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User's Manual

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Module: Tools

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version 1.2

osCommerce modules
Integration with ERP systems
Services
Skins

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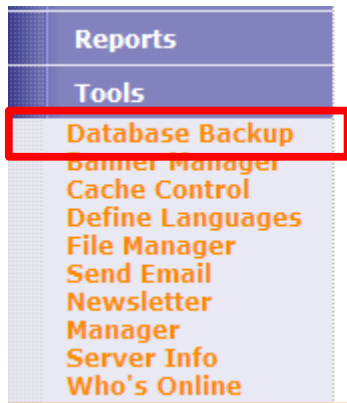
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Introduction

The Tools section of Admin Panel allows for viewing and managing technical details of the web-store.

Database Backup

The Database Backup tool allows the store owner to make backups of the store's database, including all customer and order information. The Database Backup Manager page demonstrates a path to the Backup directory.



Note: The backup directory needs to be created by the store owner and given the permissions of 777 to give the webserver write permission for that folder.

It is recommended to regularly create a backups of the store, because this will be very helpful in case if some problems with the website occur (hard drive crash, connection failure, etc). There is no tool in the administrative section to automatically create backups, and it should be known that many hosting sites also do not make regular backups of this information unless specially asked.

Creating A Backup

1. To backup a store's database, click the **Backup** button.

 A screenshot of the 'Tools :: Database Backup Manager' interface. At the top, there are navigation links: osCommerce | Catalog | Admin | Logoff. Below is a table with columns for Date and Size. The table contains two rows of backup files. A red arrow points to a 'backup' button at the bottom right.

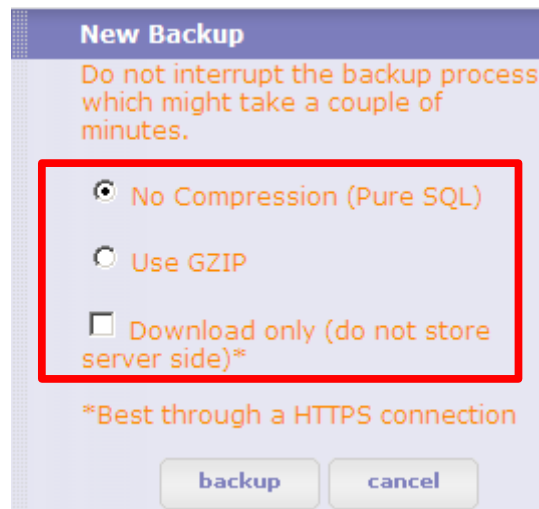
	Date	Size
b_trueloaded_com_-_trueloaded-20090226164307.sql.gz	02/26/2009 16:43:08	220,974 bytes
p_trueloaded_com_-_trueloaded-20090725201348.sql.gz	07/25/2009 20:13:49	220,894 bytes

Backup Directory: /var/www/vhosts/trueloaded.com/httpdocs/admin/backups/

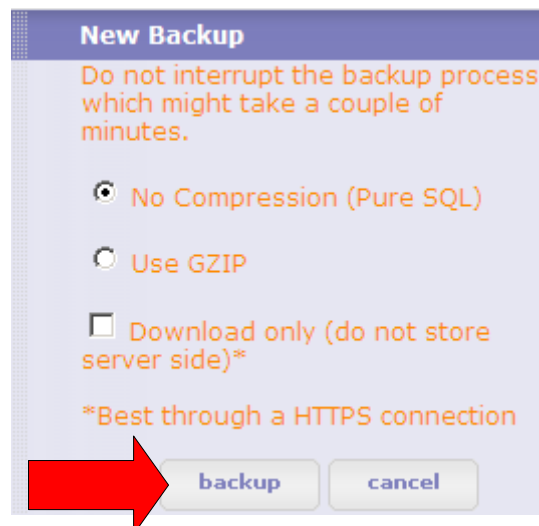
backup

2. This will present a store owner with some choices:

- **No Compression (Pure SQL)** – This will create a file in the backup directory without any compression.
- **Use GZIP** – this will create a compressed file in the backup directory.
- **Download only (do not store server side)** – If this option is selected, a backup file will not be created on the server but will be downloaded to the store owner's computer.
Note: For security reasons this is best done through the HTTPS connection, so that the information cannot be intercepted.



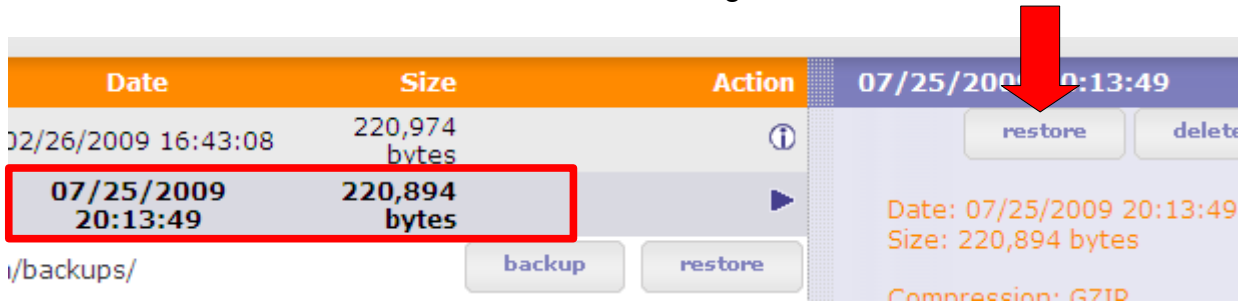
3. Click the **Backup** button again to create a backup file. Or, click the **Cancel** button to cancel backing up.



