Shopware in the cloud

In this section you will learn everything you need to know to run the cloud options of Shopware 6.

SaaS

In this section you will learn everything you need to know to run the cloud option SaaS of Shopware 6. Information on configuring and operating the administration can be found in the other sections of the documentation "Shopware 6 - User".

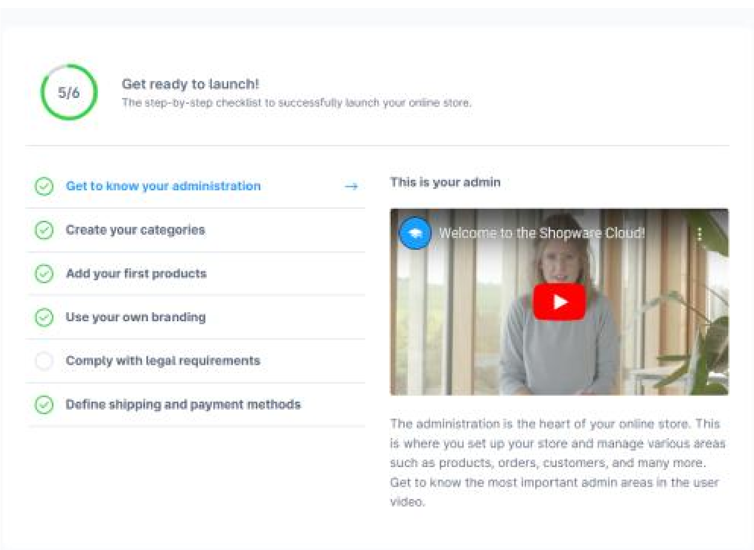
Getting started with Shopware SaaS

With this article we would like to simplify the start with your SaaS-Shop and show you the first important steps after the installation. You will also find detailed documentation for each step, which you can access via the respective link.

Checklist

Once your SaaS shop is created, you can start editing in the admin interface. You can access the administration of your SaaS shop by adding a "/admin" behind your shop domain. So e.g. https://my.shopware.store/admin

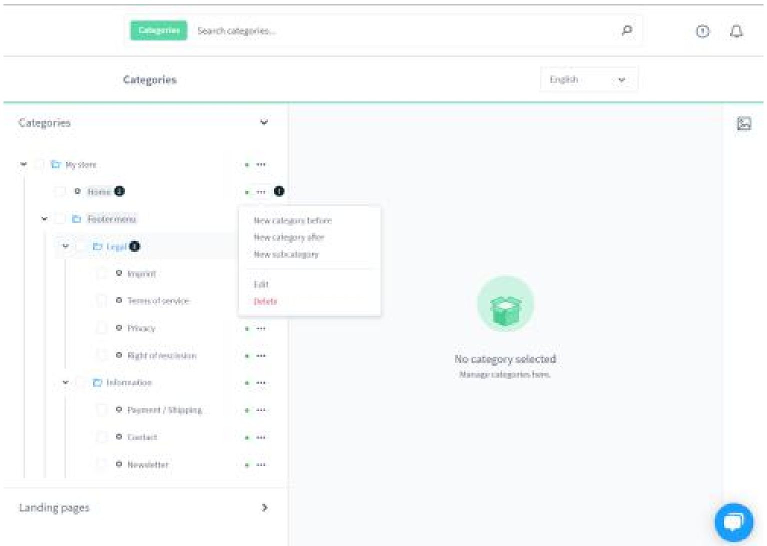
In the dashboard you will first see a checklist to help you prepare your shop for the GoLive.



Create your categories / Add first products

In the first step of the checklist you can create a category by clicking on the context menu (1) of an existing category and select one of the menu items *New category before*,*New category after* or *New subcategory*.
Afterwards a mask will be displayed in the menu at the appropriate place, in which you enter the name of the new category and confirm with the check mark.

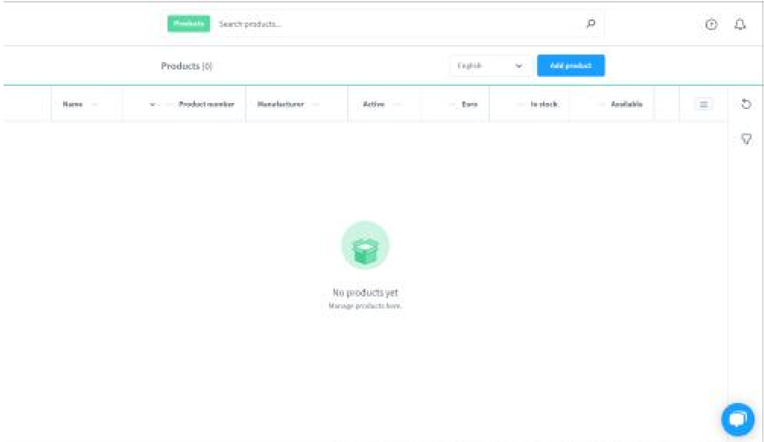
There are a number of predefined categories. First you should add categories for you products, these should be nested under **home (2)**. These categories are important to give a customer an quick overview of the products that you are offering.
The **footer menu (2)** is defined as the entry point for your footer menu that's located on the storefront. Unlike the categories for you products these categories have a informational layout assigned to them. These pages are used to provide the customer with the legal and informational text.
If you want to provide the customer with more information just add a new subcategory under legal or information.



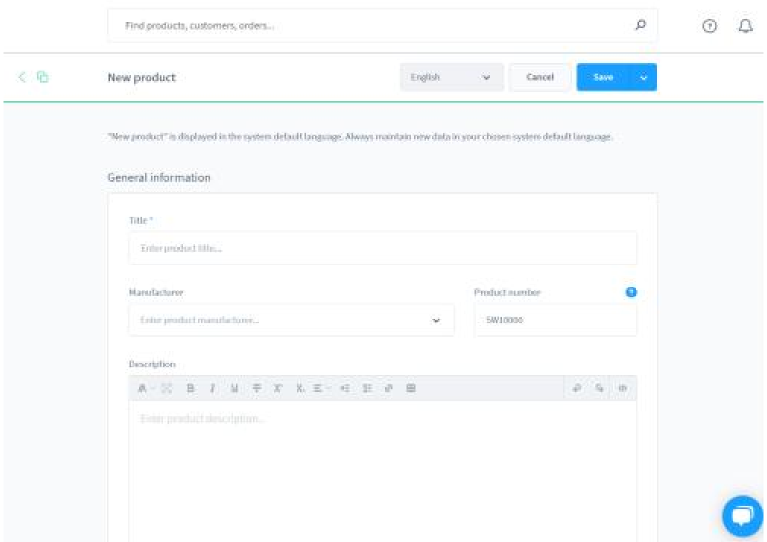
The footer menu as seen on the storefront

Our article categories offers an in depth overview of all the options that are available for categories.

Next you should create your products. Click on **Catalogues > Products**. Here you can create a product by clicking on the **Add new products** button.



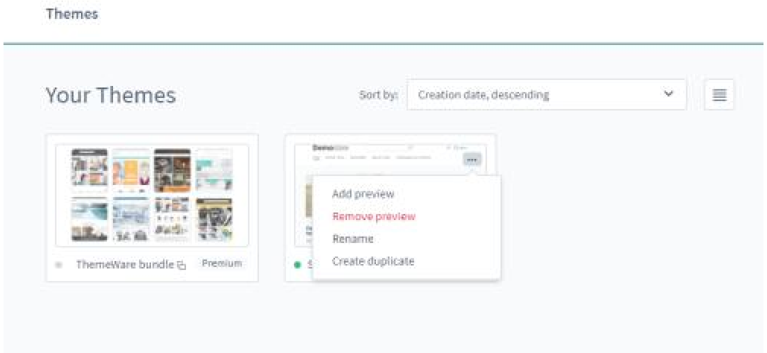
After clicking **add product** you are forwarded to this screen. Here you can enter all product details and click save once done.



Our article products offers an in depth overview of all the options that are available for products.

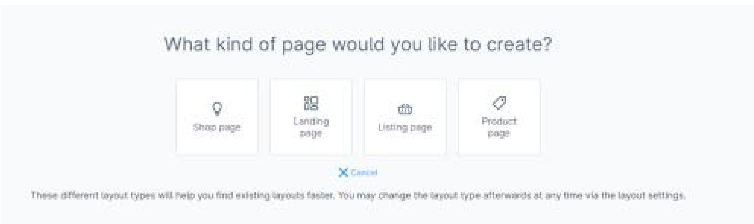
Use your own branding

By clicking on the menu item **theme** you will be forwarded to the themes. There you have the possibility to adapt an existing theme (Standard Theme) or to create your own theme.
It is recommended that you create your own theme for your SaaS shop and use it so that the theme remains unchanged after updates. To do this, click on the "Shopware default theme" on the "..." button and then on **Create duplicate**.



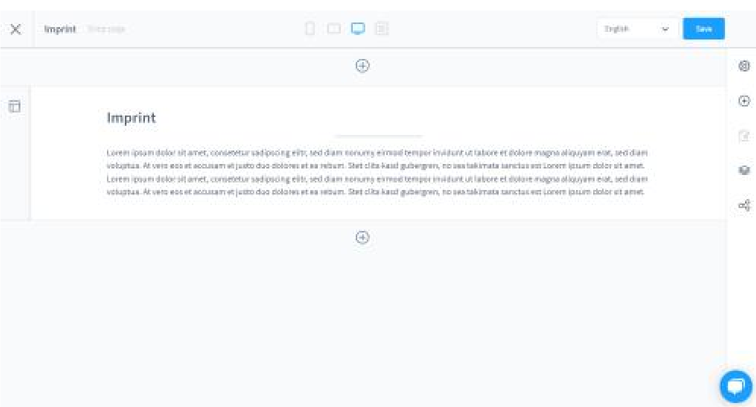
You will then be shown the edit mask of your newly created theme.
You can find further and detailed explanations of the theme configuration in our Wiki article Themes.

You can create and manage a layout for content pages such as landing pages, store pages and category pages via the menu item Content > Shopping experience.

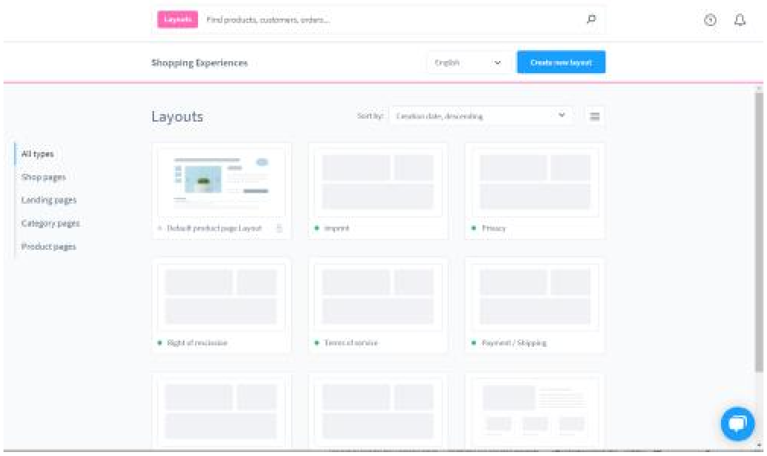


Fulfill legal requirements

This button takes you to the **imprint**, this is one of the predefined categories layouts that are nested under legal in the category tree.
After you are doing editing the page make sure to click **save** located in the top right.



All layouts can also be found under **Content > Shopping experiences**, here you will find the predefined layouts, these can be modified by clicking on them.
Make sure to check all layouts that are nested under legal and information in the category tree and update these accordingly.



For more information on what you can do with Shopping experiences, click here.

Define shipping and payments methods

You can find the shipping methods in the administration under **Settings > Shop > Shipping**. Here you can create any desired **shipping method (1)** and tell your customers which shipping methods you offer, how much these costs and which delivery countries are allowed or blocked.

You can find more information on the setting options and setting up the shipping methods in our shipping documentation.

Finally, you can set up the payment methods for your shop by clicking on **Set up payment method** in the checklist.
By default you can choose between **cash on delivery**, **prepayment** and **invoice**.

In our docs article on Payment methods, you will find more information on the set-up and essential tips.

