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Visitors Online

Created by Unknown User (malynow), last modified by Anton Lashuk on янв 06, 2019

- Installation
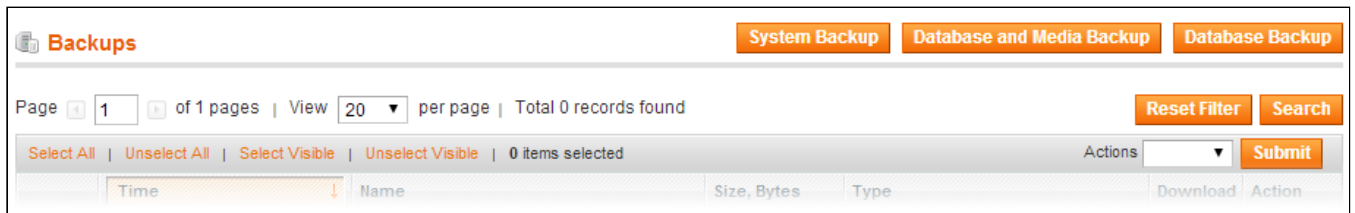- Configuration
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Extension page: **https://ecommerce.aheadworks.com/free-stuff/visitors-online.html**

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
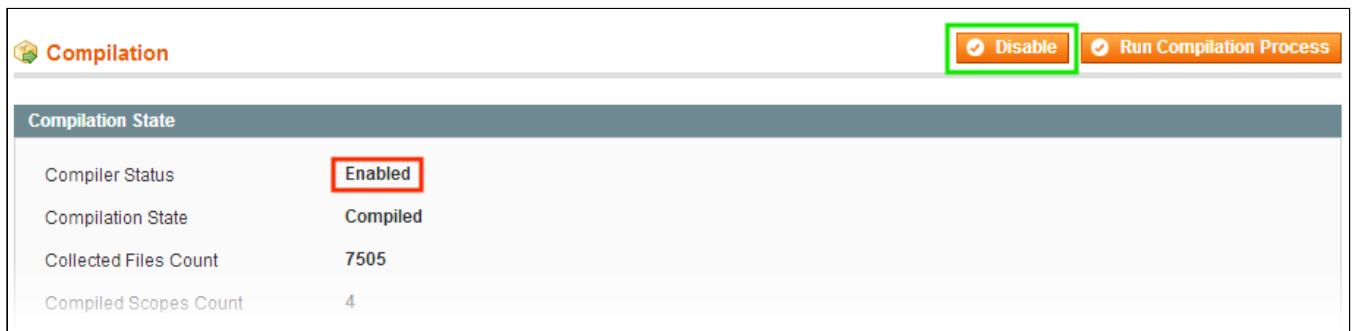

2. Log in to the Magento backend

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

- **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 the installation package to appropriate folder of your store root

If you use a different from default theme - be sure to rename folders **app/design/frontend/default/default** and **skin/frontend/default/default** to your store's values. Depending on the module, either or both directories may not exist in the package, no need to create them in this case. Using your FTP client upload app and skin directory to your store root.

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

Configuration

Insert next line into necessary layout files where you want to display number of visitors online: <block type="visitorsonline/visitors" name="visitorsonline_visitors" template="visitorsonline/visitors.phtml"/> Also you can use CMS to insert block with number of visitors online. In this case please use next line: {{block type="visitorsonline/visitors" template="visitorsonline/visitors.phtml"}} Also you can create your own layout file with such content: <?xml version="1.0"?>
<layout version="0.1.0">

```
<!--Default layout, loads most of the pages-->
<default>
<reference name="left">
<block type="visitorsonline/visitors" name="visitorsonline_visitors" template="visitorsonline/visitors.phtml"/>
</reference>
</default>
</layout>
```

This is an example of using our module which inserts the block with number of visitors online into the left column of default layout. The file name should be visitorsonline.xml and it must be placed in **app/design/frontend/default/default/layout/**.

Uninstallation

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

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

to

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

Now your Magento is unaware of the existence of the extension
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.

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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