magmodules

Install through FTP and SSH

FAQ Manager for Magento 2

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Preparation Installing Extension via FTP

If possible, we advise installing the module via **Composer**, as this is the most efficient and reliable method. Composer makes updates significantly easier to manage and ensures your store always uses the correct, versioned dependencies.

Before making changes to your store, please ensure the following:

- Ensure you have a full backup (files + database).
- Run the installation in a development or staging environment first.
- (Production only) Enable maintenance mode to prevent visitors from seeing errors:

```
php bin/magento maintenance:enable
```

Upload Extension Files

Download the **FAQ Manager** extension package (.zip) file from your Magmodules dashboard under "My Downloads" and follow the installation steps outlined below.

The ZIP file contains the necessary files that must be placed inside the `Magmodules/Faq` folder. **Note:** The directory structure is case-sensitive and must be created manually. Follow the steps below to extract and upload the files correctly.

1. Extract the Extension Files

Unzip the extension package using a tool like WinZip, WinRAR, or a similar extraction program.

2. Upload the Unzipped Extension Files

Since the extracted files contain only the extension content, you must manually create the `Magmodules/Faq` folder inside `app/code/` on your server and place all extracted files into this final `Magmodules/Faq` folder.

The final directory path for the uploaded content will be:

```
app/code/Magmodules/Faq
```

If you are updating an existing installation of one of our extensions, ensure that you overwrite the existing extension files.

Run Setup Commands in the Terminal

Open the terminal and run the following command, then enter the user password. (Skip this step if you're installing the expansion on a local machine):

```
ssh username@domain.com
```

Locate The Root

Navigate to the Magento 2 web root directory by executing this command:

```
cd /full_path_to_magento2
```

Examples of typical Magento roots:

- `/var/www/html`
- `/home/username/public_html`
- `/var/www/magento2`

Start Setup

Once the extension has been successfully downloaded, initiate the setup of the `FAQ Manager` extension using the following commands:

```
php bin/magento module:enable Magmodules_Faq
php bin/magento setup:upgrade
```

This registers the module and processes database changes.

If Magento is in production mode, you'll need to recompile and deploy static content by running:

```
php bin/magento setup:di:compile
php bin/magento setup:static-content:deploy -f
```

After executing these commands, the extension is installed and ready for configuration. To configure it, go to **Stores > Configuration > Magmodules > FAQ Manager**.

If you have used the maintenance mode, make sure to disable this; otherwise, Magento frontend returns a *503 Service Temporarily Unavailable* error:

```
php bin/magento maintenance:disable
```

Start Using the Extension

Once the installation is complete, the extension is successfully installed in your Magento® 2 store and ready to use.

Navigate to **Stores > Configuration > Magmodules > FAQ Manager** to configure and start using the extension.

Troubleshooting FTP/SSH installation

Module files not visible after upload

Cause: Incorrect folder structure or wrong upload location.

Solution:

1. Verify that the files have been uploaded to the correct directory.
2. Check that the folder structure is correct (use `ls -la app/code/Magmodules/` to verify).
3. Ensure that the `registration.php` and `module.xml` files are present in the module directory.

Permission Denied errors

Cause: Incorrect file permissions after FTP upload.

Solution:

Set the correct owner and permissions:

```
chown -R www-data:www-data app/code/Magmodules/
find app/code/Magmodules/ -type f -exec chmod 644 {} \;
find app/code/Magmodules/ -type d -exec chmod 755 {} \;
```

Replace `www-data` with the user your web server runs as (could also be `apache`, `nginx`, or another user).

SSH connection failed

Cause: Incorrect credentials, blocked port, or SSH not enabled.

Solution:

1. Check your username and domain name.
2. Try the default SSH port (22) or a custom port:

```
ssh -p 2222 username@domain.com
```

3. Contact your hosting provider to verify that SSH access is enabled.

503 Service Temporarily Unavailable after installation

Cause: Maintenance mode still active.

Solution:

Disable maintenance mode:

```
php bin/magento maintenance:disable
```

Or manually remove the maintenance file:

```
rm var/.maintenance.flag
```

Memory Limit errors during compilation

Cause: PHP memory limit set too low.

Solution:

Temporarily increase memory limit:

```
php -d memory_limit=2G bin/magento setup:di:compile
```

Or permanently update `php.ini`:

```
memory_limit = 2G
```

Still having issues?

If you continue to experience problems:

1. Check the Magento error logs: `var/log/system.log` and `var/log/exception.log`.
2. Verify that all prerequisites are met (PHP version, required extensions, file permissions).

3. Check that all module files have been uploaded correctly (compare with the original zip file).
4. Contact Magmodules Support and provide:
    - Your Magento version
    - PHP version
    - Installation method (FTP/SSH)
    - Complete error messages
    - Steps you've already tried

For a complete overview of features and configuration options, see the FAQ Manager extension on magmodules.eu

All articles for FAQ Manager

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace
3	**Install through FTP and SSH (current)**

Configuration

1	Configuration Guide
2	Quick Start Guide

Troubleshooting

1	Troubleshooting

Usage Guide

1	Managing FAQs
2	Managing Pages
3	Managing Topics

Background

1	Best Practices