Further first steps

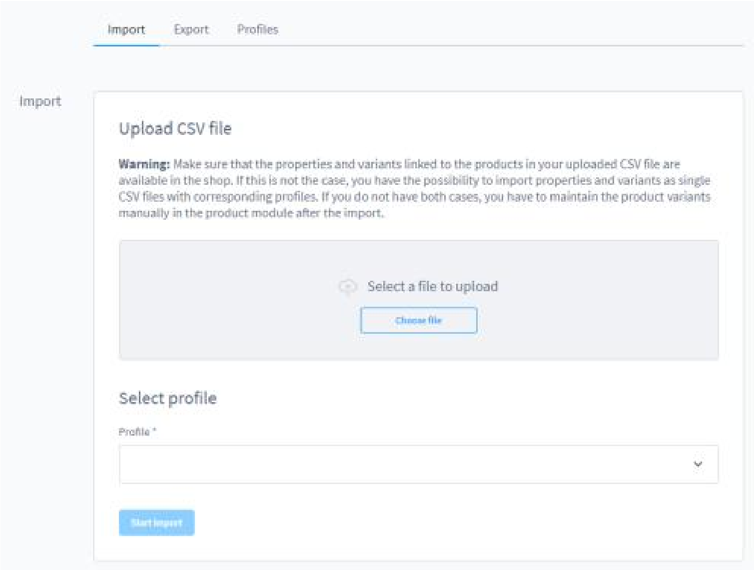
Company Information

In the second last step of the checklist, you can add or edit your company data, such as your VAT number, contact information, etc.

If you have linked your SaaS environment to a Shopware account, some data will be retrieved directly from the Shopware account and cannot be changed here, as it is fixed to the linked account.
Further information on this topic can be found in our Wiki article Company.

Importing products

You can maintain your content in Shopware 6 in a very simple way via imports. The contents, such as articles, can be imported in the admin under **Settings > Shop > Import/Export**.



How the import works in detail and what you should pay attention to, you can read in our article Import/Export.

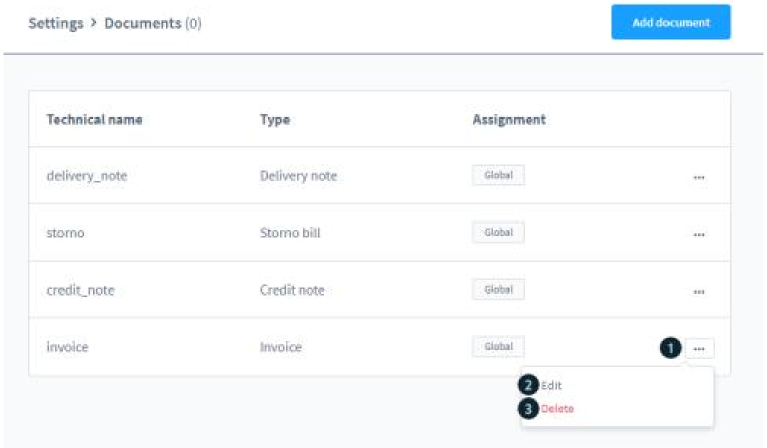
Several languages

Internationalization is an important topic in order to serve target groups in other countries. This initially includes the creation of additional languages. You can create these in Admin under **Settings > Shop > Languages**. Some languages, such as English, are supplied as standard. In this menu item you can not only create new languages, but also edit existing languages.

If you want to set up other countries and currencies in addition to other languages, you must have booked a higher plan (Shopware Rise, Shopware Evolve, Shopware Beyond).

Document creation

In the document settings under **Settings > Shop > Documents** you can configure the templates for the documents generated by Shopware, such as the invoice.

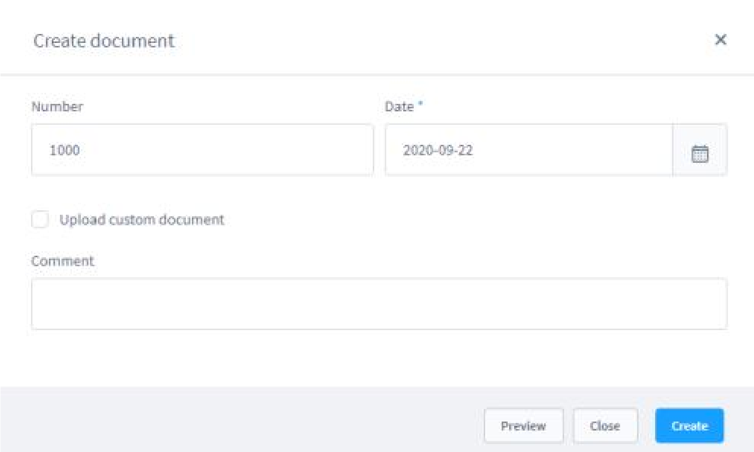


In the standard system, Shopware already provides global templates for delivery note, invoice, credit note and cancellation invoice. You will find these already in the overview. If you click on the **button with the three points (1)**, the context menu opens, where you can choose between **Edit (2)** and **Delete (3)**.

Information about the configuration options can be found in the article about the documents.

In the document module, documents and receipts can then be generated for the corresponding order. You can find the receipt module in the order details of an order by selecting the desired order and clicking on the button with the three dots and then clicking on **Show** in the context menu.

Here you can, for example, create an invoice by clicking on the button **Create new** and click on **Invoice**.

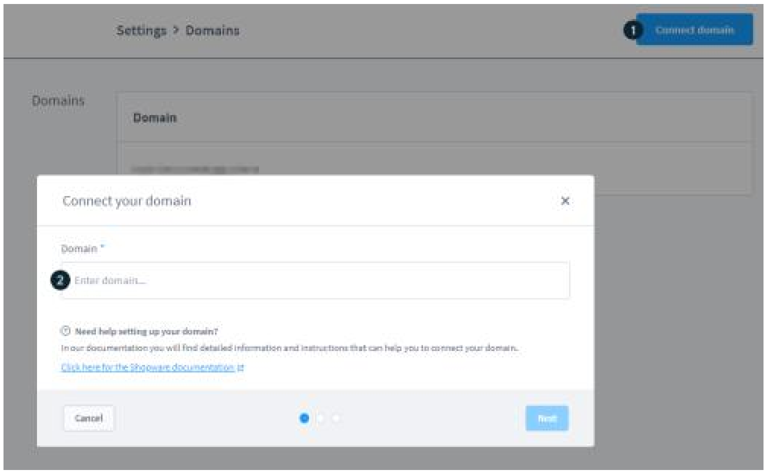


After you have created the document, you will find it in the document overview.

System settings

Use your own domain

If you want to use your own domain in your SaaS environment, you can configure it in Admin under **Settings > System > Domains**.

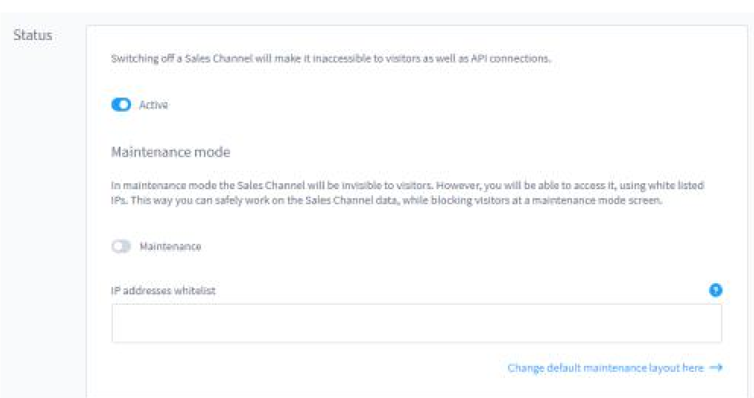


To create a new domain, you must first click on **Connect domain (1)** and then **enter the domain (2)** in the window that opens. For security reasons, only domains with https:// are used by default. Domains with http:// are automatically forwarded to https://.
You can find detailed instructions on how to set up additional, own domains in our article Domains.

The automatically generated URL defined when you created your SaaS shop will still remain and cannot be removed, so that your shop always has at least one accessible domain.
The number of domains you can add depends on the plan you have booked.

Maintenance mode

You can activate the maintenance mode of your shop by selecting your sales channel and then activating the maintenance mode under **Status**. The **whitelist for IP addresses** allows you to define exceptions for the maintenance mode. For example, you can enter your own IP address here if you still want to view the storefront of your shop.
When activating the maintenance mode, please note that it can only be activated if you have already booked a plan.



Migration

You can migrate from an existing Shopware 6 installation to a second Shopware 6 version. This may be necessary, for example, if you want to switch from a Shopware 6 installation to the Shopware 6 SaaS.You can find more information about migration here.

Open storefront despite construction mode

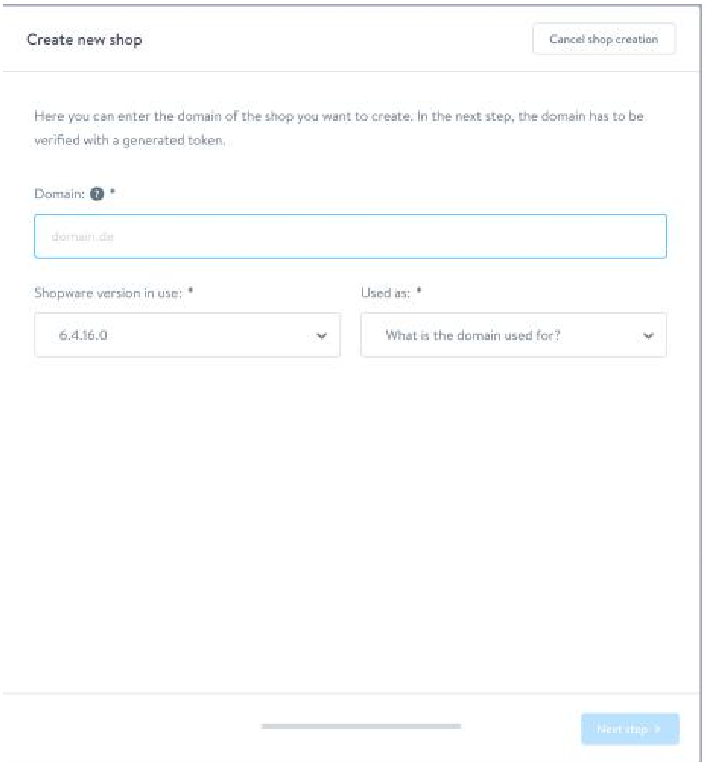
As long as your SaaS store is not yet live, the visitor of the store is shown a page that it is still in progress. So that you as an admin can take a look at your finished store, a cookie is set in the browser. This cookie is set as soon as you are logged in as a user in the administrator.
So you can open the storefront simply via the URL of your store. For you the store is then visible, while for other users it is still in construction mode.

If you are in private/incognito mode in your browser, you cannot log in this way for security reasons.

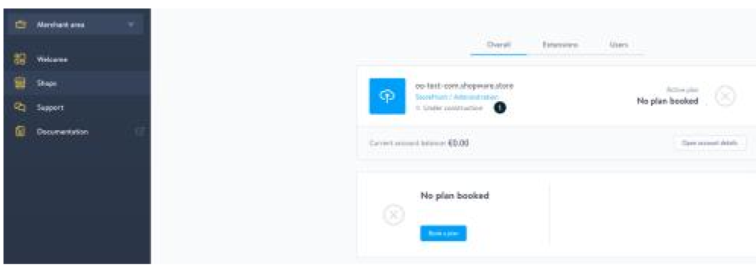
Migration Shopware 5 to 6 (SaaS)

If you already have an existing Shopware 5 shop, you have the option of migrating it to the SaaS version of Shopware 6.
The migration process is relatively similar to the self-hosted migration. However, there are some slight differences. In this tutorial, we will show you how to perform the migration to the SaaS version successfully.