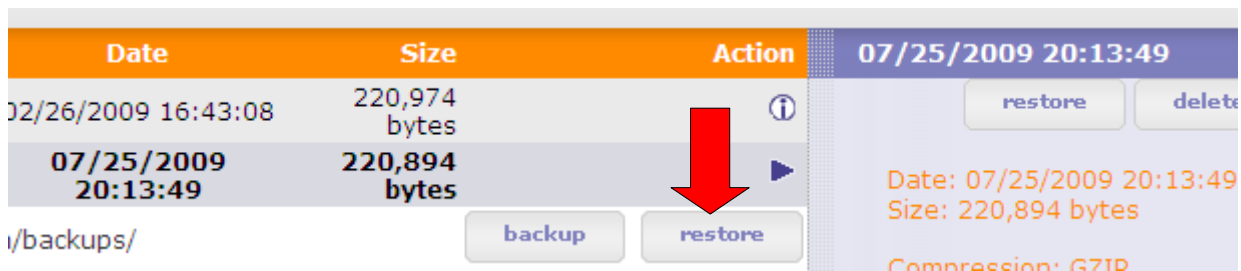
Restoring A Backup

If the store's activity has failed for some reasons, you can restore the lost data from the backup. The store's database can be restored from the backup file either already saved on the server or from a local file that was previously downloaded.

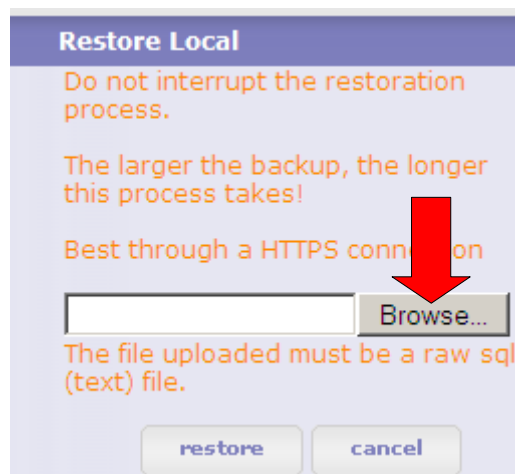
1. To restore a file that is on the server, click on the filename of the desired backup first, and then on the **Restore** button located in the right column.



2. To restore from a backup stored on the local computer, click the **Restore** button located next to the **Backup** button.



3. This will allow you to browse to the file where the backup is stored. (Use the **Browse...** button, and then the **Restore**).



Please, remember:

Only the data that was in the store at the moment of last backing up will be restored. For example, the data was backed up at 23.50, and at 09.00 next day the store's activity failed. While restoring data from the backup, all the data created between 23.50 and 9.00 hours will be lost. So, please create backups of your web-store DB more often in order to save more data.

Note: Do not interrupt the backup or restore process which can take a couple of minutes.

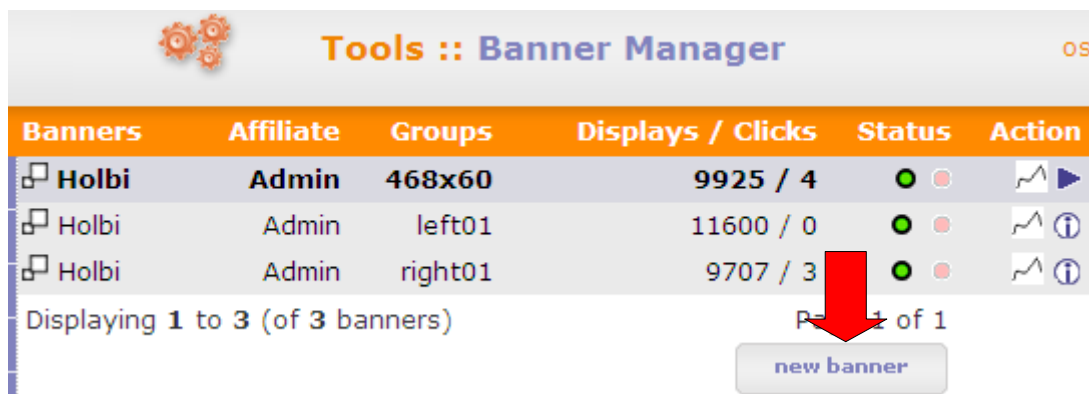
Banner Manager










The Banner Manager is a simple banner management implementation that displays image or HTML based banners, and tracks impressions and clicks on a per banner basis.

On this page you can create a new banner, edit/delete existent one, or make it invisible on the website "front end".

Each banner is assigned to a group which is used for displaying of random banners in the set group. This allows certain banners to be shown throughout certain locations on the overall website layout.

To create a new banner, go to Admin Panel > Tools > Banner Manager section and click the **New Banner** button.



Banners	Affiliate	Groups	Displays / Clicks	Status	Action
 Holbi	Admin	468x60	9925 / 4	● ●	 
 Holbi	Admin	left01	11600 / 0	● ●	 
 Holbi	Admin	right01	9707 / 3	● ●	 

Displaying 1 to 3 (of 3 banners)

Page 1 of 1

[new banner](#)

In the form open on the screen, fill all the fields in:

Banner Title

The banner title description.

Note: Use an image or HTML text for the banner - not both. HTML Text has priority over an image.

Banner URL

The destination that will open when a banner is clicked.

Banner Group

The banner group which holds related banners.

Image

Upload an image for the banner using the **Browse...** button. Or, specify the path to the local image file in the field below. *Note: Uploading directories must have proper user permissions setup!*

Image Target (Save To)

Specify the path to the directory on your server to store the image file.

Note: Do not fill out the 'Save To' field if you are not uploading an image to the webserver (i.e., you are using a local (server-side) image).

Note: The 'Save To' field must be an existing directory with an ending slash (e.g., banners/).

Scheduled Date

A future date when a banner is to become active. If no scheduled date is defined, the banner is automatically active when saved.


Note1: If a schedule is set, the banner will be activated on that date.

Note2: All scheduled banners are marked as 'Inactive' until their date has come.

Expiration Value

The expiration value can be set for a specific date or for a specific impression count value. When this value has been reached, a banner will automatically become *Inactive*. If no expiration value is defined, the banner will always remain *Active* (visible on the website).

Note: Only one of the two fields should be submitted. If the banner is not to expire automatically, then leave these fields blank


Tools :: Banner Manager
osCommerce | Catalog | A

Banner Title: * Required
 Banner URL:
 Banner Group: , or enter a new banner group below

 Image: , or enter local file below

 Image Target (Save To):

 HTML Text:
 Scheduled At:
 Expires On: , or at
 impressions/views.

Adding Image Based Banners

Banner images can be uploaded to the server via the Banner Manager, or can be set to an image already existing on the server. If an image is to be uploaded, a destination path on the server can be defined which needs to be writeable by the web server.

