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Advanced Reviews

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Extension page: http://ecommerce.aheadworks.com/magento-extensions/advanced-reviews.html

Advanced Reviews by aheadWorks Co. is a highly customizable review system which improves the functionality of native Magento solution.

Having hard time finding an answer to your question?
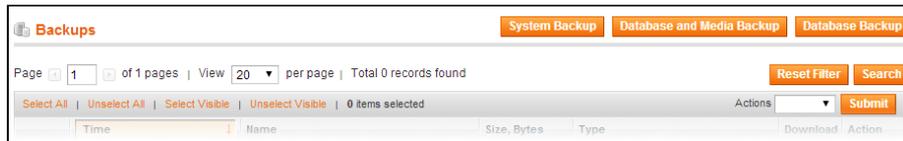
Check out our Knowledge Base.

Installation

1. Backup your web directory and store database.
   Click to view details
   You can make backup copies with any tool you find appropriate

   If you are going to use the native Magento backup function, navigate to **System -> Tools -> Backups** and perform *System* and *Database* backups
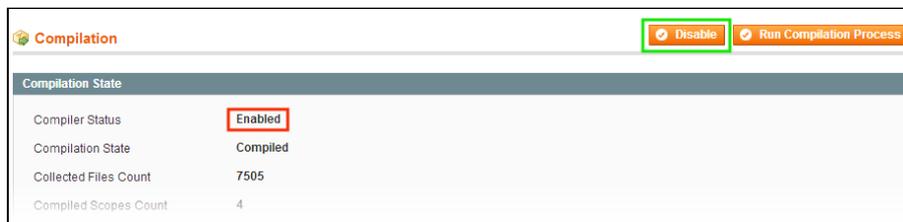

2. Log in to the Magento backend

3. Disable compilation
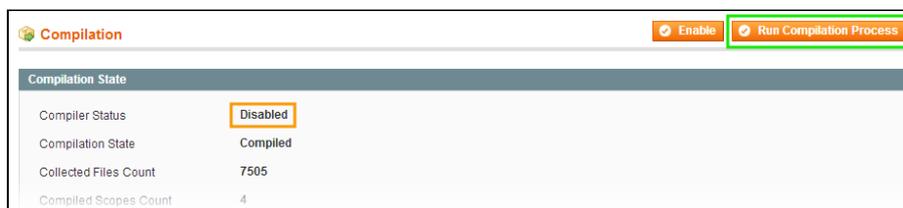   Click to view details
   Navigate to **System -> Tools -> Compilation**.

   If Compiler status is Disabled, you can skip to the next step

   If Compiler is enabled, disable it.

   IMPORTANT: after the extension is installed, you can enable the compilation again; **IT IS CRUCIAL** that you use "**Run Compilation Process**" function, not just "Enable button"

Installing an extension with the Compilation enabled will result in store downtime.

4. Flush store cache
   Click to view details
   You can flush the store cache in 2 ways:

   - **via the backend**:

   Navigate to **System -> Cache Management** menu, and click **Flush Magento Cache** button

Cache Storage Management			⊗ Flush Magento Cache	⊗ Flush Cache Storage
Select All	Unselect All	Select Visible	Unselect Visible	**0 items selected**			Actions Refresh ▼	Submit
Cache Type	Description	Associated Tags	Status	
☐ Configuration	System(config.xml, local.xml) and modules configuration files(config.xml).	CONFIG	ENABLED	
☐ Layouts	Layout building instructions.	LAYOUT_GENERAL_CACHE_TAG	ENABLED	
☐ Blocks HTML output	Page blocks HTML.	BLOCK_HTML	ENABLED	

   - **via filesystem**:

   On your server, navigate to Magento root folder, then proceed to **/var/cache/;** delete all the content there.

5. Download the extension package from your account and extract the downloaded archive

6. Copy the content of **/Step_1/** folder to your store's root directory

   If you are using a custom theme,
   read the instructions here.
   In case you are using a custom theme, it is recommended to copy the design files to your current theme's folders. In case there are several themes in use at the same store, the design files must be copied to each of them.