Step 1: Create a new SaaS Shop



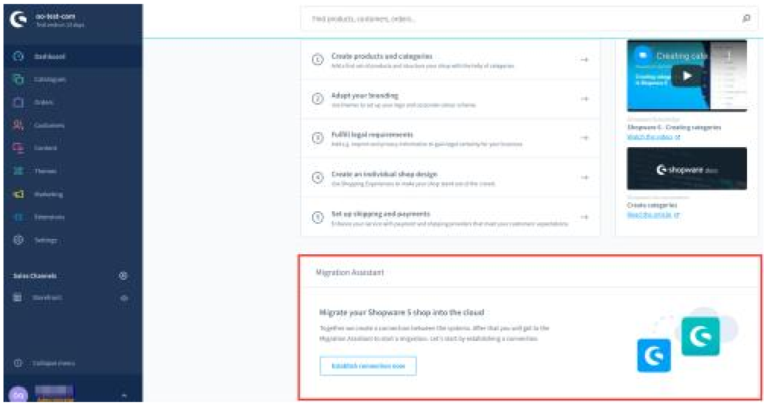
Now go to the **Merchant Area** area in your shop account that you are already familiar with. There you can now create a new shop. Select the option "**Create New Shop**".



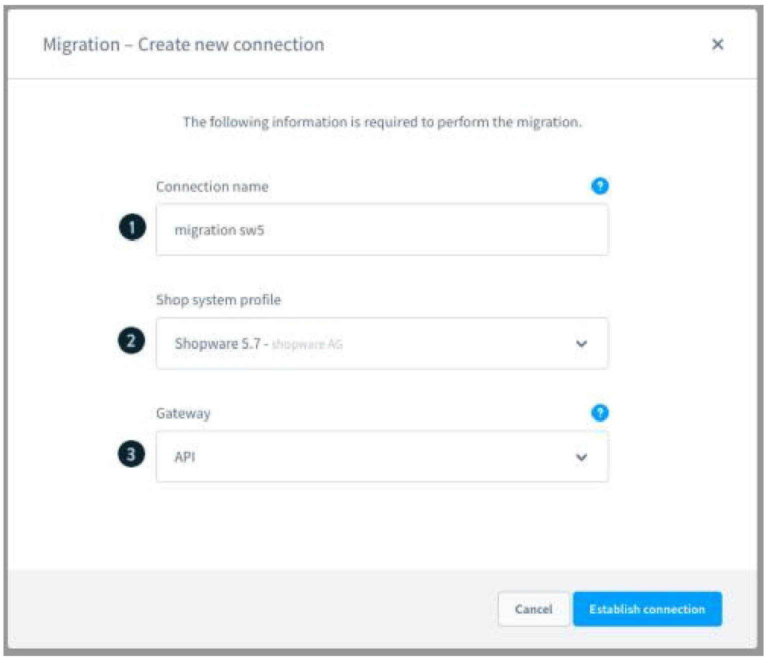
In the next step, you can start the administration of your new SaaS shop **(1).** The new SaaS shop is already configured in the background, so you don't have to do anything here at this point. As soon as the creation has been successfully completed, you can set the default language and the default currency. Your SaaS shop is now complete, and you can log into the administration with your Shopware ID.

Step 2: Launch Migration Assistant

To prepare and start the migration, you need the **Migration Assistant** extension. This is already installed automatically after the creation of the SaaS Shop. You can open the migration assistant via the dashboard.

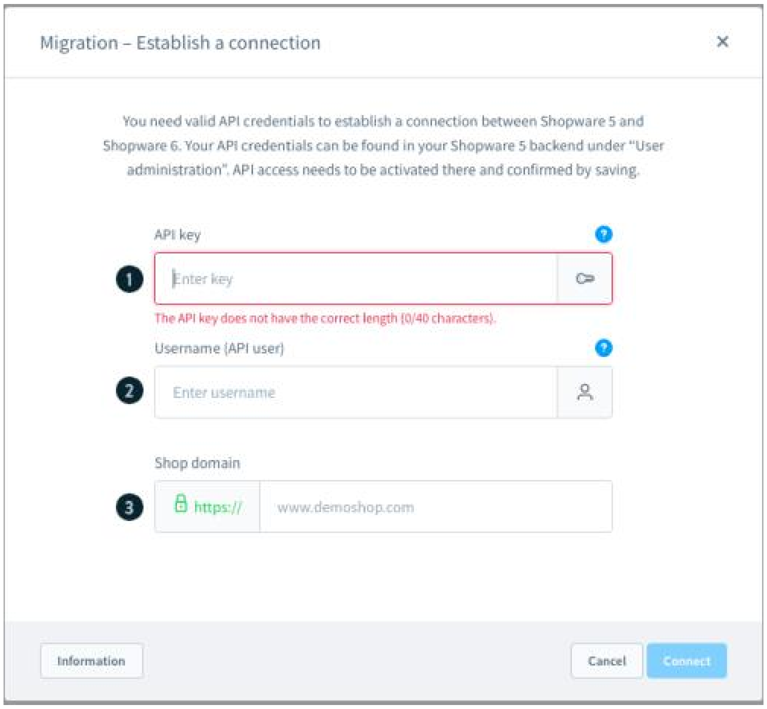


Step 3: Create a new connection



Connection name (1): Enter a name for the migration here.
Shop system profile (2): Select the profile that corresponds to the version of your Shopware shop.
Gateway (3): Enter the connection type **API** here.

Step 4: Edit connection



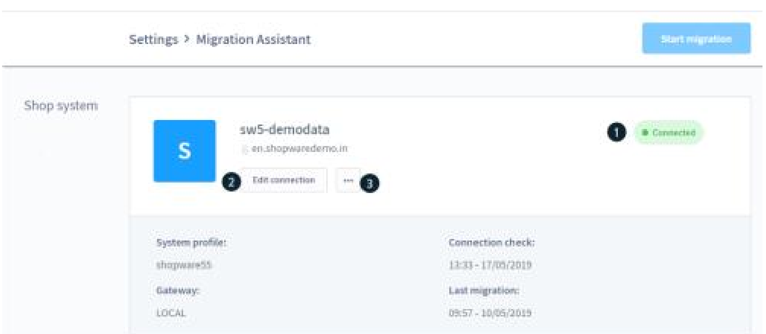
This window is particularly important because the connection data to the Shopware 5 shop is entered here.
API key (1): You can find the API key in the Shopware 5 backend in the user management.
API-User (2): Enter the username of your Shopware 5 backend here.
Shop domain (3): Enter the domain of your Shopware 5 shop here.

Step 5: Start Migration

If you have entered the correct (API) connection data, the status message **Connected (1)** appears in the migration assistant. You can now start the migration.

After you have entered all the necessary details of your connection, you will be redirected to the migration overview. Here you have an overview of the current connection, as well as the option to choose which data will be migrated and to track your previous migrations.

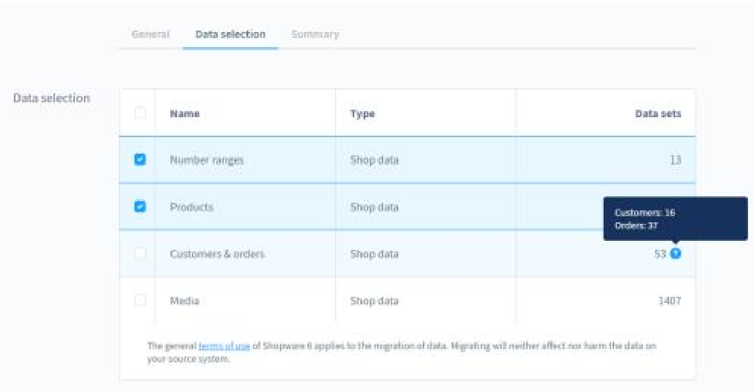
General



After you have successfully established the connection, you will automatically be taken to the migration overview. Here you can see to which **shop system (1)** you have currently established a connection. You can also see which system profile and which gateway was used for the connection, when the last

connection check was carried out and when the last migration was carried out with this connection. You can make changes to the current connection via the **Edit connection button (2)**.
Via the **dropdown menu (3)** you can create a new connection, delete the access data of the current connection or switch to another created connection. You can also reset checksums via this dropdown menu.

Data Selection



In the data selection, you decide which data you want to migrate into the Shopware 6 shop using your connection. To do this, simply select the corresponding data that is to be migrated. The list also shows you whether it is shop data or extension data and how many data records will be migrated.

Extensions: Data that can be migrated from third-party extensions is shown in this list with the type Plugin data.
In some cases, third-party providers also offer their own migration profile for their extension data, which must then be used for migration. In this case, you will receive all migration information from the relevant provider.

Summary

In the summary, you have the option of viewing all previous migrations and migration attempts. All information about the migrations is displayed.

Complete Migration

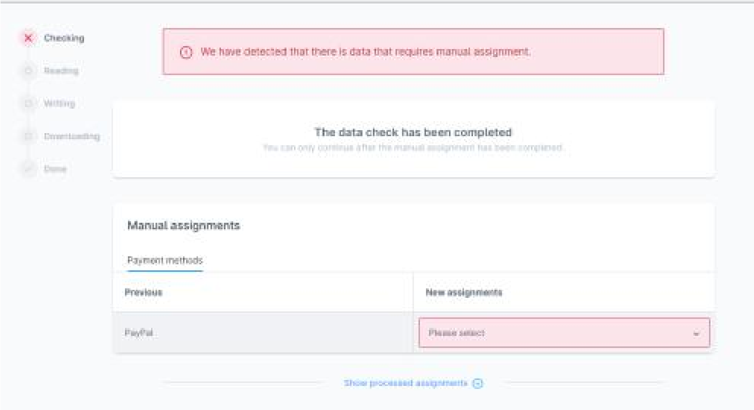
During the migration process, it is important that the tab in which the migration was started remains open until the migration is completed, otherwise, the migration may be aborted.

After you have clicked on Start migration, the migration is carried out in four steps. **Data check, reading the data, writing the data** and **Media Download.**

Checking

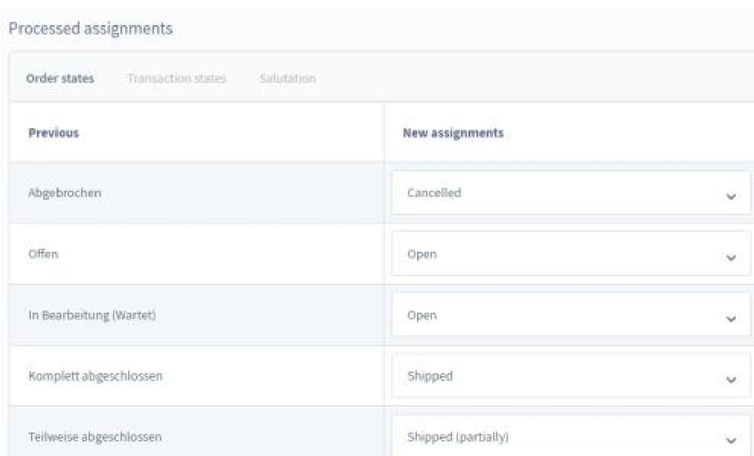
The migration now carries out a data check. This checks whether data from the old shop can be assigned to the new one.

Manual assignment:



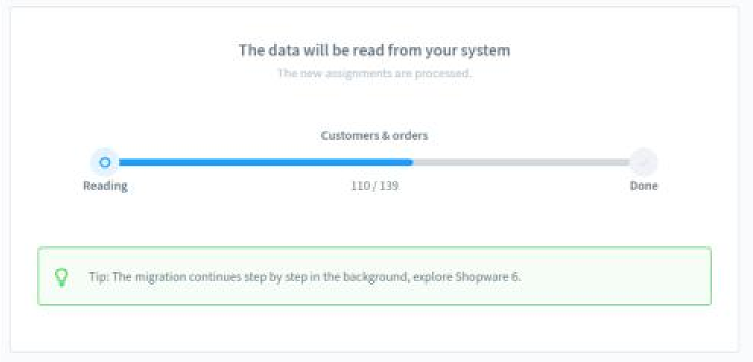
If data, such as the default payment type, could not be correctly assigned, it is necessary to assign it manually. As soon as you have manually assigned all unassigned data, you can continue the migration by clicking the Continue button. If all data was assigned without problems, manual assignment is no longer necessary. In this case, you can continue the migration.

Processed Assignments



In the assignments that have already been made, you can check whether the automatically assigned data have been matched correctly. Here you can also change your assignments later or change the automatic assignments afterwards.