Note: The general permission setting to set on the destination directory is 777, and can usually be set remotely on the server with the following command:

- *chmod 777 /path/to/destination/directory*
- *or by using an FTP program and setting the directory to be writeable by everyone.*

Adding HTML Based Banners

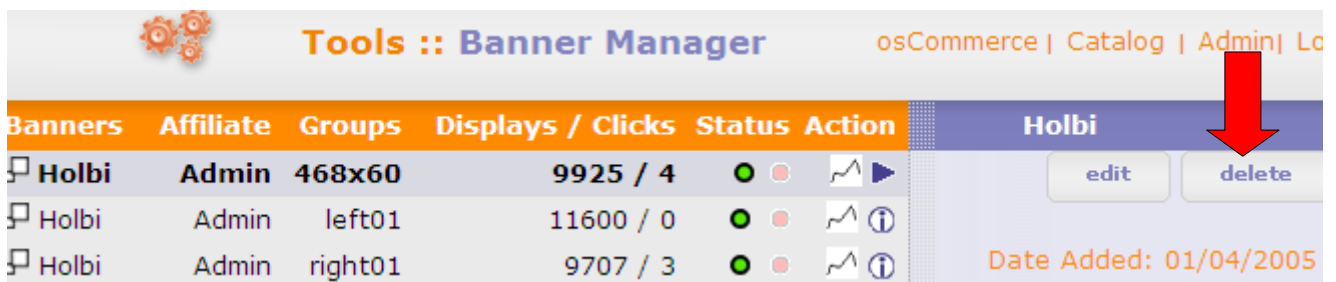
HTML based banners can be defined in the HTML Text field provided, and can, for example, contain HTML and Javascript tags to display a text, image, or Flash based banner.

Note: HTML based banners do not automatically use the Banner URL value and rely on a link provided in the HTML block. Because of this, it may not be possible to track the banner-click statistics of a HTML based banner unless the link points to the banner entry itself, such as:

-http://www.my-server.com/redirect.php?action=banner&goto={BANNER_ID} (where {BANNER_ID} is replaced with the banner ID).

Deleting A Banner

To delete a banner, select a record in the list and click the **Delete** button on the right. Then, click the **Delete** button again to confirm deletion.



You can also make the banner *Inactive* instead of deleting it. In this case the banner will not be visible on the website but you'll have a possibility to activate it again when you want to. To do that, click the «red traffic light» icon in the **Status** column. To activate it in the future, you'll need to click the «green traffic light» icon.

Banners	Affiliate	Groups	Displays / Clicks	Status	Action
<input type="checkbox"/> Holbi	Admin	468x60	9925 / 4	● ●	
<input type="checkbox"/> Holbi	Admin	left01	11600 / 0	● ●	
<input type="checkbox"/> Holbi	Admin	right01	9707 / 3	● ●	

Banner Statistics

The graph on the right displays how many times the banner was viewed and clicked during the last 3 days (**red** column – **clicked**, **blue** column – **viewed**).

Affiliate	Groups	Displays / Clicks	Status	Action
Admin	468x60	9925 / 4	● ●	
Admin	left01	11600 / 0	● ●	
Admin	right01	9707 / 9	● ●	

3 (of 3 banners) Page 1 of 1
new banner

Holbi

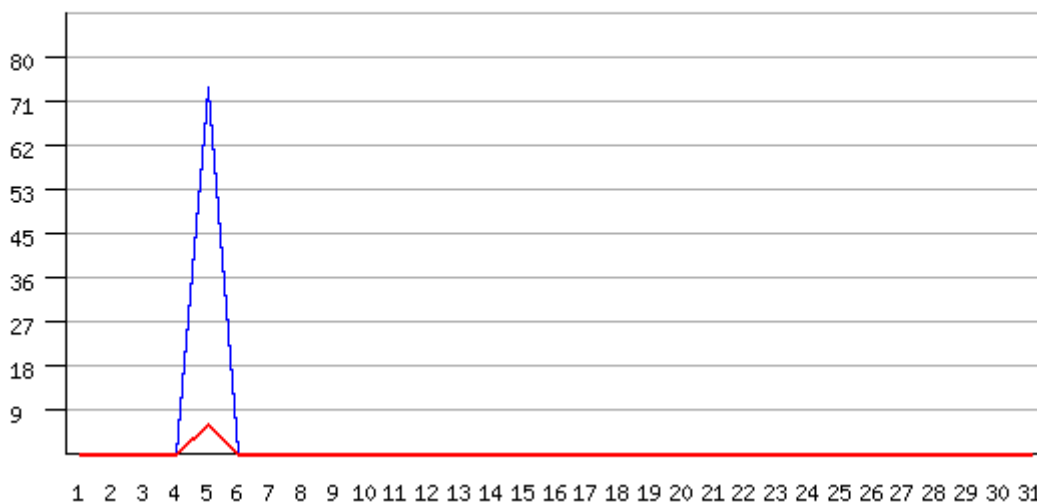
Date Added: 01/04/2005

Last 3 Days

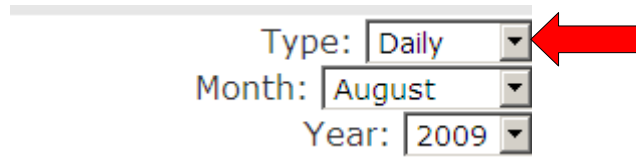
Category	Count
Viewed (Blue)	74
Clicked (Red)	6

To view detailed banner statistics, either left double-click on the banner name in the grid or click the *graph* icon in the **Action** column. The **Banners Statistics** page will open on the screen:

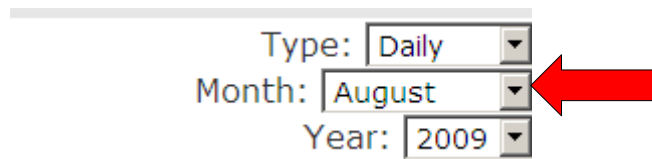
Holbi Daily Statistics For August 2009



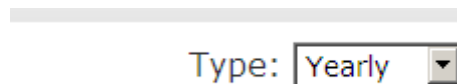
- You can view Daily, Monthly, and even Yearly banner statistics here. To do this, you just need to select a **Type** in the dropdown list at the top right.



