



support@rootways.com

FAQ

INSTALLATION GUIDE

Version 1.0.0

- After purchasing the '**Rootways FAQ**' extension you will receive an email from us with your Domain License Key. Use this Domain and License Key for activating FAQ extension for your Magento website. If you haven't received any email please contact our support team by email at support@rootways.com (**Note**: Please read our License [Terms and Conditions](#) carefully before using our products.)
- Use FTP Client (e.g. FileZilla or WinSCP) to upload all files and folders of the extension to your Magento site's root directory. This will not overwrite any existing Magento files; it will just add new files to your Magento installation.
- After uploading, login in to your Magento Admin panel and refresh cache. Go to **System** → **Cache Management**, select all cache types and under **Action** dropdown select '**Refresh**' and then **Submit**.
- Navigate to **System** → **Configuration**. If you see **Rootways FAQs** tab in the left column then it's installed properly.
- By clicking on **Rootways FAQs** tab if you get 404 pages not found error, you need to log out of Admin Panel and log in again. This should resolve 404 errors.
- If you are using your custom package/theme then you will have to move following files to appropriate folders.

from: app\design\frontend\default\default\layout\rootfaq.xml

to: app\design\frontend**YOUR_PACKAGE**\default\layout\rootfaq.xml

from: app\design\frontend\default\default\template\rootways\faq

to: app\design\frontend**YOUR_PACKAGE**\default\template\rootways\faq

from: skin\frontend\default\default\rootways\faq

to: skin\frontend**YOUR_PACKAGE**\default\rootways\faq

- Now you should be able to see **Rootways FAQ** working on your website.
- Check our [Rootways FAQs](#) user guide for more details on how to configure.

***NOTE:** If you are still having any issues or have questions about our extension, please feel free to email us at support@rootways.com with all your questions and we will be more than happy to assist you.