Manual

Getting Started

Welcome to the **Product Questions documentation**. Whether you are new or an advanced user, you can find useful information here. Next steps:

- How to install extension
- Configure Product Questions
- How to Manage Questions

How to install extension

1. Login to Magento backend.
2. Go to **System > Tools > Compilations**. If Compiler Status is **Enabled**, then disable the compilation by clicking the button **Disable** in the upper right corner. After installation of extension, you can enable compilation again.
3. Backup your store database and web directory.
4. Download extension from your Personal Account.
5. Unzip the extension locally.
6. Copy contents of the folder **step1** to the root directory of Magento store.
7. Copy contents of the folder **step2** to the root directory of Magento store.
8. Completely clear the site cache. You **need to remove** a folder **/var/cache** at the server.
9. Logout from Magento backend and login again.
10. Go to **System > Cache Management**. You will see extension.
11. If necessary adjust css styles to fit your store's frontend theme.

Next steps:
- Configure Product Questions
- How to Manage Questions

Temporary Disabling

To temporary disable extension please follow the next steps:

- Disable Compilation Mode (if enabled).
- Rename the file **app/etc/modules/Mirasvit_ProductQuestion.xml** to **app/etc/modules/Mirasvit_ProductQuestion.xml.bak**.
- Login in to Magento back-end and refresh site cache (if enabled).

Extension Removing

To uninstall extension please follow the next steps:
- Disable Compilation Mode (if enabled).
- Rename the file **app/etc/modules/Mirasvit_ProductQuestion.xml** to **app/etc/modules/Mirasvit_ProductQuestion.xml.bak**.
- Login in to Magento back-end and refresh site cache (if enabled).
- Remove all the extension files of the extension from folder **app/code/local/Mirasvit/ProductQuestion**.
- Remove templates and layouts files of extension from your theme folder. List of such files can be collected from files in the extension package.

How to upgrade extension

To upgrade extension follow next steps:
1. Login to Magento backend.
2. Go to **System > Tools > Compilations**. If Compiler Status is **Enabled**, then disable the compilation by clicking the button **Disable** in the upper right corner. After installation of extension, you can enable compilation again.
3. Backup your store database and web directory. If you have customizations, please, create a separate backup of **app/code/local/Mirasvit** before upgrading to the new version.
4. Download new extension package from your Personal Account.
5. Unzip the extension locally.
6. Temporary disable extension.
7. Copy contents of the folder **step1** to the root directory of Magento store.
8. Copy contents of the folder **step2** to the root directory of Magento store.
9. Completely clear the site cache. Go to **System > Cache Management**. Click button **Flush Magento Cache**. If you want to clear the cache manually, you need to remove a folder **/var/cache** at the server.
10. Logout from Magento backend and login again.

Configure Product Questions

To configure extention settings go to the **Catalog > Product Questions > Settings**.

Frontend Settings

- **Who can post questions** - allows to set ability to post questions to everyone or only to registred customers.
- **Who can post answers** - allows to set ability to post answers to everyone, only to registred customers or to admin only.
- **Who can post comments** - allows to set ability to post comments to everyone, only to registred customers or to admin only.
- **Allow customers to set question visibility** - if option is enabled, allows customer to set public or private status to his question.
- **Send an email with the request to answer on the question only to customers who placed order in the period, days** - allows to send the email to the customers, who placed order in the set period.
  For example, to set the period from 10 to 20 days, you need to fill in: **10-20**.
- **Base URL** - sets base url for the question page. For example:
  store.com/base_url/product_url/question.html
- **Enable SEO Friendly URLs** - if option enabled and Mirasvit extension Advanced SEO Suite is installed, sets SEO Friendly URLs for the product questions.