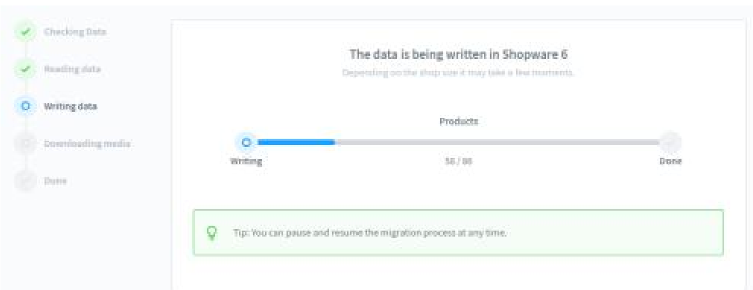
Reading the Data



In this step, all data to be migrated is read from the source shop.
All data that is read is given a checksum that is used during subsequent migrations to check whether the data has already been migrated. All unchanged data is therefore not migrated again.

If data is not migrated even though it has changed, the checksums can be reset. You can find out more about this in the section Performing migration again.

Writing the Data



The read data is now written to Shopware 6. Customer groups, categories, languages, currencies and sales channels are automatically created in Shopware 6 in this step, if they do not already exist.

Media Download

In this step, all media files from the old Shopware 5 installation are downloaded and loaded into the Shopware 6 media management.

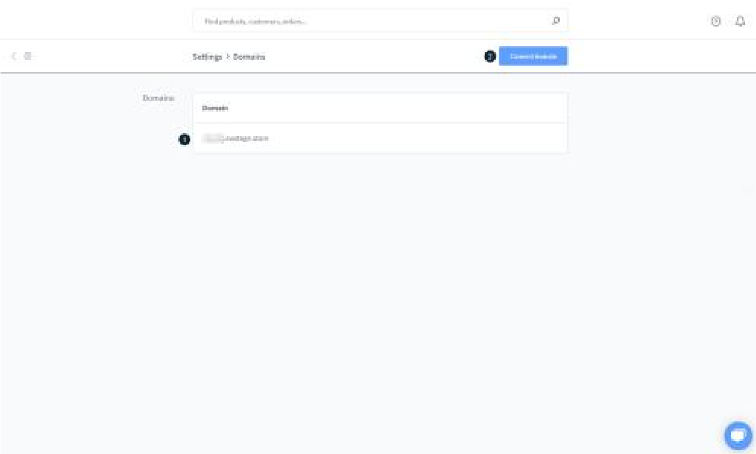
Domains

Please note that this article is intended only for users of a Shopware 6 SaaS environment. This is not relevant for users of a self-hosted shop.

When you create a Shopware 6 SaaS environment, it will always have an automatically generated URL. This URL is composed of the name you chose when you created it and a fixed part assigned by the system.
If you want to make the shop accessible through your own domain, you can add the domain here. In the next steps we will explain to you which points have to be considered.

Please note that in the community edition it is not possible to add multiple domains.

Overview



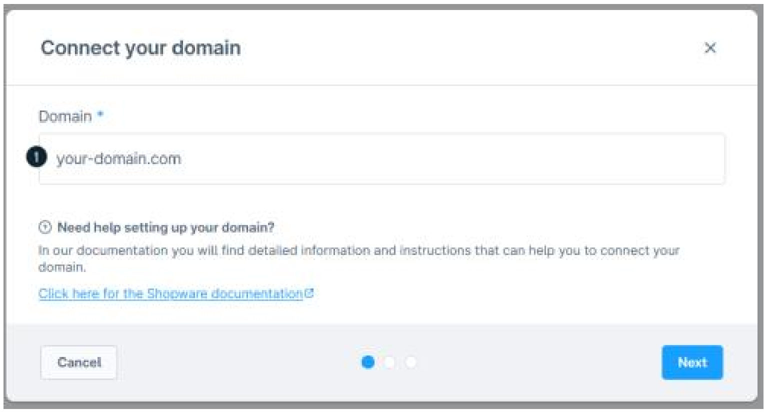
When you select the menu item **Settings > System > Domains**, you first get an overview of the existing domains.
In the default system, there is always a **domain (1)** defined by the system.
To add your own domains, click on the button **Connect domain (2)**. The following procedure for adding a domain is explained in detail in the next section.

Please note that the domain present in the standard system cannot be removed. This also serves to ensure that your shop always has at least one domain that can be accessed.

Connecting a domain

By clicking on the button **Connect domain** a modal window opens, in which you are guided to connect the domain.

Enter domain

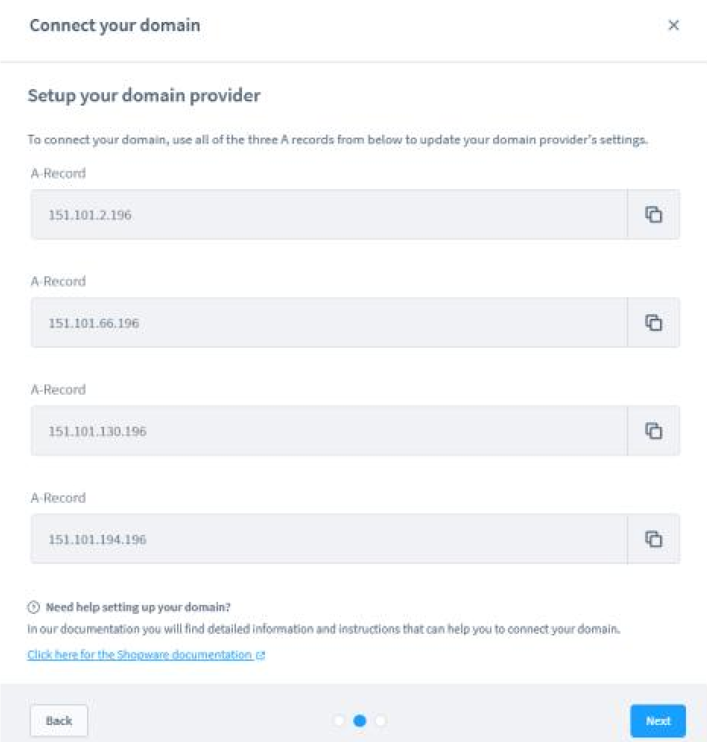


In the first step you enter the desired domain (1).
The following steps differ in the use of a normal (second-level) domain and a subdomain.

Normal (second level) domain

If you have entered a normal (second-level) domain (e.g. myshop.com), the A-record is used to redirect the domain to the shop.

Set A-Records



In order to make your shop accessible in the future through the additional domain, it is necessary to redirect the domain to the IP addresses of the shop instance. For a greater reliability you will be provided with up to four IPv4.

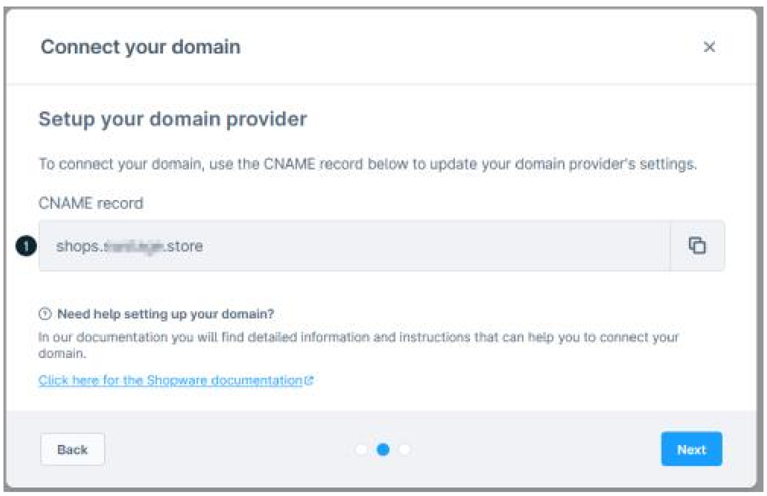
At your host or domain provider, you need to redirect your domain to at least one of the IP addresses via A-record. You can usually do this in the DNS settings of the domain in the control panel of your provider. You should also refer to the documentation of your hoster/domain provider for more information.
In addition, we have summarized some information about more popular hosters in the section explaining DNS configuration for some hosters.

You can only proceed to the next step after the domain has been forwarded to at least one of the IP addresses. To run this check again, it may be necessary to return to the previous step once by clicking the Back button and then click the Next button.
Once the assignment is correct, the next step will take you to the configuration of the CNAME record.

Sub-domain

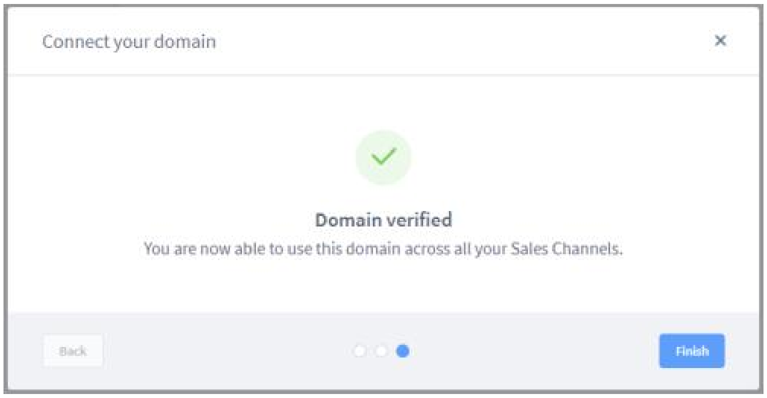
If you alternatively use a subdomain (e.g. my.shop-website.com), the CNAME is used to connect to the shop.

Set CNAME record



If you want to use a subdomain (e.g. shop.my-website.com), it is necessary to configure the CNAME for the connection. You do this in the DNS configuration of your domain provider.
Please note that the CNAME is not set for the complete address, but only for the part of the subdomain. In the above example, you redirect "shop" to "xyz.store". The entry to be stored is shown in the window under **CNAME-Record (1)**.
The documentation of your provider should also be able to help you with this configuration. We have summarized information about some known hosters below.

Domain verified



If you have correctly configured the settings at the hosters, you will now receive the information that the domain has been verified.

Please note that it may take some time until the DNS settings have been distributed by your hoster and the redirection to the shop is correct.

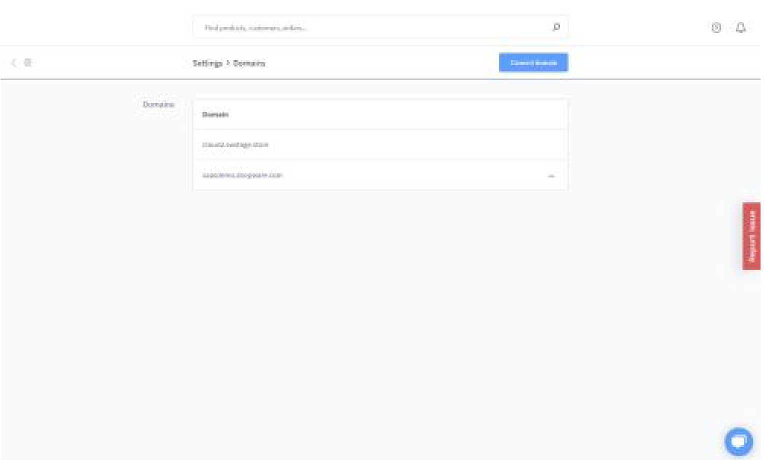
To make your shop accessible via the additional domain, you can now assign this domain in the sales channel configuration. How this is done in detail, you can find out in the documentation for the sales channels.

Use domain in shop

After you have added a domain, you can use it in sales channels to make your shop accessible over the domain.

How this is done in detail, you can find out in the documentation for the sales channels.

Remove an additional domain



You can remove an additionally added domain later using the "**...**" menu **(1)** at the end of the line.

Explanation of the DNS configuration for some hosters

Profihost

In *the customer center* of *Profihost* you will find the configuration under *My Products > Webhosting & Domains*

For the A-Record configuration you choose as type "A" and as value you enter the respective IP-addresses, which are shown in the configuration window in the Shopware-Admin.
If you want to enter more than one IP address, please enter each one as a separate line.

