Magento 2 Plugin

Compatible with Magento v2.0.x - v2.3.x.

This document explains how to install and uninstall Feefo Ratings & Reviews on to a Magento 2 instance.

The latest versions of this document are available here:
https://support.feefo.com/support/solutions/articles/8000046220-magento-2-plugin

The module allows a merchant using Magento 2 to send their sales data automatically to Feefo. Feefo then send a feedback request on their behalf to all customers and collate and publish all feedback resulting in a Feefo star rating and a full set of reviews that can be seen on both the Feefo and merchant's websites.

Magento 2 typically has the following order statuses:

- Suspected Fraud
- Processing
- Pending Payment
- Payment Review
- Suspected Fraud
- Pending
- On Hold
- Complete
- Closed
- Cancelled

Feefo will only retrieve orders once they have reached "Complete" status.

The module supports four methods of integration:

- A service rating widget that floats over the web page and is visible at all times. The colour, size and position of this widget are configurable from the Feefo Administration Portal under 'Settings > Integration Preferences'. For more details see Customise Your Service Reviews Widget.
- A product star rating widget that's normally placed near to the purchasing button showing the star rating for just this product.
- A product reviews widget located towards the bottom of the product page that lists only this product's reviews.

- A product category level star rating widget that allows site visitors to easily compare the ratings of various products within the same category.

Installation

Follow these steps to install Feefo Ratings & Reviews to your website:

1. Open your terminal window and change the current directory your Magento 2 installation directory.
2. Create a directory *app/code/Feefo/Reviews/* and copy the module files to it.

```
mkdir –p app/code/Feefo/Reviews
```

