

SwiftERM Guidance Notes

Installing the plugin onto the site

1.1 Magento

(<https://www.magentocommerce.com/magento-connect/swifterm-plugin.html>)

After getting the Plugin's extension key from Magento using the link above, log into the Magento admin using an account with full admin permissions. Go to 'System' -> 'Magento Connect' -> 'Magento Connect Manager' (you will be asked to re-enter your username and password). Install the plugin by pasting the extension key into the input box under 'Install New Extensions' and following the instructions. Once this has been completed, log out of the Magento admin and log back in, and SwiftERM should now be in the top menu.

If the client does not use Magento connect, then the files will have to be extracted and the contents will need to be merged with the existing folder structure.

Upon logging in to Magento's backend, you go to 'SwiftERM' -> 'Registration'

1.1.1 Common Issue(s)

1.1.1.1 *Server Permission*

If the plugin fails to install (sometimes the Magento does not inform the installer of this), it can be due to not finding a particular file. This is an issue with permissions on folders and they will need to be corrected - this can vary from server to server. Afterwards, you will need to uninstall and reinstall the plugin.

1.1.1.2 *Disabled Plugin*

Plugin may have been disabled, to check this go to 'System' -> 'Configuration' -> 'Advanced' -> 'Advanced' -> 'Disabled Module Output'

2 Registering the plugin

A SwiftERM Private Key is unique to each registration, and is found in your registration email or inside your account.swifterm.com account. You simply enter the Private Key into the plugin's provided text box and click submit. To access the swifterm plugin:-

- Magento top-menu- 'SwiftERM' -> 'Registration'