Email Notification Settings

- **Email to receive notifications** - sets email for receiving email notifications.
- **Admin receives notification when new question is added** - sets email template for administrator's notification about new questions.
- **Admin receives notification when new answer is added** - sets email template for administrator's notification about new answer.
- **Admin receives notification when new comment is added** - sets email template for administrator's notification about new comment.
- **Customer, who asked question, receives notification when new answer is added** - sets email template for the question's owner when new comment is added.
- **Customers who discuss the answer, receive notification about new comments** - sets email template for the customers who discuss the answer, after new comment is added.
- **Ask customer to answer on the question** - sets template for asking the customer to answer on the question.
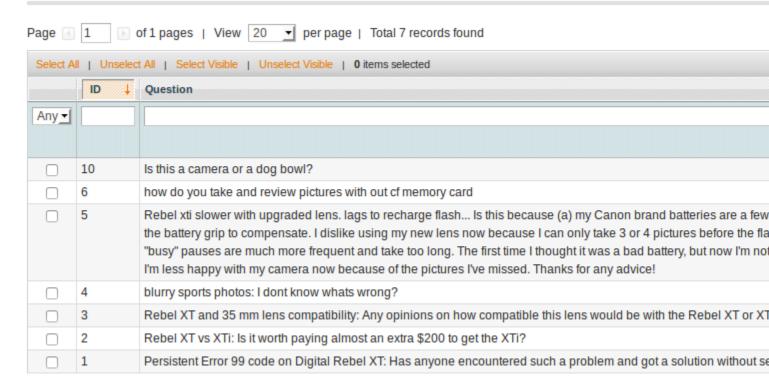
See How to customise email templates.

How to Manage Questions

Go to **Catalog > Product Questions > Questions**.
You will see a list of product questions. You can answer on the product questions or email to other customers.

Questions

Page ◄ | 1 | ► of 1 pages | View | 20 ▼ | per page | Total 7 records found

Select All | Unselect All | Select Visible | Unselect Visible | **0** items selected

	ID ↓	Question
Any ▼		
☐	10	Is this a camera or a dog bowl?
☐	6	how do you take and review pictures with out cf memory card
☐	5	Rebel xti slower with upgraded lens. lags to recharge flash... Is this because (a) my Canon brand batteries are a few the battery grip to compensate. I dislike using my new lens now because I can only take 3 or 4 pictures before the fla "busy" pauses are much more frequent and take too long. The first time I thought it was a bad battery, but now I'm not I'm less happy with my camera now because of the pictures I've missed. Thanks for any advice!
☐	4	blurry sports photos: I dont know whats wrong?
☐	3	Rebel XT and 35 mm lens compatibility: Any opinions on how compatible this lens would be with the Rebel XT or XT
☐	2	Rebel XT vs XTi: Is it worth paying almost an extra $200 to get the XTi?
☐	1	Persistent Error 99 code on Digital Rebel XT: Has anyone encountered such a problem and got a solution without se