- If you wish to view a banner statistics for a certain month, select the appropriate item in the **Month** dropdown list, and of course you'll need to specify the appropriate year too, in the **Year** dropdown list.



- If you select the “Yearly” type, you’ll be shown the banners statistics for the whole store history.



There are a few «Holbi» banners on frontend, for example:

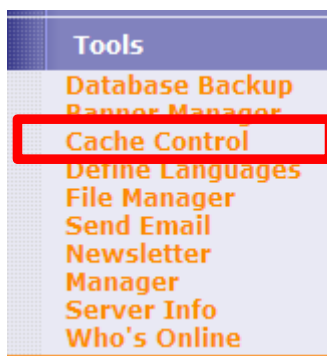


Or:



Cache Control

The cache control allows a store owner to save certain areas of the shopping cart to a cache folder typically called oscommerce_data. This allows for a performance increase when users are browsing the store, as the database is not queried again until the cache has expired or has been reset by the store owner. A directory for holding cache pages is setup during the setup procedure, and the folder is called oscommerce_data during the installation, but it can be renamed.

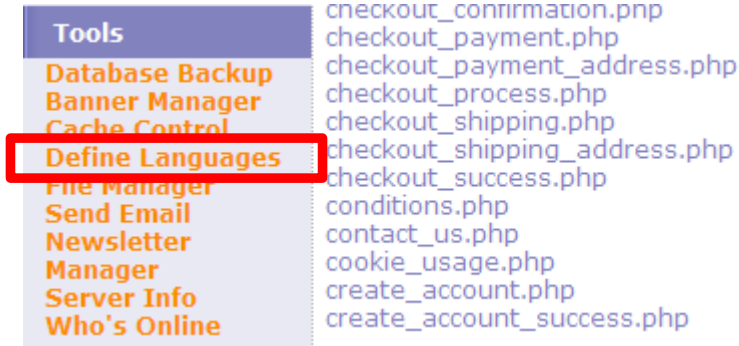


The Cache Control page demonstrates information about cache-files used in the web-store: for which category (**Cached Blocks**) and in which directory (**Cache Directory**) a cache-file is stored, and when the cache-file was created (**Date Created**). You can delete any cache-file by clicking an icon in the **Action** column.

Tools :: Cache Control		
Cache Blocks	Date Created	Action
Categories Box	File does not exist.	
Manufacturers Box	File does not exist.	
Also Purchased Module	File does not exist.	
Cache Directory: /tmp/		

Define Languages

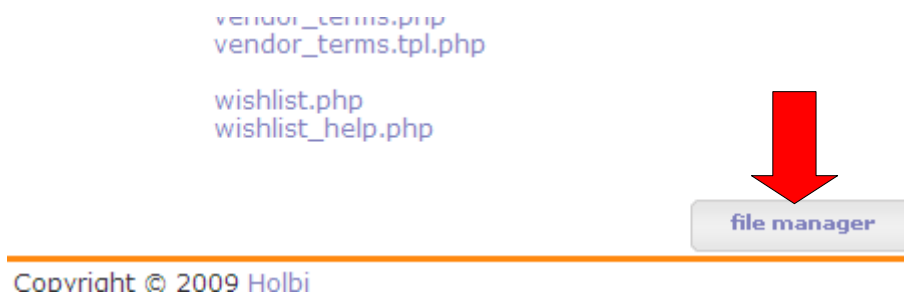
The Define Languages tool works the same way as the Localization -> Languages-> Details page. This page is mostly used by the web-store developers.



You can just view the files responsible for proper displaying of web-store pages when this or that language is selected.



Also, you can get more detailed information about each file included in the web-store. To do this, click the **File Manager** button at the bottom of the page.

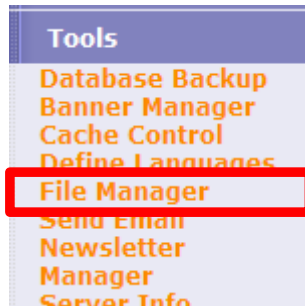


Warning!

It is strongly recommended to not use this feature because the files can be deleted casually while opening, and that will cause the web-store work failure!

File Manager

The File Manager page allows you to view all web-store files in details. Here you can get information on the file creation/update date – the **Last Modified** column, how much space the file occupies in the hard drive – the **Size** column, file access rights – the **Permissions** column, who created/updated the field – the **User** column, and which group the file belongs to – the **Group** column. Every file can be edited - if needed - by using the **Edit** button.

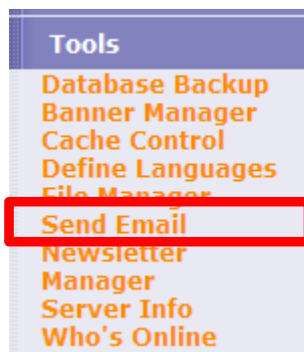


Warning!

Please use the Edit feature in urgent cases only, because it can cause the web-store crash!

Send Email

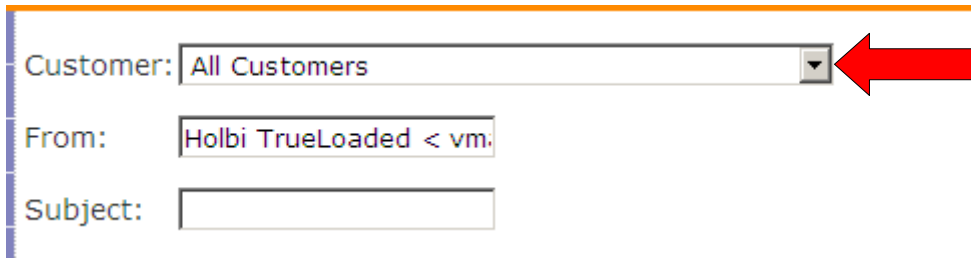
From this page you can send email to any web-store customer.



Select a customer's name in the **Customer** dropdown list and specify some text in the **Message** box. Then, click the **Send Mail** button.

A screenshot of a form for sending an email. It has two input fields: 'Customer:' with a dropdown menu showing 'Vasiliev, Igar (ivasiliev@holbi.co.uk)' and 'From:' with a text box containing 'Holbi TrueLoaded <vm:'. A red arrow points to the dropdown menu.

