Product Questions extension
User Manual

Magento Product Questions extension by MageComp let store customer post their questions related to the product on the same Magento store product page.

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1. **Extension Installation Guide**
- Go to My downloadable products. The file that you download normally is a zip or tgz file.
- It's required to disable cache in the administration panel of your site. Go to System/Cache Management. Choose all caches and take action "Disable" then submit. Also disable the Compilation if it is ON. So, make sure that Caching and Compilation is disabled before installing the extension, you can enable it again after the installation.
- Use FTP client (such as Filezilla, WinSCP, cuteFtp) to upload or copy all folders in the zip package to your Magneto site root folder. This will not overwrite any existing files, just add new files to the folder structure.
- You will need to install the extension in your custom theme if you are using. Just make sure about these files to be uploaded in custom theme.
- app/design/frontend/default/default to app/design/frontend/YourThemeFolder/PackageFolder
- skin/design/frontend/default/default to skin/design/frontend/YourThemeFolder/PackageFolder
- After uploading is done, enable the Cache and if you keep Compilation On then re-run the Compilation.
- Navigate to System/Configuration, if you can see the extension tab, it is installed properly.
- Now if you get Access denied error when click on the extension tab, you need to log out admin panel and log in again.
- Go to front-end and try to process, make sure that everything is OK.

2. **Configuration**
   Once you have successfully installed the extension, go to **System → Configuration** to configure the extension for use.

   - **Product Questions –** Here you can find setting to enable the extension.
   - **Who can Post Questions** ⎤ You will have choice to choose from **everyone**,
   - **Who can Post Answers** ⎬ **only admin** or **only registered customer** as
   - **Who can Post Comments** ⎦ per your business need.

3. Backend Questions List

Once you have enabled the extension from store backend, your customer will able to post questions from store frontend and you can see that list of posted questions from catalog → product questions → questions in the store backend.

- **Edit Questions Details:** From the list of questions. Store admin can edit various details like posted question title, customer name, customer email, posted date as well as store visibility.

4. Edit Answers from the Backend

Under the hood of question, store admin can see list of posted answers in grid form.

- **Add New Answer –** The store admin can also add own answer from the backend by clicking "**Add New Answer**" button.

- **Edit Answer –** Moreover, the admin is free to change customer's answer & edit details of questions posted by customer from the frontend including customer name, email as well as the date it was created.

5. Edit Comments from the Backend

Because store admin have full control over questions, answer and comments, the admin can also see list of comments posted to question and can edit if needed from the backend.

6. Product Questions on Store Frontend

Once the extension is ready to use, customer are free to ask questions from the store frontend. As per given rights, if customer have rights to post answer and comments, the customer can directly post answer and comment from the product page.

- **Add Comment –** On click of "Add Comment" Button, a new form will be opened where customer needs to enter their name, email and comment they want to add that's it.

7. **Deactivation of Extension in Case of Emergency**
- Manually delete all the files and content from following folders in your Magento root:
  - ✓ var/cache/*
  - ✓ var/session/*
- Make sure you've uploaded all files from the downloaded package.
- Go to **app/etc/modules/Magecomp_Productquestions.xml** and replace **<active>true</active>** with **<active>false</active>**
- Then repeat Step 1 and if something goes wrong, please contact us at https://magecomp.com/support/

8. **FAQs:**
- **What if I get "Access denied" error after installation of the extension?**
  Whenever you get Access denied error while clicking on the extension tab after installation, log out admin panel and re-login.

Thank You!

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Magento Force login Extension by MageComp let the store owner restrict store content & force store customer to log in to see content with a custom message for unavailability.
Know More…

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