For the (optional) CNAME record select "CNAME" as type

More information can be found in the documentation of Profihost at
https://wissen.profihost.com/wissen/artikel/wo-verwalte-ich-die-dns-eintraege-meiner-domains/

Mittwald

In *Mittwald's CustomerCenter* you will find the configuration under *Domains* the *DNS-Editor*.
There you will find the tab *Host Address / Alias* and can enter the A-record(s) as well as the (optional) CNAME-record.

More information can be found in the documentation of Mitwaldt at
https://www.mittwald.de/faq/domains-ssl/dns/was-ist-der-dns-editor
and
https://www.mittwald.de/blog/arbeitsalltag/tools/domainverwaltung-und-dns-editor

Strato

In the *Strato customer login* you will find the configuration in the package overview in the "*...*" *menu* under *Manage Domains*.
Alternatively, you can also find the settings under *Domains > Domain Administration*.

More information can be found in the documentation of Strato at
https://www.strato.de/faq/domains/welche-einstellungen-kann-ich-im-konfigurationsdialog-a-record-vornehmen/
und
https://www.strato.de/faq/domains/so-aendern-sie-den-cname-eintrag-fuer-ihre-subdomain/

All-inkl

IIn the *CustomerAdministrationSystem (KAS)* of All-inkl you will find the DNS configuration under *Tools > DNS Settings*.

More information can be found in the documentation of All-inkl at
https://all-inkl.com/wichtig/anleitungen/kas/tools/dns-werkzeuge/a-record-fuer-subdomain-aendern_174.html
and
https://all-inkl.com/wichtig/anleitungen/kas/tools/dns-werkzeuge/cname_178.html

1&1 / IONOS

With 1&1 / IONOS you can do the configuration in the *control center*.

More information can be found in the documentation of 1&1 / IONOS at
https://www.ionos.de/hilfe/domains/domain-verwenden/
and
https://www.ionos.de/hilfe/domains/cname-records-fuer-subdomains-konfigurieren/cname-record-fuer-eine-bestehende-subdomain-konfigurieren/

Hostpoint

At Hostpoint.ch, you can configure the DNS in the Control Panel. To do this, you must log in to the Control Panel with your Hostpoint ID. Then click on the menu item Domains > Edit DNS Zone to access the DNS administration.

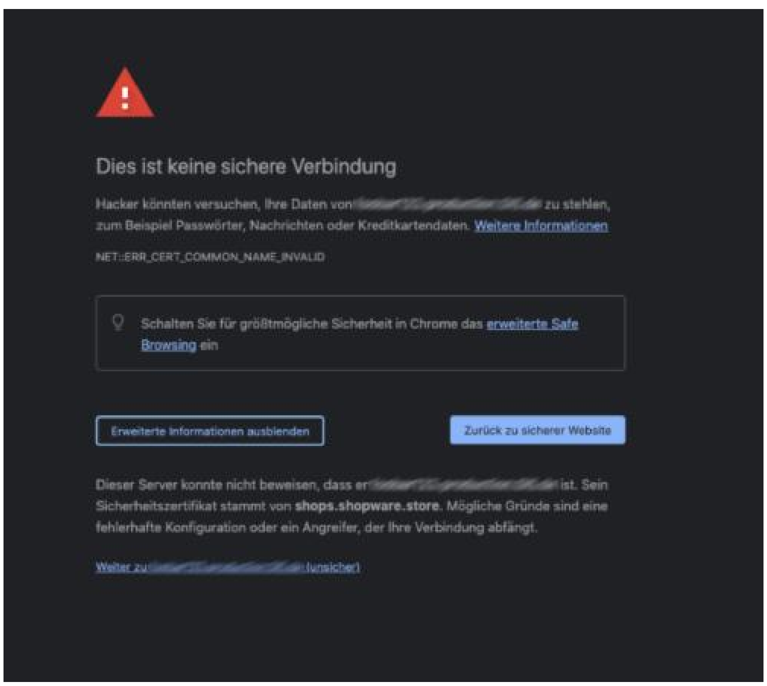
You can find further information in the Hostpoint documentation at
https://support.hostpoint.ch/en/technical/dns/dns-changes/manually-making-changes-to-the-dns-zone

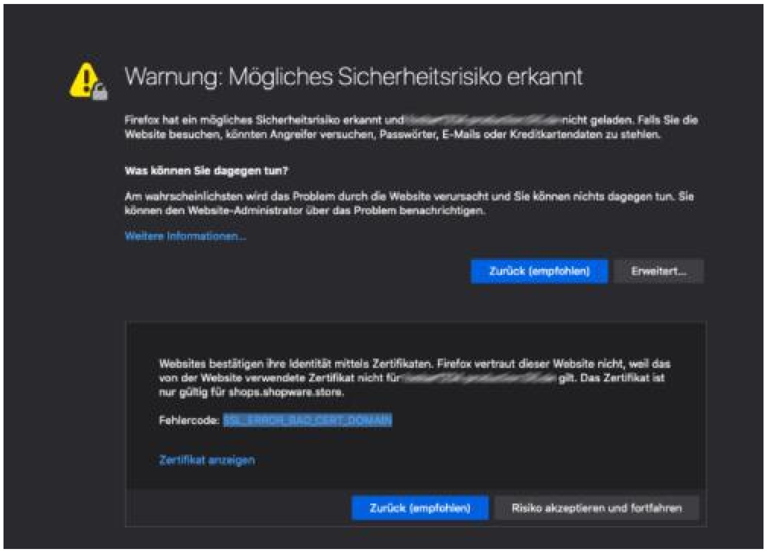
Troubleshooting

Various errors can occur in connection with your own domains. Here we show you how to fix the most common errors.

DNS records are set but domain is not connected

The browser reports a NET::ERR_CERT_COMMON_NAME_INVALID or SSL_ERROR_BAD_CERT_DOMAIN

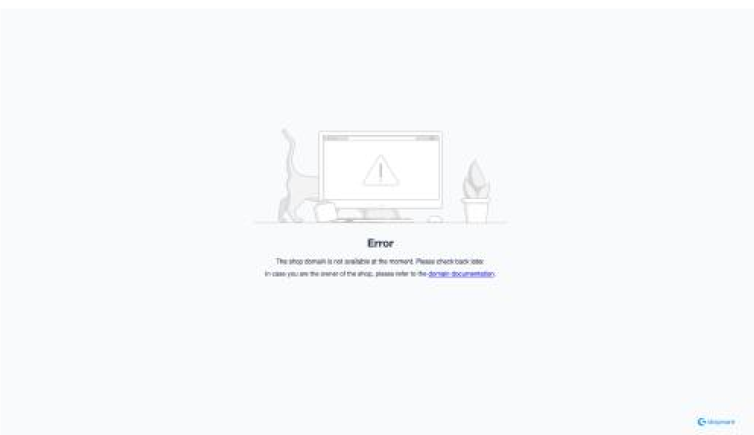




How to fix it:
Log into the administration, navigate to Settings→System→Domains and add the custom domain.

DNS records are set, domain is connected but not assigned to a sales channel

An error page is shown which states that "The shop domain is not available at the moment."



How to fix it:
Log into the administration and open the respective sales channel detail page (e.g. for the storefront) in the Sales Channels section. In the Domains section, select Add Domain and choose the domain from the dropdown menu. Then configure the language, the currency and the snippets and click on Add Domain.

Other errors

If you are still unable to access your own domain, the following troubleshooting may help.

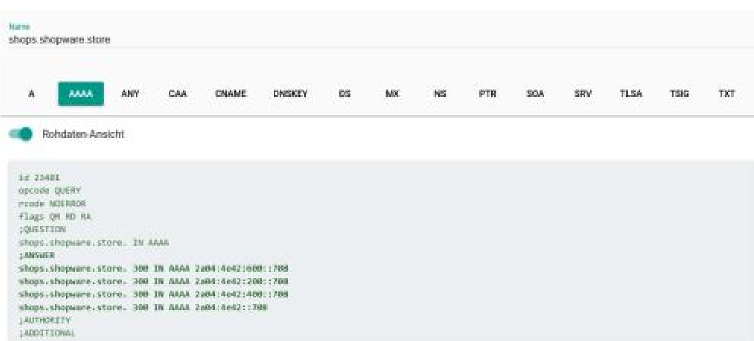
- Go to https://toolbox.googleapps.com/apps/dig/#A/
- Enter the customer domain (without https or path so *shopware.com* is correct, *https://shopware.com* or *shopware.com/de* is wrong)

- The result **must** contain at least one of these four IP addresses: **151.101.2.196**, **151.101.66.196**, **151.101.130.196**, **151.101.194.196** or the CNAME **shops.shopware.store**
- The result **must** not contain any other IP address or CNAME

The result should look something like this:

- Go to https://toolbox.googleapps.com/apps/dig/#AAAA/
- Enter the customer domain (without https or path so *shopware.com* is correct, *https://shopware.com* or *shopware.com/de* is wrong)
- The result **can** contain at least one of these four IP addresses: **2a04:4e42::708**, **2a04:4e42:200::708**, **2a04:4e42:400::708**, **2a04:4e42:600::708** or the CNAME **shops.shopware.store**
- The result **must** not contain any other IP address or CNAME

The result should look something like this:



Plans

The plans determines the range of functions you can use in the Shopware SaaS and the fees for using them.
Information about the fees of the SaaS Instance can be found in the article fees.

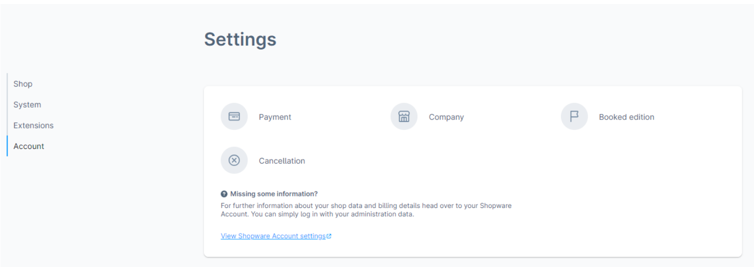
Book a Plan

You have several ways to book a plan for the SaaS instance.

Fundamentals

In order to book a plan, the following requirements must be met in advance.

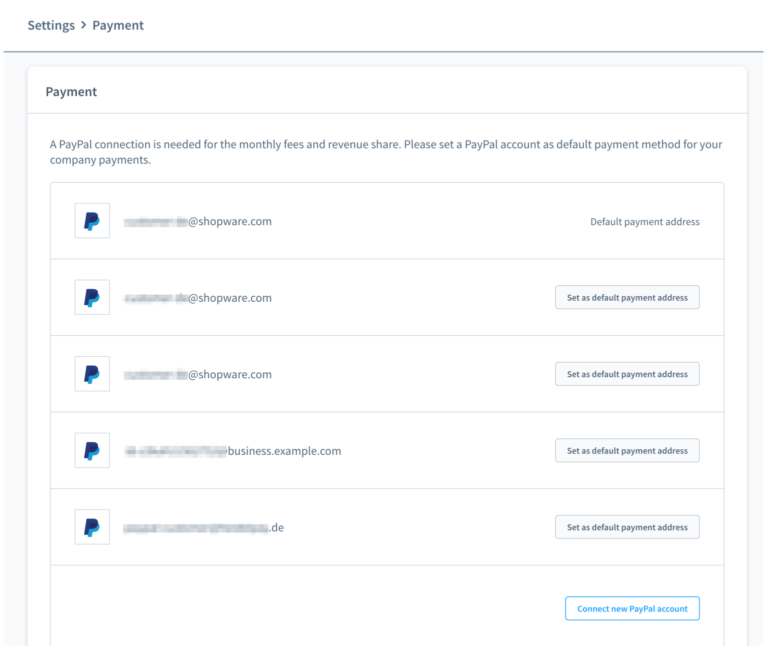
Company data stored in the Account area



Under **Settings > Account > Company**, enter your general contact information and the billing information.
Further information can be found here.