General Information

Click the question you want to answer. You will see the folowing fields:
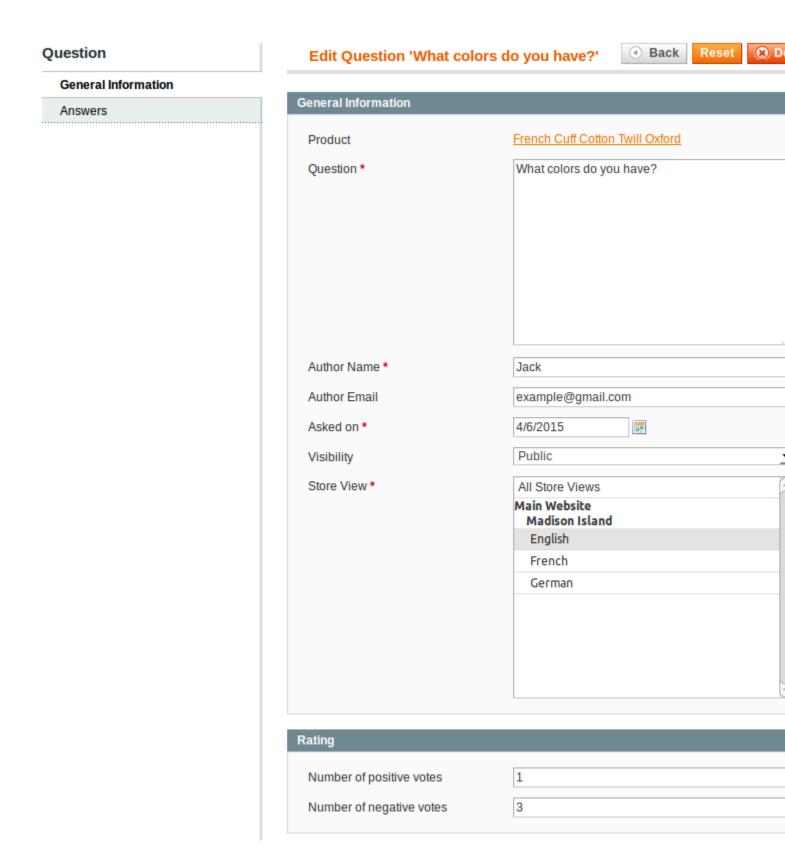- **Product** - Selected product to ask the question.
- **Question** - Text of the question.
- **Author Name**
- **Author Email**
- **Asked on** - Date of the question creation.
- **Visibility** - Visibility status of the question. Can be private or for everyone.
- **Store View**- Store views, where the question is shown.

Rating

- **Number of positive votes** - Number of the positive votes by customers for the asked question.
- **Number of negative votes** - Number of the negative votes by customers for the asked question.

To answer the question, click the button **Add new answer**. You will be redirected to the products question page.
All anwers on this question you can edit at the tab **Answers**.

Email Notifications

Product question extenesion sends emails with different types of notifications. You can customise

templates of those emails. To change email template you need to do following steps:

- Go to the **System > Transactional Emails**.
- Press the button **Add New Template**.
- Select template in the dropdown that you would like to customise.
- Select **Locale** from the list.
- Press button **Load Template**.
- Enter new **Template Name** (e.g. Email notification for Customer).
- Change **Temlate Subject** and **Template Content** as you need.
- Press the button **Save Template**.
- Go to **Catalog > Product Questions > Settings**. Select your new template in the dropdown list of necessary notification. Save configuration.

How to disable a Email notification

To disable Email notification you need to go to the **Catalog > Product Questions > Settings**. In the dropdown list of necessary notification select the option **Disable these emails**. Save configuration. Change Log

Change Log

2.0.16

(2018-01-18) Fixed
- Compatibility with FPC when "Default status for questions/answers" is set to "Approved" or "Cache Level" is set to "Minimal set of tags with custom prefix"

2.0.15

(2017-01-31) Fixed
- Fixed problem if the Question Base URL is set with the suffix "/"

2.0.14

(2016-10-11) Improvements
- Ability to disable visibility of answers rating

2.0.13

(2016-08-02) Fixed
- Solve notice appeared when accessing 'recaptcha-response' in request params (affects all)

2.0.12

(2016-07-28) Fixed

- Check session file existence before reading it
- Retrieve store specific author name and email at the 'new answer' page

2.0.11

(2016-06-07) Improvements
- Compatibility with multiple Google reCaptcha

Fixed
- Show correct created date of questions/answers

2.0.10

(2016-05-04) Fixed
- Show correct breadcrumb

2.0.8, 2.0.9

(2016-04-25) Improvements
- Use secure actions for secured pages
- Add breadcrumb for question page

2.0.7

(2016-04-22) Improvements
- FPC compatibility

2.0.6

(2016-03-17) Fixed
- Fixed an issue with using short array syntax

2.0.5

(2016-03-10) Fixed
- Compatibility with Ultimo theme

2.0.4

(2016-03-04) Fixed
- Fixed an issue with question form