   - Find this folder in the package:
     /step_1/app/design/frontend/base/default/ ; copy its content to /app/design/frontend/**[your_package]/[your_theme]/**
   - Find this folder in the package:
     /step_1/skin/frontend/base/default/ ; copy its content to /skin/frontend/**[your_package]/[your_theme]/**

7. Copy the content of **/Step_2/** folder to your store's root directory

8. Flush store cache again; log out from the backend and log in again.

Set Up Reviews List for Product Page

To display reviews on the Product page you should open the **/app/design/frontend/<*your_package*>/<*your_theme*>/layout/catalog.xml** file, which has *your_theme* as the name of your current theme and *your_package* as your current package. If you haven't ever changed your store's theme or package, use *default* as the value.

Find the following string:

```
<block type="catalog/product_view" name="product.info" template=
```

and insert this code after it:

```
<block type="advancedreviews/product_reviews" name="product.adva
```

Then open the
**/app/design/frontend/<your_package>/<your_theme>/template/catalog/product/
view.phtml** file, which has *your_theme* as the name of your current store theme and
your_package as your current package. If you haven't ever changed your store's
theme or package, use the *default* value.

Find the following string:

```
<?php echo $this->getChildHtml('product_additional_data') ?>
```

and insert this code after it:

```
<?php echo $this->getChildHtml('product_advancedreviews') ?>
```

Configuration

To configure the extension, go to the **System > Configuration > aheadWorks
Extensions > Advanced Reviews** backend page. Here you can define different view
and access options.

To create **Pros** and **Cons**, go to **Catalog > Reviews and Ratings > Advanced
Reviews > Pros (Cons)** and click the **New Pros (Cons)** button. Enter the pros (cons)
name, set the status to **Enabled** and click the **Save Pros (Cons)** button.

To observe and approve user-defined **Pros** and **Cons**, go to the **Catalog > Reviews
and Ratings > Advanced Reviews > User-defined Pos and Cons** backend page.

The abuse reports are on the **Catalog > Reviews and Ratings > Advanced
Reviews > Abuse** page.

To change the extension view, navigate to
/app/design/frontend/<your_package>/<your_theme>/templates/advancedreviews/. In
these template files you can change the design of any part of the extension design.

> Note that **System -> Configuration -> aheadWorks Extensions ->
> Advanced Reviews -> General -> Automatically create HDU ticket** option
> only works with discontinued 2.x branch of Help Desk Ultimate extension

Uninstallation

If you just need to temporary disable the extension, you can just do the steps 1-5, without deleting the files of the extension.

1. Disable compilation, in case it is enabled.
2. Login to your FTP, navigate to **app/etc/modules/**
3. Open the file AW_AdvancedReviews.xml and change the following line:

```
<active>true</active>
```

to

```
<active>false</active>
```

   Now your Magento is unaware of the existence of this module.
4. Clear the cache under var/cache
5. Make sure that the site is working properly, otherwise roll back the changes and apply to our technical support.
6. If everything works fine, it is safe to delete the files of the extension.
7. In case you need to clean the database, **backup your database** and then run the following queries in MySQL:

```
DROP TABLE IF EXISTS `aw_advancedreviews_helpfulness`;
DROP TABLE IF EXISTS `aw_advancedreviews_abuse`;
DROP TABLE IF EXISTS `aw_advancedreviews_pc`;
DROP TABLE IF EXISTS `aw_advancedreviews_pc_store`;
DROP TABLE IF EXISTS `aw_advancedreviews_pc_vote`;
DROP TABLE IF EXISTS `aw_advancedreviews_recommend`;
```

   Note, if you are using the table with prefixes, you must specify them in all table names.

   If you are not sure how to do that or expect any troubles with it, please contact your server administrator regarding the matter.
   If you remove the tables as it is described above, you will need to re-configure the extension when it is reinstalled.

Troubleshooting

After the extension installation the store gives an error, or blank page, or suggests to start Magento installation procedure.

   Change the owner of the extracted extension files to the web server user and set 775 permissions on them. Clear the store cache and try again.

There is no aheadWorks extensions under my configuration section, or having the extension tab clicked I get a blank page, or Access Denied error.

   Clear the store cache, browser cookies, logout and login again.

I've set up everything correctly, inserted the HTML code but there is nothing on that page.

   Clear the store cache, clear your browser cache and domain cookies and refresh the page.

My configuration changes do not appear on the store.

   Clear the store cache, clear your browser cache and domain cookies and refresh the page.

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