PayPal in the Administration

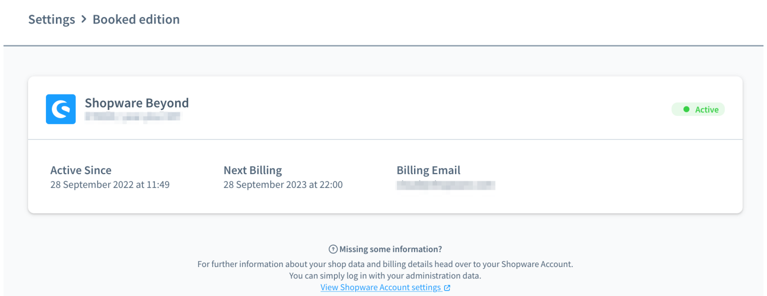
When the company information is stored, you can integrate your PayPal account. If you have not yet added a PayPal account, you can do so in the **Settings > Account > Payment method** section by clicking the connect new PayPal account button. After clicking the button you will be redirected to PayPal to log in with your account.



PayPal is used to invoice the fees for the SaaS instance. You can find out which fees can arise and how they are made up exactly in the article fees.

Admin area

Once you are logged into the administration of your SaaS instance, you can access the plan booking under **Settings > Account > Booked edition**.



There you will find information about the edition you booked (Rise, Evolve or Beyond). You will also find information about when the edition has been active, when the next invoice will be sent and to which email address it will be sent.

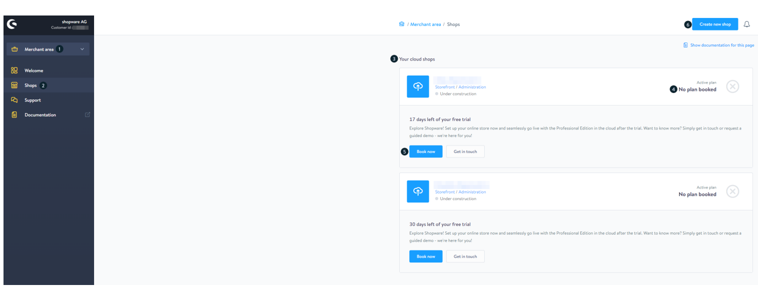
Billing information
If you have already connected your shop to your Shopware account (e.g. if you created the shop from your account), the company information will be retrieved directly from the Shopware account.
In this case, you can either check the data in the shop administration under **Settings > Account > Company** or in the Shopware account and if necessary change it.

PayPal
As mentioned at the beginning, you can connect your PayPal account via the menu item Settings > Account > Payment method. If you already have a PayPal account as default payment method, this step will be skipped and you will go directly to the summary page.

Please note that in order to verify a new PayPal account, a test charge is made which is credited to your account shortly afterwards. You can change your PayPal account under **Settings > Account > Payment methods**. There you can manage your PayPal accounts or add new ones. The default payment method is used for invoicing in the SaaS environment.
The billing information is maintained under **Settings > Account > Company**.

Shopware account

In the Shopware account you will find a list of your **SaaS-shops (3)** in the **Merchant area (1)** under **Shops (2)**.



For the individual shops you can straight away see which **planis currently booked (4)**. To book an plan, click on the button **book now (5**).
If you have not yet created a SaaS shop, you can click on the button **create new shop (6)** to call up the assistant for creating a shop.
The creation of a SaaS shop is explained in more detail here.

Select plan

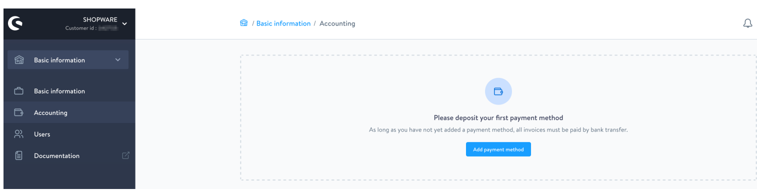
By clicking the Book now button, a pop-up will appear showing you the contact options. Either by phone at 02555 / 928850 or by email to customer@shopware.com.

Billing information

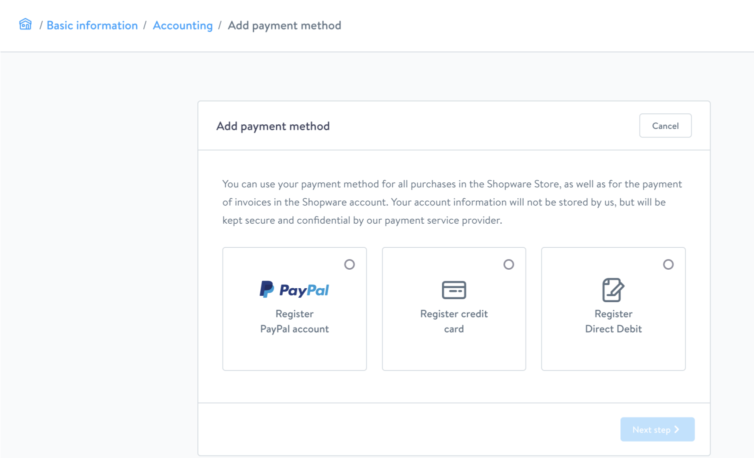
When booking a plan from the Shopware account, the default billing information stored in the account is used. If this information exists, the information is loaded in the background and the step is skipped. If there is no billing information stored in your Shopware account, you will be asked to fill in a form to enter the information.

PayPal in the account

We use PayPal for the settlement of the costs incurred. Therefore, it is necessary to set PayPal as the default payment method in the Shopware account.



If the company data is stored, you can integrate your PayPal account. To do this, go to the **Accounting** section. There you can click the button **Add payment method**.



After that you will be redirected to PayPal after clicking on the button **Register PayPal account**.

Overview of the plans

Here you will find an overview of the plans.

Functions

You can find a current overview and differences between the plans here.

Fees

The fees are made up of the monthly basic fee for the booked plan.

Further information about the fees can be found here.

Frequently asked questions

In this docs article we will explain possible questions and problems surrounding your SaaS shop.

Frequently asked questions about your SaaS shop

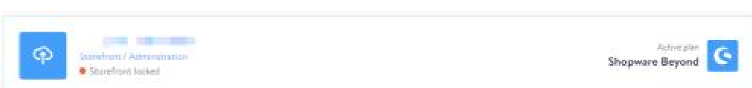
How can I tell that my shop has been suspended?

After logging into your Shopware account or into your admin area you can already see if your shop has been suspended.

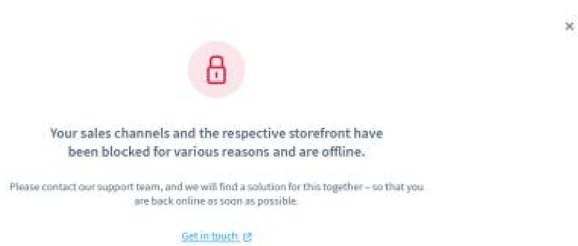
There are basically three different locks:

1. The storefront has been locked, but you can still view and work in your admin area.

The following information is provided in the Shopware account:

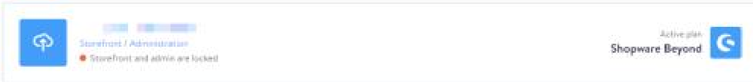


The following information is provided in the Admin area:

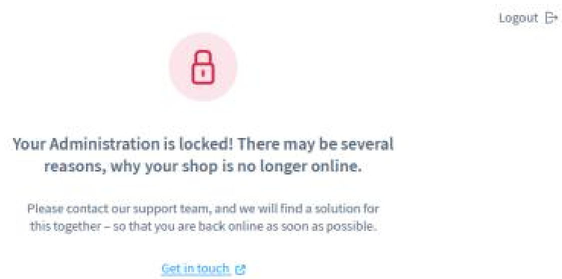


2. Your shop has been completely suspended, i.e. Storefront and Admin can be accessed but not edited.

The following information is provided in the Shopware account:



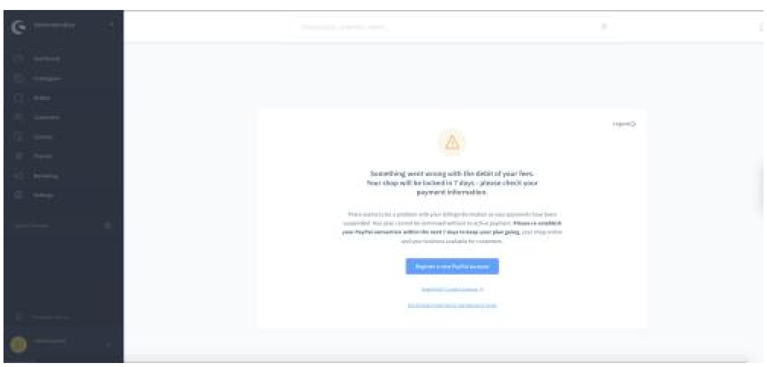
The following information is provided in the Admin area:



3. The admin area is locked because your PayPal account is no longer connected.

In this case, editing in Admin is no longer possible. But you can link a new PayPal account to unlock the account.

The following information is provided in the Admin area:



Why was my shop suspended?

There can be various reasons why your shop has been suspended. We have listed the most common reasons:

Offence against the law:

If your SaaS shop violates the applicable law, we will block it. Examples of this can be racist content, sale of weapons without verification, etc.

Invoice was not paid:

If you have not paid the current invoice for the use of your SaaS shop, the admin area of your shop will be blocked. Since the invoice is collected by PayPal, you should first check the payment method (direct debit, credit card, etc.) in your PayPal account and change it if necessary. In this case you have 7 days to change the payment method and pay the open invoice. Within this period your storefront can still be accessed, unless you put your storefront into maintenance mode

After the suspension, remember to deactivate the maintenance mode manually in Admin.

The PayPal connection has been lost.:

It is possible that the necessary PayPal connection has been lost and therefore the usage fees can no longer be debited. In this case please check first if your PayPal account can be reconnected.
If your usage fees cannot be debited, your admin interface will be blocked and you will be given 7 days to connect a new PayPal account. Within this 7 day period you can still sell your items in the storefront, unless you put your storefront into maintenance mode.

After the suspension, remember to deactivate the maintenance mode manually in Admin.

How do I place a test order?

You can place test orders by being logged into the admin and the store at the same time with the same browser (no in-private session). You can see whether you are in test mode in the storefront by the gray info message at the top of the page.

Potential problems

Technical issues

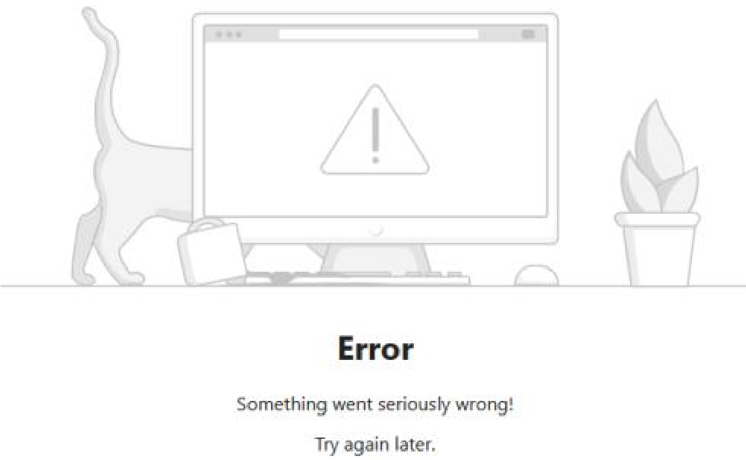
If you experience any technical problems, you can simply contact us with a support enquiry.

However, we recommend that you first deactivate your activated extensions and then check again whether the technical problem still exists, as extensions can have a strong influence on the store. This is the only way to rule out whether one or even more extensions are causing the undesired behaviour in your SaaS shop. If this still occurs despite deactivating all extensions, you will find the option to create a support ticket in your Shopware account under Support, depending on the plan you have booked.