You can also send email to ALL the customers of your web-store. To do this, select the **All Customers** item in the **Customer** dropdown list.

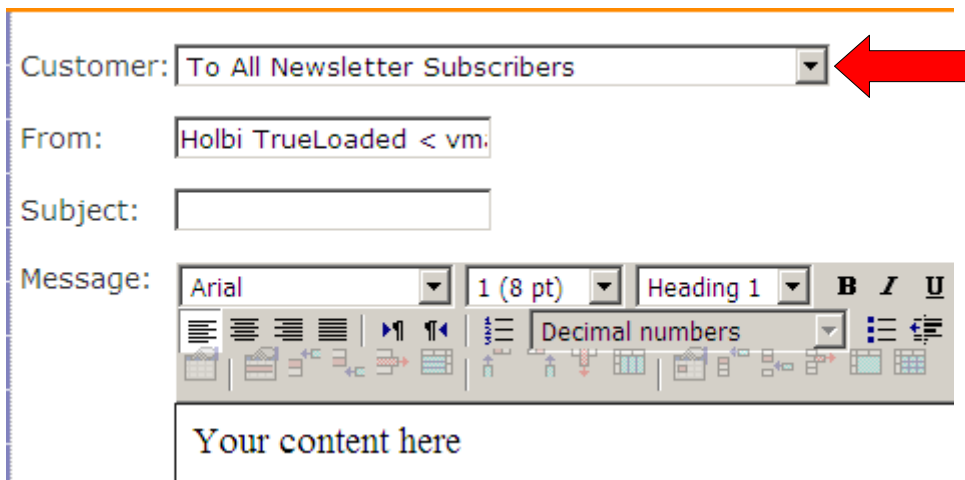


Customer: All Customers

From: Holbi TrueLoaded <vm.>

Subject:

If you want to send email to those who subscribed to the newsletters, select the **To All Newsletter Subscribers** item in the **Customer** dropdown list.



Customer: To All Newsletter Subscribers

From: Holbi TrueLoaded <vm.>

Subject:

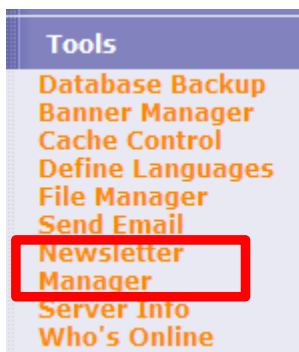
Message: Arial 1 (8 pt) Heading 1 B I U

Decimal numbers

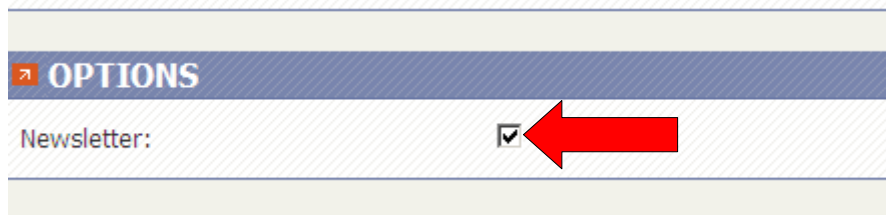
Your content here

Newsletter Manager

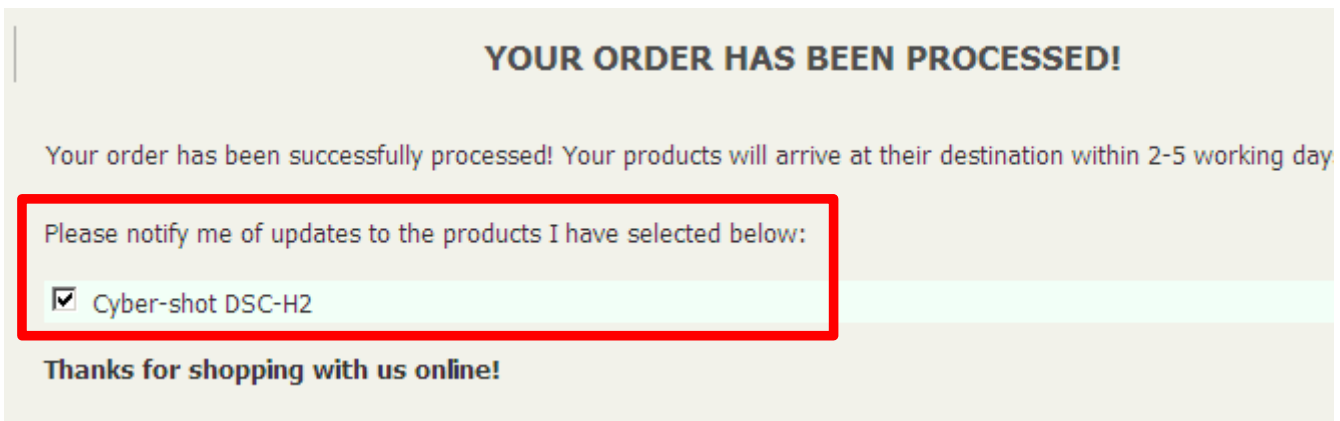
The Newsletter Manager is a newsletter management system that sends emails to a targeted audience, namely the customers that have given their email addresses when creating their accounts.



