Extension Installation Service

Thank you for purchasing our products.

In this document, we will guide you on how to submit ticket for installation service (extra $50 on the base price) for all of our extensions!

If you haven't purchased the installation package, please navigate here https://store.magenest.com/magento-extensions/installation-services.html

If you already purchase the package, please follow the steps below

Provide information for installation via our JIRA support portal

After purchasing our Extension with Installation Service, please navigate to http://servicedesk.izysync.com/servicedesk/customer/portal/130, sign up for a new account. **Note** that the account on JIRA system is different from the account you used to purchase the extension on our store.

Then submit a support ticket with the following information

For Magento 2 extensions:

- Summary: Installation Service for [Extension Name + Edition] (i.e: Installation Service for Sage Payment and Subscription CE)
- Your Order ID
- Site URL/ Admin panel
- Admin account
- SSH Access
- Directory Path to your Magento 2 installation. This is IMPORTANT, please get the path correct the Default Path is: \var\www\html\public_html

SSH access form:

Host : 132.148.xxx.xxx

User Name : thisisguest

Password : jkasd(*&asd9)(!

Root directory : \var\www\html\public_html

[Port] : 2231

For Magento 1 extensions:

- Summary: Installation Service for [Extension Name + Edition] (i.e: Installation Service for Sage Payment and Subscription CE)
- Your Order ID
- Site URL/ Admin panel
- Admin account
- FTP access
- Directory Path to your Magento installation

FTP access form:

Server: 185.xx.xxx.xxx

Username: magenest@testing.com

Password: %&#*(&$)@*

Port: 21

Our installation service will be carried out within 2 business-day time after you have provided all required access information.
If you have any questions, do not hesitate to contact our support team at support@magenest.com, we are happy to assist you.

Magenest