Storefront is not displayed (Error)

If your storefront is not displayed as usual, this can have various reasons. First of all, you should check whether a sales channel is assigned to your domain. You can check this in the admin.
In the first step you can see which domains are currently connected to your SaaS shop under **Settings > System > Domains**. In the next step, you can find out more about the assignment to your storefront by clicking on your storefront in the admin under the menu section **sales channels** and then

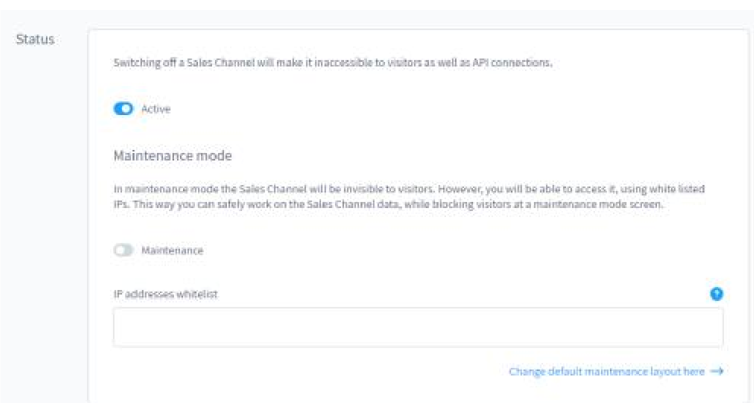
checking in the area **domains** whether the domain is actually registered.



Maintenance

How can I activate the maintenance mode?

You can activate the maintenance mode of your store by selecting your sales channel and then activating the maintenance mode under **Status**. The **whitelist for IP addresses** allows you to define exceptions for the maintenance mode. Here you can enter your own IP address, for example, if you still want to view the storefront of your store.
Please note that the maintenance mode can only be activated if you have already booked a plan.



System updates

Your SaaS store is automatically updated by Shopware as soon as an update is available.
It is possible that this will automatically deactivate incompatible extensions. These must then be updated and reactivated by you.

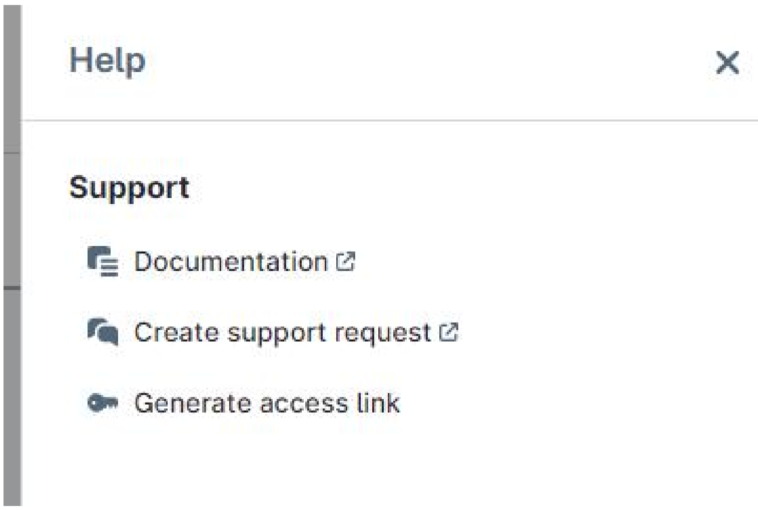
You can view the status of the various Shopware websites at https://status.shopware.com/.

System backup

A backup is automatically created for your SaaS store every night. Restoration is technically possible, but is only carried out in special cases. Therefore, please contact our support in the first step.

Where can I get the support link?

You can find it by clicking on the "?" in the top right-hand corner of the admin area and then on "generate access link".

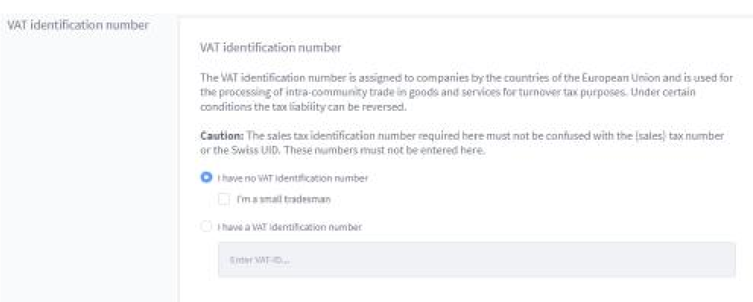


Company

Under **Settings** > **Account** > **Company** you maintain your general contact information as well as the billing information for the contact with Shopware AG or for invoicing the costs arising for the SaaS instance.

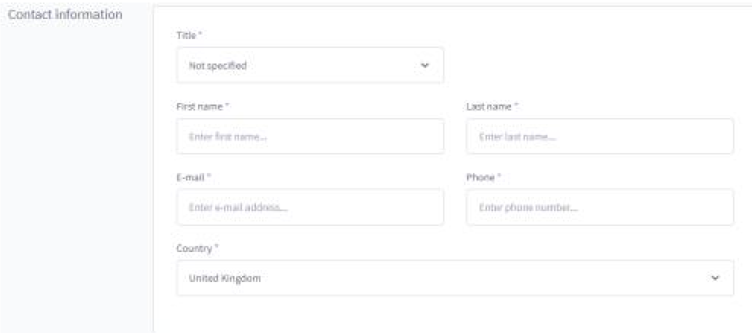
Please note that the information you enter here is not used to contact your customers.
You can maintain the details for documents that you send to your customers under Settings > Shop > Documents in the respective template.
For further information please click here.

VAT identification number



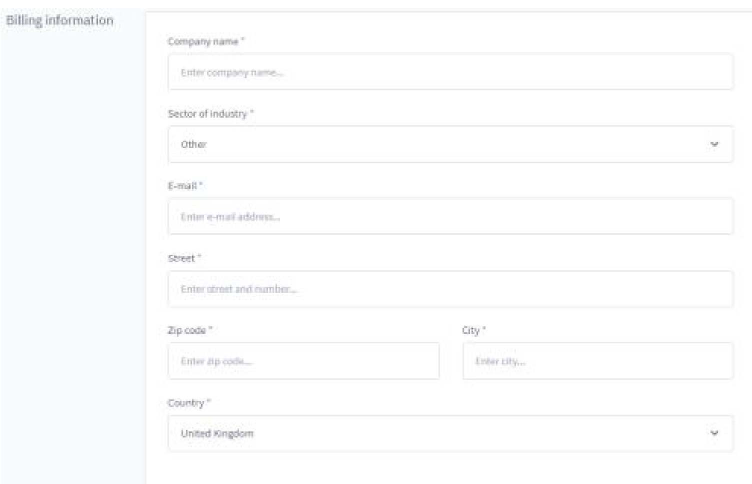
Leave your existing VAT identification number here. If you are a small tradesman, please enter this here as well.

Contact details



The contact information is used by Shopware AG as operator of the SaaS environment with you as shop operator.

Billing information



The billing information is used by Shopware AG, as operator of the SaaS environment, when invoicing for the applicable costs.

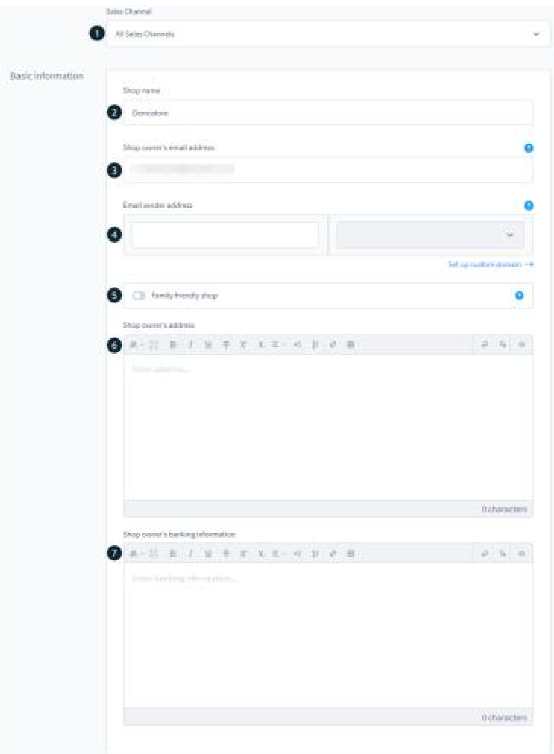
If you have linked your SaaS environment to a Shopware account, some data will be retrieved directly from the Shopware account and cannot be changed here, as this data is permanently linked to the paired account (e.g. the company name).

Basic information (SaaS)

You can store relevant data for your respective sales channels in the admin under **Settings > Shop > Basic information.** The settings can be defined globally or per sales channel.

Basic information

Here you can first select the desired **sales channel (1)** for the settings of the following basic information. Then you can define the **shop name (2)** of your shop and enter the **shop owner's email address (3)**. In the next field you can enter an **email sender address (4)**. To do this, you need to set up a custom domain. You also have the option of activating the shop as a **family friendly shop (5)**. If you activate this option, the meta tag "isFamilyFriendly" will be set for search engines. With the field **Shop owner's address (6)** you have the possibility to enter your own address as shop owner. In the last field you can then enter the **shop owner's bank information (7)**.



Shop pages

Under Shop Pages you can define the shop page layout for your shop(s) for some areas within the modal windows in your storefront.

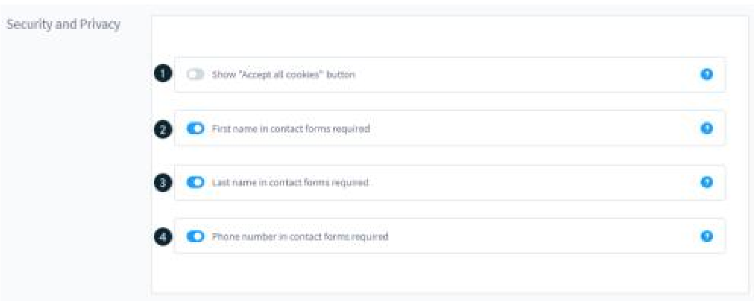
These include the following areas:

- Shop page layout for GTC pages
- Shop page layout for cancellation policies
- Shop page layout for shipping and payment methods
- Shop page layout for data protection pages

- Shop page layout for imprint
- Shop page layout for missing pages (404: page not found)
- Shop Page Layout for maintenance
- Shop page layout for contact pages
- Shop page layout for newsletter pages

How to create the different shop page layouts is explained in the wiki article of the shopping experiences.

Security and Privacy



With the option **Show "accept all cookies" button (1),** you have the option to display a button in the storefront that allows users to accept all cookies.

If the option **First name in contact forms required (2)** is activated, the field "First name" must be filled in to be able to submit the form.

If the option **Last name in contact forms required (3)** is activated, the field "Last name" must be filled in to be able to submit the form.

If the option **Phone number in contact forms required (3)** is activated, the field "Phone number" must be filled in to be able to submit the form.

Shipping (SaaS)

You can find the shipping methods in the Shopware 6 Administration under **Settings > Shop > Shipping**.

The shipping module allows you to configure any desired shipping method. The shipping integration is not done by creating specific shipping method, but rather by manually assigning carriers to an order in the order module. So the shipping module only serves to inform the customer about the shipping methods you offer, how much these costs and which delivery countries are allowed or blocked.

Overview

In the overview of shipping types, all created shipping types are listed by **name**, **description** and **active status (1)**.

List settings (2): Here you can show or hide individual columns from the overview.

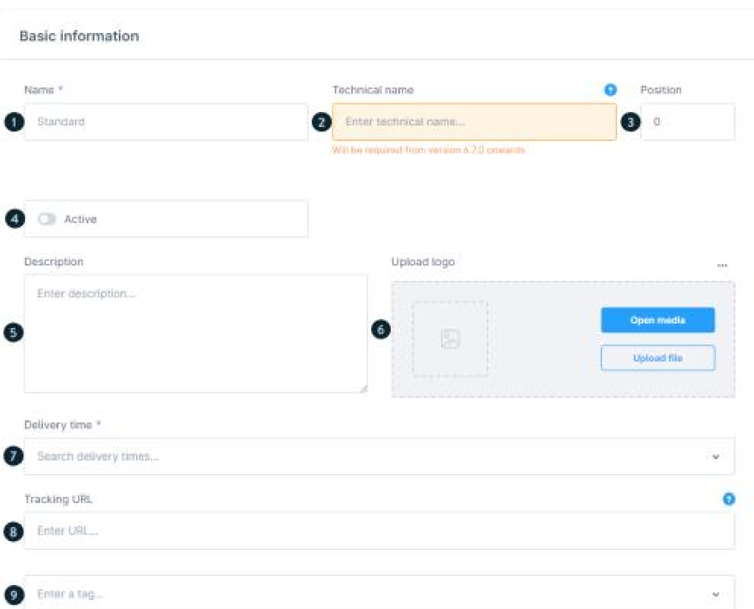
Kontextmenü (3): Hier kannst Du die entsprechende Versandart **bearbeiten**, **duplizieren** oder **löschen** .