Two newsletter modules are installed by default. One is used for sending emails to customers who have selected to receive newsletters upon creating their user accounts (*newsletter*),



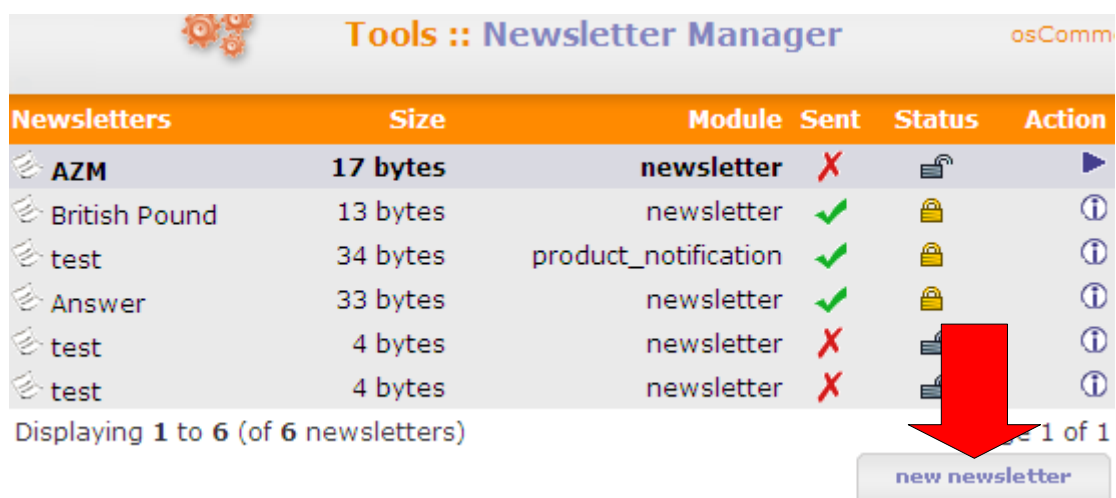
...and another one for sending emails to customers who have selected to be notified of product updates (*product_notification*).



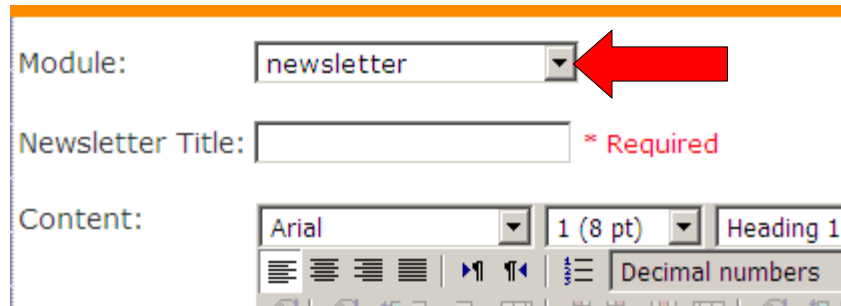
Creating A Newsletter

A newsletter can be created by selecting a definite target audience, and by saving the content of the email.

1. To open a Newsletter form, click the **New Newsletter** button.



- From the **Module** dropdown select the target audience: either **newsletter** or **product_notification**.



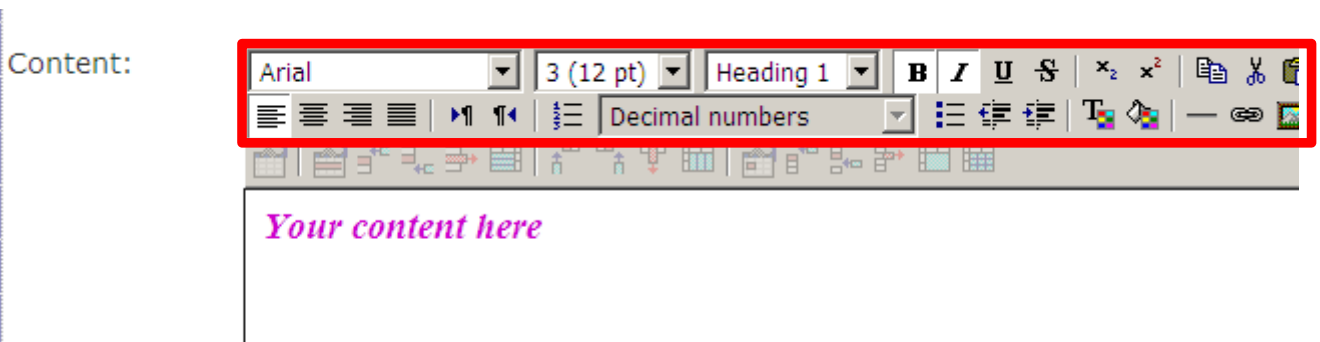
A screenshot of a form with three fields. The first field is labeled 'Module:' and has a dropdown menu with 'newsletter' selected. A red arrow points to the dropdown arrow. The second field is labeled 'Newsletter Title:' and is empty, with a red asterisk and the word 'Required' to its right. The third field is labeled 'Content:' and contains a rich text editor toolbar with options for font (Arial), size (1 (8 pt)), heading (Heading 1), and various text formatting icons.

- In the next field, specify the **Newsletter Title** (required).



A screenshot of the 'Newsletter Title:' field. The text 'New Sale!' is entered in the input box. A red rectangular box highlights the entire field, including the label, input box, and the '* Required' text.

- In the **Content** field, specify content of your newsletter (you can use the WYSIWYG tools to create a content).



A screenshot of the 'Content:' field. The rich text editor toolbar is highlighted with a red box. Below the toolbar, the text 'Your content here' is displayed in a pink, italicized font.

- To save the newsletter, click the **Save** button.



A screenshot of a grey horizontal bar with two buttons below it: 'save' and 'cancel'. A red arrow points down to the 'save' button.

- Once a newsletter has been created, it can be previewed online before it is sent out to check for errors and omissions. To preview a newsletter, select a record and click the **Preview** button on the right.

Newsletters	Size	Module	Sent	Status	Action	New Sale
New Sale!	132 bytes	newsletter	X			
AZM	17 bytes	newsletter	X			Date Added: 08/18/2009
British Pound	13 bytes	newsletter	✓			
test	34 bytes	product_notification	✓			
...	33 bytes	newsletter	✓			

- After previewing the newsletter, click the **Back** button to return to the Newsletter Manager page.



