

**boostmyshop\_faq**

**version**

**BoostMyShop**

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# boostmyshop\_faq

## 1. License

### *Duration*

When you purchase an extension on boostmyshop.com, you can download extension source code and use it as long as you want.

However, the license (that includes support through our ticket system and new release download) is limited for the subscription period you select on purchase (3 months, 6 months etc...).

Once the license is expired, you can continue to use the extensions but you don't get access to support or releases download.

If you want to extend your license for 1 additional year, it costs 50% of the extension price.

### *Websites, domain name and Magento Instance*

One license is valid for ONE magento installation, even if you have multiple website on the same magento instance

If you use several Magento instance, you need one license per server.

Each license also include a development server on which you can do your tests.

## 2. What is standard, turnkey, full

For every extension, we offer 3 levels of service :

Magento Community		Magento Enterprise	
STANDARD	TURN KEY	FULL	
Extension Support	Extension Support Installation	Extension Support Installation Training	
€119.00	€199.00	€279.00	

### *Standard*

Standard service level includes :

- Extension source code
- Support during 1 year through our ticket system
- New release download during 1 year

### *Turn Key*

Turnkey service level includes standard services plus the installation :

- Extension installation on your staging AND production server
- We fix conflict with already installed extension
- We run full tests to ensure that everything works properly
- We configure the extension according to your business
- "on server" fix warranty during 3 months

### *Full*

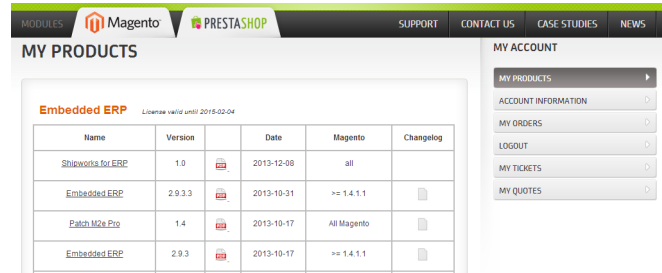
Full service level includes turn key services plus training : with skype and a screen sharing system, an expert gives you the main keys to understand the extension and use it safely.

### 3. Download extension

Depending of the extension, training can last from 1 to 3 hours.

## 3. Download extension

Once you have placed order on boostmyshop.com and the payment has been approved, you can download extension from your customer account :



Click on the product name to download the zip with source code.

### Note

Note: download is possible only when license is valid. If you license is expired, you will not be able to download the extension.

## 4. How to get support

Support is provided during your license lifetime. It is operated with our ticket system.

If you need help, go on boostmyshop.com and click on the “support” menu.

From here, you can ask question and see results from our knowledge database : the knowledge database is feed with :

- Documentation (also available on [www.boostmyshop.com/docs](http://www.boostmyshop.com/docs))
- Public tickets

If you can not find an answer, you can also open a new ticket from the same page.

The support team will reply during weekdays, from 9am to 5pm (GMT +1)

## 5. User manual

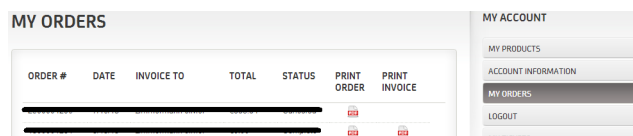
You can find user manual for all our extension on [www.boostmyshop.com/docs](http://www.boostmyshop.com/docs)

First, select the product in the left menu.

Once you have selected the products, you can browse the documentation using the tree on the left, or download documentation as PDF using “Download PDF” menu at the top

## 6. Need invoice

If you need an invoice for your purchase, log in your customer account, and select “My orders” tab :



You can then use the pdf icon to download your invoice.

## 7. Partnership

## 8. How to get a demo

### 8. How to get a demo

All our extensions are available on our demo website :

<http://demo.boostmyshop.com>

From this site, you can select the extension you want to test and access frontend and backend to see the features and test it.

### 9. Extension renewal

When you purchase an extension, you get support and new releases download for 3 months.

After that, you need to renew the license to extend support and downloads.

To renew your license :

- Login on boostmyshop.com
- Go in "My products" tab
- Click on button "Renew license now"
- In the next screen, you can check the products you want to renew and fill the website domain url
- Click on the "process" button, the quote is added to cart and you can then place order

### 10. Magento2 FAQ

#### *Installation*

To install a boostmyshop magento2 extension on your platform, process the following steps :

- Download zip archive from your boostmyshop customer account
- Upload files on your server : once uploaded, module must be in directory `app/code/BoostMyShop/`
- Connect on your server via ssh. and run the following commands :

```
php bin/magento setup:upgrade
rm -rf var/generation
php bin/magento module:enable BoostMyShop_XXXX
php bin/magento setup:di:compile
php bin/magento setup:static-content:deploy
```

Once everything is done, go back in Magento, select menu system > web setup wizard, then click on the component manager button : you should see the new extension here

#### *Upgrade*

The upgrade process is exactly the same as the installation process

#### *Disable extension*

To disable an extension, select menu system > web setup wizard, then click on the component manager button

Find the extension you want to disable and select "disable" in the "Actions" column

#### *500 Error*

If you encounter a 500 error, follow the following step to display the error message :

- Edit file `app/bootstrap.php`
- Uncomment line #11 removing the # at the beginning : `#ini_set('display_errors', 1);`

## 8. How to get a demo

Reproduce the error on your website : the real error message should be displayed

### ***Javascript errors***

If you encounter Javascript errors, we highly recommend to run these command lines :

```
rm -rf pub/static/*
php bin/magento setup:static-content:deploy
```

Then go back in your browser, and refresh the page (ctrl + F5)

Known issue (in magento) :

- https doesn't work with module JS files
- minify doesn't work with module JS files (you can disable it in stores > configuration > advanced > developer > Javascript settings > Minify JavaScript Files)

### ***There has been an error processing your request***

If you experience the following error message :

```
There has been an error processing your request
Exception printing is disabled by default for security reasons.
Error log record number: XXXXX
```

To get the error message behind, rename file pub/errors/local.xml.sample to local.xml and reproduce the error.