3. Ensure that you have permissions to execute bin/magento file:

```
php bin/magento
```

4. Enable the Feefo_Reviews module:

```
php bin/magento module:enable Feefo_Reviews --clear-static-content
```

5. Execute the module's installation scripts:

```
php bin/magento setup:upgrade
```

6. Compile the module:
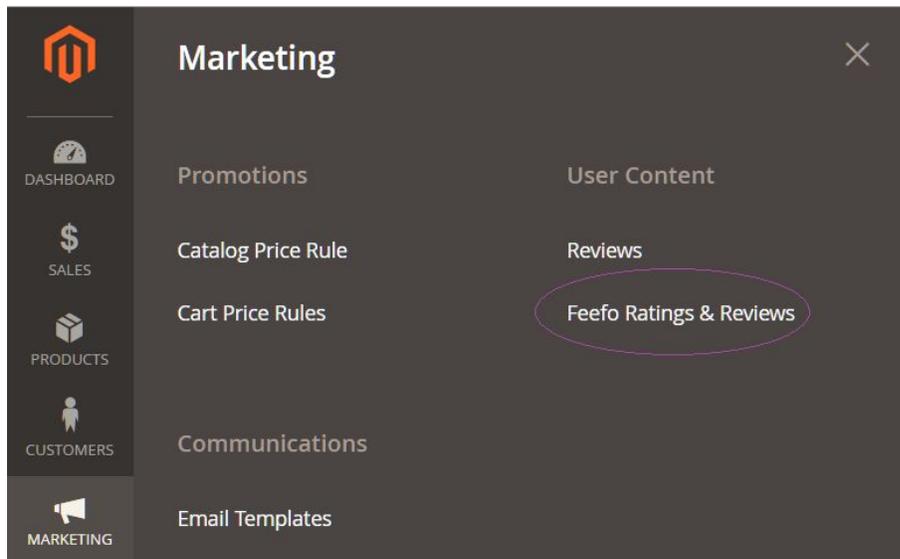
```
php bin/magento setup:di:compile
```

7. Deploy the static content:

```
php bin/magento setup:static-content:deploy
```

8. Flush the Magento 2 cache:
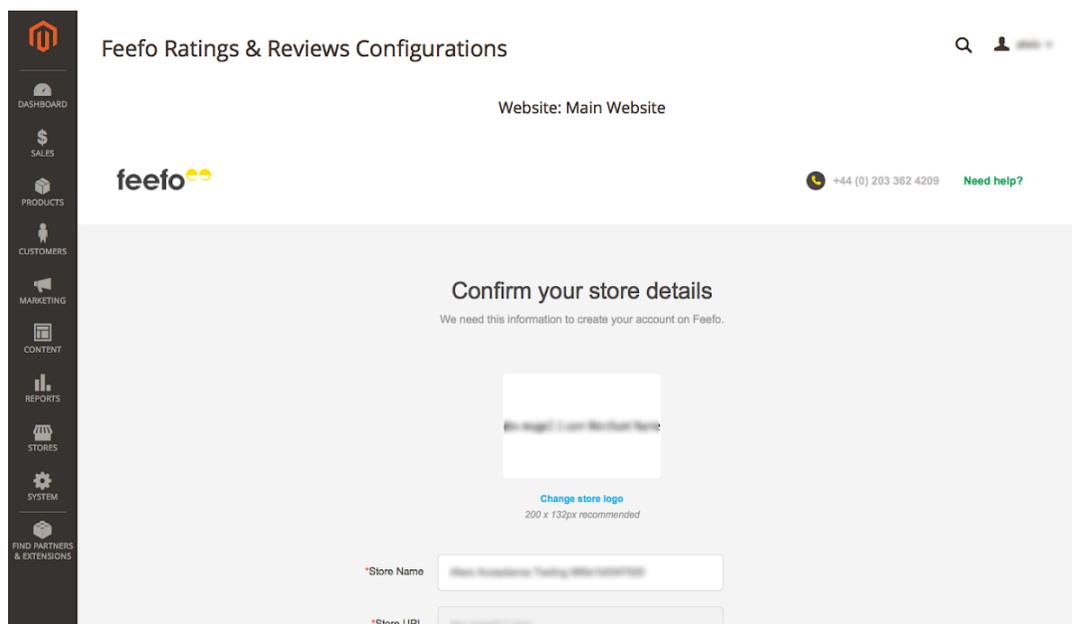
```
php bin/magento cache:flush
```

9. After logging in to the admin panel of your Magento 2 instance you should now see a "Feefo Ratings & Reviews" menu option under the "Marketing" tab:

10. Click on it to start the module installation process.
If you have multiple stores set up within your instance you will be asked to select which store you wish to add Feefo Ratings & Reviews to.

11. You will be presented with a registration form if you are a new customer or a login page if you already have a Feefo account for the website domain you are setting up.

12. A series of steps will guide you through the configuration of your feedback request process through to the completion of the installation.

13. You can further configure the module post installation by selecting the "Feefo Ratings & Reviews" tab where you can:

    ● Enable/disable all methods of review integration
    ● Customise the placement of your product page and category level review integration
    ● Enable/disable the native Magento reviews system

Feefo Plugin Configuration

Service reviews widget
Customise appearance

Enabled ✔

Product reviews widget

Enabled ✔

Standard location   Custom location

ⓘ If you had the Product reviews code in a custom location you will need to remove it manually for the changes to take effect.

Product listing stars

Enabled ✔

Support

Something not working right? We'll be happy to help you if you get in touch!

📞 +44 (0) 203 362 4209
✉ technical@feefo.com
? Frequently Asked Questions

feefo

Go to your Feefo Dashboard →

Uninstallation

Follow these steps to disable Feefo Ratings & Reviews on your website:

1. Open your terminal window and change the current directory your Magento 2 installation directory.
2. Make sure that you have permissions to execute bin/magento file:

php bin/magento

3. Disable the Feefo_Reviews module:

php bin/magento module:disable Feefo_Reviews --clear-static-content

```
                              php bin/magento module:disable Feefo_Reviews --clear-static-content
The following modules have been disabled:
- Feefo_Reviews

Cache cleared successfully.
Generated classes cleared successfully. Please run the 'setup:di:compile' command to generate classes.
Generated static view files cleared successfully.
```

4. Compile the required classes of the module:

php bin/magento setup:di:compile

5. Delete the *app/code/Feefo* directory.

rm –rf app/code/Feefo

6. Delete the admin user with username "feefo"

Users   🔍 🔔6 👤 user ▾

Add New User

Search Reset Filter 7 records found				20 ▾ per page < 1 of 1 >	
ID	**User Name** ↓	**First Name**	**Last Name**	**Email**	**Status**
					▾
5					
8					
25	feefo5836dd12a86f4	Feefo	Feefo	technical@feefo.com	Inactive
2					
10					
4					
1					

7. Delete records with paths "feefo/service/access_key", "feefo/service/user_id", "feefo/service/plugin_id", "feefo/widget/settings", "feefo/widget/snippets" from the "core_config_data" table.

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DELETE FROM setup_module WHERE module LIKE '%feefo%'

DELETE FROM core_config_data WHERE path LIKE '%feefo%'

Troubleshooting

If at any point you see the "Something went wrong" page, please follow these steps to help you identify the cause of your issue:

1. Open your terminal window and change the current directory your Magento 2 installation directory.
2. Open a log file with debugging information.

> *vim var/log/debug.log*

3. Near the end of the file, you should find log of the issue. If you are not able to resolve with issue based on the information in the log, please send a copy of it to our [technical support team](#) for further assistance.