

A variation that has its own price will not be calculated in the discounts. For example, you might sell 10 variations of a t-shirt but some of those variations may be of a higher or lower price than the rest so you enter a custom price for it (rather than leaving the price blank and using the main product price). These custom priced items will not be included in the discounts and their price will not be discounted. Variations that have a custom price will show the text “No quantity discount available” – you can edit this in the language file.

Any mixture of the same product will count towards the discount levels (with the exception of the custom priced ones mentioned above). For example if 3 of your variations use the default product price and you set a discount price when 3 or more are ordered then the customer can order one of each variation to get the discount, it does not have to be the same variation.