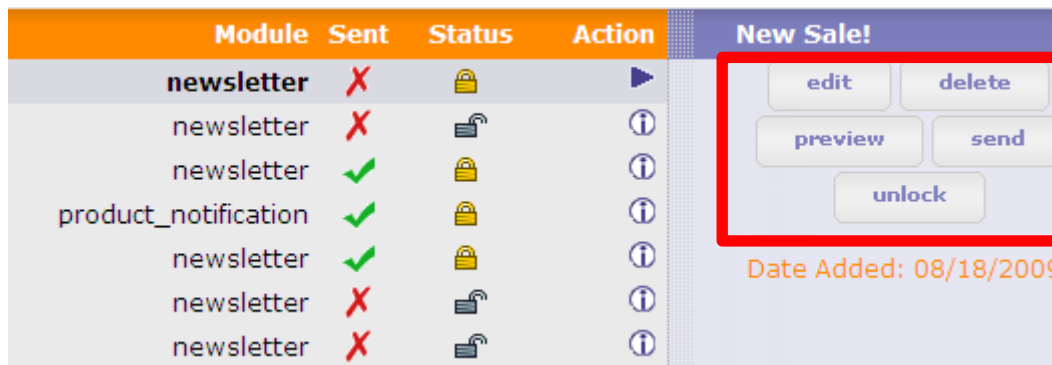
Sending A Newsletter

- Before sending a newsletter, the newsletter's entry needs to be locked to show other administrators, who may be online at that time, that a newsletter is pending to be delivered. To lock a newsletter, select a record in the list and click the **Lock** button on the right.

Newsletters	Size	Module	Sent	Status	Action	New Sale
New Sale!	132 bytes	newsletter	X			
AZM	17 bytes	newsletter	X			Date Added: 08/18/2009
British Pound	13 bytes	newsletter	✓			
test	34 bytes	product_notification	✓			
...	33 bytes	newsletter	✓			

- When locked, a newsletter can be edited, deleted, previewed, sent, or unlocked by means of appropriate buttons which appear in the right column. This will prevent unsaved changes from being missed during the mailing.

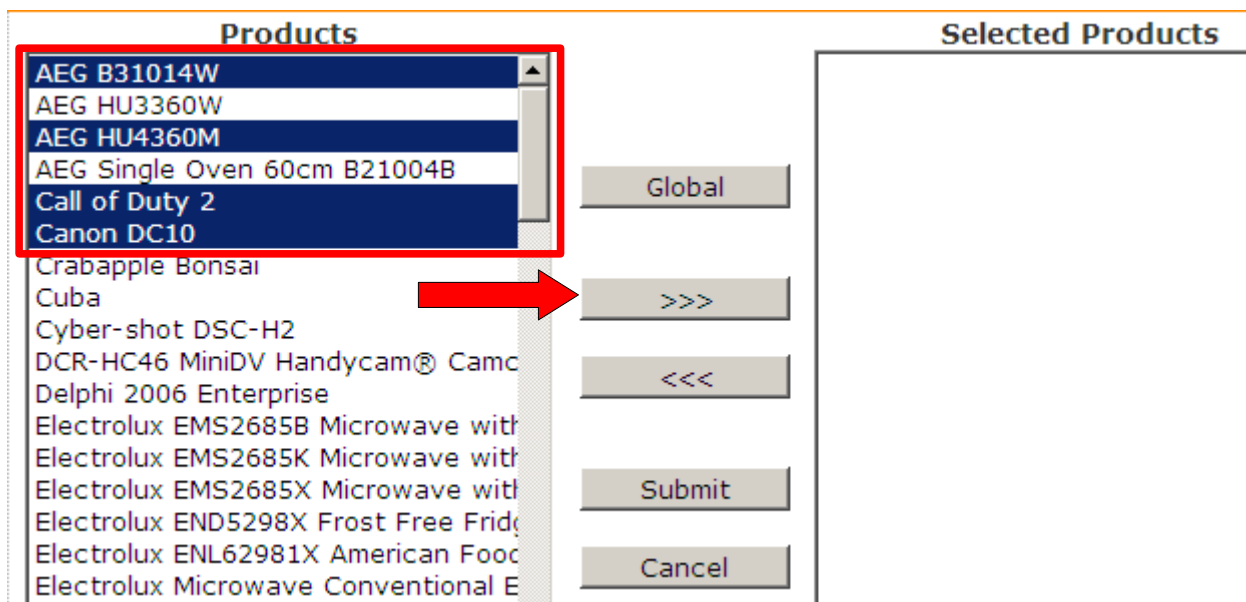
- Once a newsletter entry has been locked, it can be sent to the targeted audience via the chosen newsletter module (Newsletter or Product Notification). To do this, click the **Send** button on the right.



- Depending on the newsletter's module chosen, a target audience can require or not require to be defined before sending a newsletter. This is not required for the *newsletter* module as the target audience is already known (customers who have chosen to receive newsletters).

However, the target audience needs to be defined for the *product_notification* module, where an Administrator should select products which the newsletter is in relation to, so that customers who have selected to be notified over certain product updates can receive the newsletter.

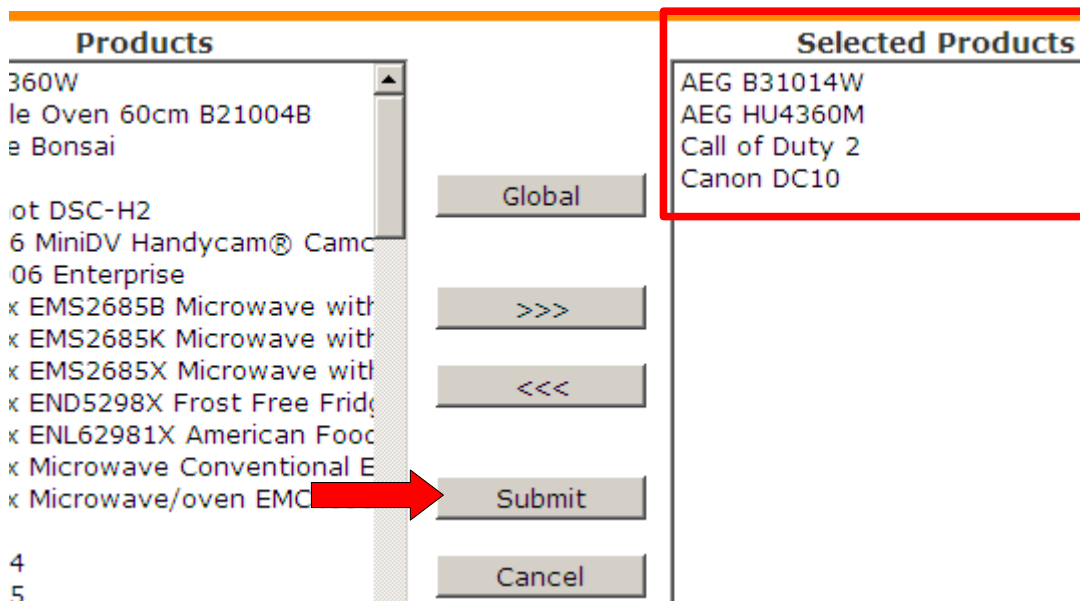
- To assign a newsletter to certain products, highlight appropriate items in the **Products** box (on the left) and click the “>>>” (*Add*) button.



Note: You can use the standard set of hotkeys on your keyboard to highlight the products in the left box:

- Press and hold the **Ctrl** key while pressing the **Up/Down Arrow** keys to navigate through the list, and press the **space** key to highlight the products not in sequence.
- To highlight the products in sequence, press and hold the **Shift** key while pressing the **Up/Down Arrow** keys.

(b) When the products have been added to the **Selected Products** box, click the **Submit** button. Customers who have ordered those products will receive a newsletter about product's update.



8. Once the target audience has been defined, a preview of the newsletter is shown for last minute changes to be performed, as well as the number of customers who will receive the newsletter. The newsletter can then be sent when it has been confirmed via the online preview of the content.

- Click the **Send** button to send a newsletter.
- Click the **Back** button to return to the previous page.
- Click the **Cancel** button to cancel sending.



9. Please wait until emails are sent. The red-highlighted statement will appear at the bottom of the page notifying that emails have been sent.



There are following columns displayed in the Newsletter Manager page:

Newsletters – a name of newsletter

Size – a size of newsletter's file

Module – a name of auditory a newsletter should be sent to (product_notification or newsletter).

Sent – the mailing status of newsletter: *sent* (**green tick**) or *not sent* (**red cross**)

Status – the preparing status of newsletter: *locked* (**yellow lock**) or *unlocked* (**blue lock**)

Action – clicking on the “i” icon in this column opens the Newsletter Edit mode


Tools :: Newsletter Manager		osCom			
Newsletters	Size	Module	Sent	Status	Action
New Sale!	132 bytes	newsletter	X		
AZM	17 bytes	newsletter	X		
British Pound	13 bytes	newsletter	✓		
test	34 bytes	product_notification	✓		
Answer	33 bytes	newsletter	✓		
test	4 bytes	newsletter	X		
test	4 bytes	newsletter	X		

Displaying 1 to 7 (of 7 newsletters) Page 1 of 1

[new newsletter](#)

Server Info

The Server Info page gives a store owner details of webserver configuration that can be used to diagnose different issues.


Tools :: Server Information
osCommer

Server Host:	host-87-117-217-68.rsclientdns.com (87.117.217.68)	Database Host:	localhost
Server OS:	Linux 2.6.18-128.1.16.el5	Database:	MySQL 5.0
Server Date:	08/18/2009 16:30:11	Database Date:	08/18/2009 16:30:11
Server Up Time:	16:30:11 up 38 days, 13:46, 2 users, load average: 0.01, 0.05, 0.04		
HTTP Server:	Apache/2.2.3 (CentOS)		
PHP Version:	5.2.9 (Zend: 2.2.0)		

PHP Version 5.2.9

System Linux host-87-117-217-68.rsclientdns.com 2.6.18-128.1.16.el5 #1 SMP Tue Jun 30 16:30:11 2009

The most common areas of interest are:

- Server Host
- Server OS
- Server Date
- Server Up Time
- Database Host
- Database
- Database Date
- HTTP Server
- PHP Version

Server Host:	host-87-117-217-68.rsclientdns.com (87.117.217.68)	Database Host:	localhost
Server OS:	Linux 2.6.18-128.1.16.el5	Database:	MySQL 5.0
Server Date:	08/18/2009 16:30:11	Database Date:	08/18/2009 16:30:11
Server Up Time:	16:30:11 up 38 days, 13:46, 2 users, load average: 0.01, 0.05, 0.04		
HTTP Server:	Apache/2.2.3 (CentOS)		
PHP Version:	5.2.9 (Zend: 2.2.0)		

By providing this information when asking for help in the bug report or on the community forums, you will make a task of finding and resolving an issue much easier.

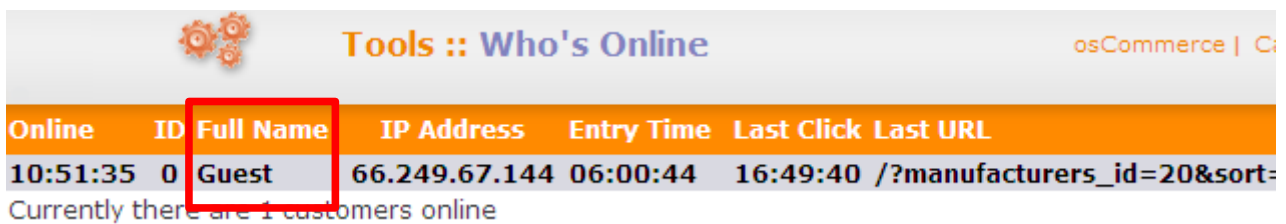
Who's On-line

The Who's Online screen is a traffic reporting tool that shows the store owner how many visitors are currently browsing the web-store.

Guests

The following information about all guests browsing the store is available:

- **Online** (how long the guest is online)
- **ID** (guest's ID number)
- **Full Name** (this column shows the "Guest" title meaning that a user is not registered/logged on in the web-store)
- **IP Address** (guest's IP)
- **Entry Time** (time when a guest has entered the web-store)
- **Last Click** (time when a guest made the last click in the web-store)
- **Last URL** (a current page a guest is on at the moment)
- **Users Shopping Cart** (the products a guest has added to the shopping cart)



Online	ID	Full Name	IP Address	Entry Time	Last Click	Last URL
10:51:35	0	Guest	66.249.67.144	06:00:44	16:49:40	/?manufacturers_id=20&sort=

Currently there are 1 customers online

Customers

If a customer is currently logged into the webshop, the **Full Name** column displays a full name of customer.



Online	ID	Full Name	IP Address	Entry Time	Last Click	Last URL
10:52:54	0	Guest	66.249.67.144	06:00:44	16:49:40	/?manufacturer
00:00:26	99	John Smith	188.230.122.186	16:53:12	16:53:16	/account.php

Currently there are 2 customers online