Create shipping method (4): You can create a new shipping method with this button.

Language selection (5) : Here you set the language for which you want the shipping methods to be displayed.

Create shipping method

Basic information



Name (1): Here you enter the name of the shipping method. This is used both internally in the overview and externally in the sales channel.

Technical name (2): The technical name is used to uniquely identify the shipping method. A subsequent change to the technical name can cause shipping integrations that rely on it to no longer work.

Position (3): Here you can set the display order of the shipping methods in the checkout. A "1" therefore stands for the first / top position, a "2" for the second postion and so on.

Active (4): Here you decide whether this shipping method should be active and thus be available.

Description (5): Here you can insert a more detailed description. This will be displayed in the overview as well as in the sales channel.

Upload Logo (6): In this section you can choose your own logo for this shipping method. You can either upload a file from your computer, upload a file from a URL or use a logo that you have already uploaded in the media.

Delivery time (7): Here you can enter a delivery time. This will then be displayed when you select the shipping method.

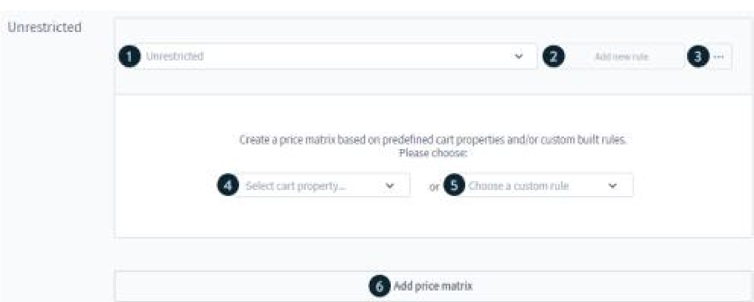
Tracking URL (8): Here you can enter the tracking URL of the shipping service provider. Instead of the actual tracking number, please use '%s' as placeholder. Shopware will then automatically insert the correct code for each order at this place if it is maintained in the order details.

Tags (9): Here you can enter keywords for the shipping method, so that it can be found more easily later.

Availability rule

With an availability rule you decide when shipping is possible with this shipping method. The rules of the rule builder are used for this. If no suitable rule has been created yet, you can also add a new rule directly at this point.

Price matrix



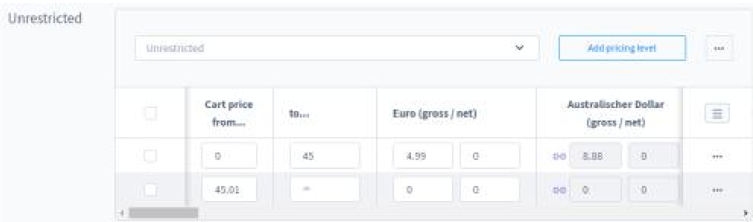
Under price matrix you can now determine the shipping costs for this shipping method. A price matrix is available for this purpose, in which you can define several price rules.
This matrix can be provided with a **restriction (1)**. Here you can select a rule from the Rule Builder or create a new one and the price matrix will only be used if this condition is met. If you do not select a rule here, this price matrix is always used for this shipping method.

To create the price matrix you can choose whether it should be based on predefined **properties (4)** or on **rules from the Rule Builder (5)**.
As soon as you have created a price matrix, you can add another rule to the price matrix with the button Add **new price rule (2)**. Using the **context menu (3)** you can remove or duplicate the complete price

matrix.

Price matrix according to properties

If you create the price matrix according to a property, the properties **number of items**, **shopping cart value**, **weight** and **volume** are available.
Using the example **shopping cart value**, such a price matrix would look like this:

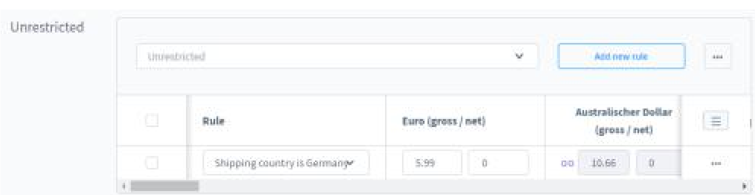


Here you can then fill the price matrix with as many price rules and current prices as you like. In this case the first price rule is:
Shopping cart value from 0 to 45 = Price: 4,99€

The second price rule is:
Shopping cart value from 45.01 to any = Price: 0,00€

Price matrix according to rules

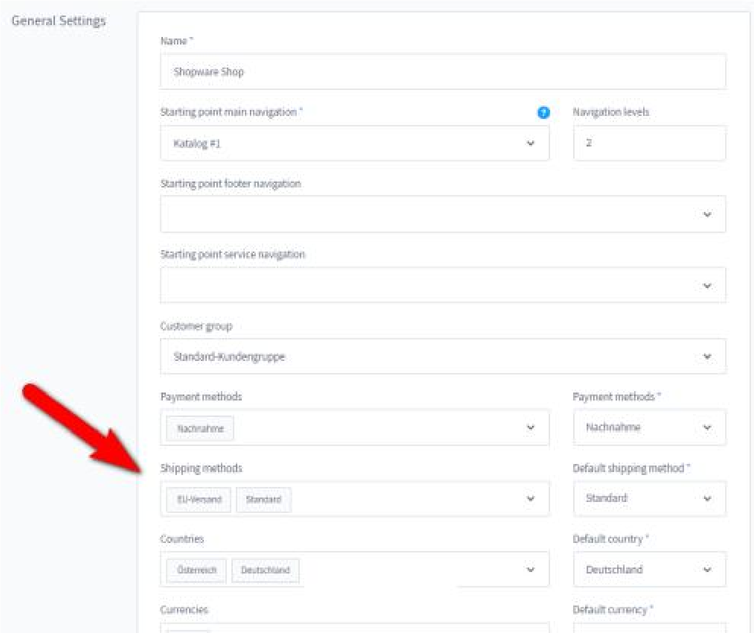
You can also build the price matrix according to a self-defined rule from the Rule Builder instead of one of the predefined properties.



In this example the price rule is
Delivery country is Germany = Price: 5.99€

Assign shipping method to a sales channel

For a shipping method to be used by the customer, it must be assigned to the respective sales channel.



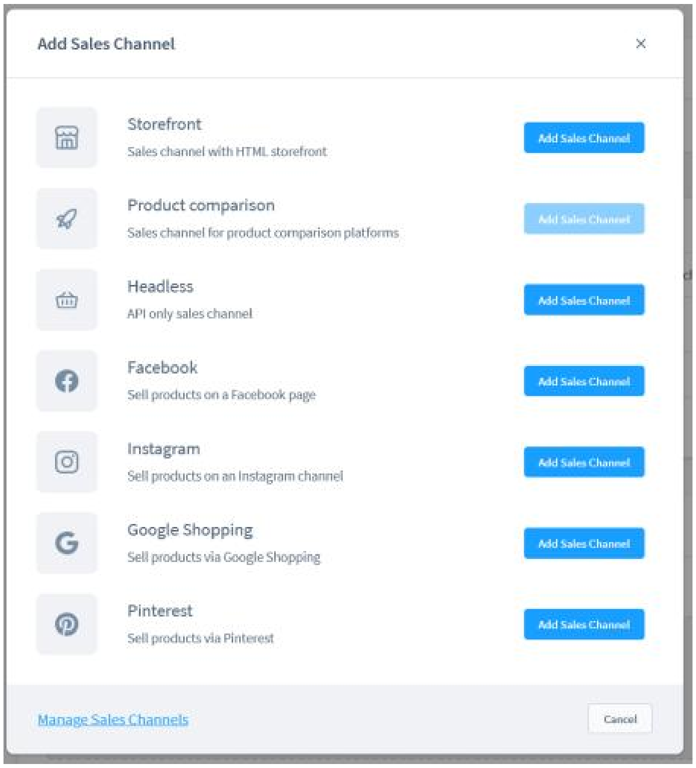
In the basic settings of your sales channel you will find the item shipping methods. Here you can enter all available shipping methods as well as a standard shipping method.

Set up Google Shopping exports

You can set up exports in various formats via the product comparison. In this article, we explain how you can create a new feed for Google Shopping.

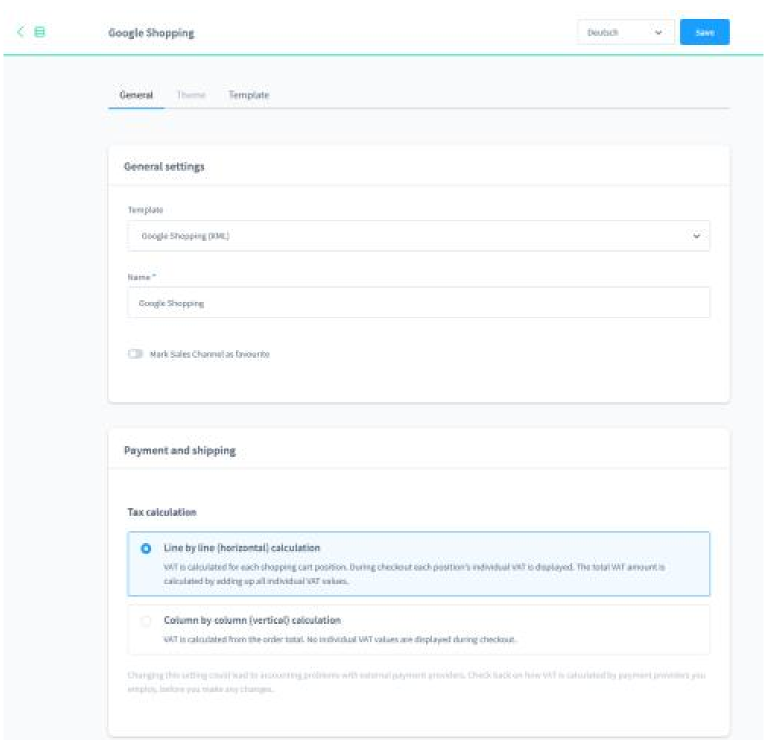
Add sales channel for product comparison

If you click on the **+ sign** next to **sales channels**, you will get this overview:

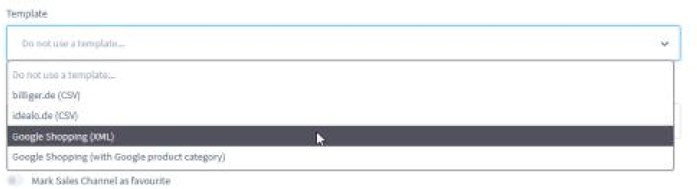


Click on the button **Add sales channel** right of **product comparison**.

General settings



- **Template:** First you decide which template you want to use as the basis for your feed. There are several templates to choose from:

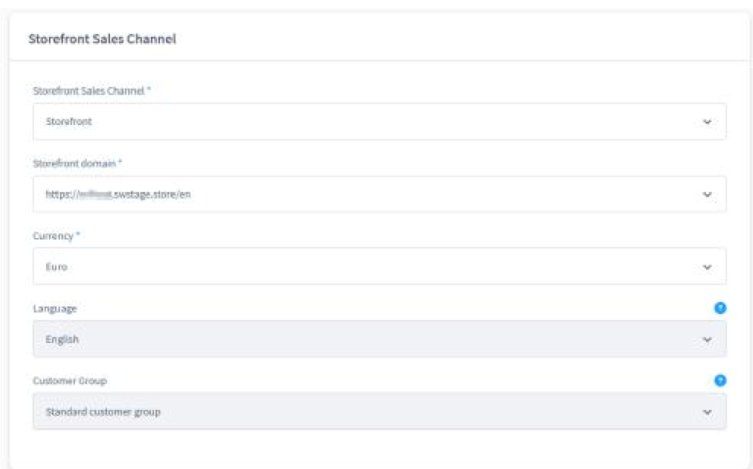


Please select *Google Shopping (XML)* here. You will then see a warning to remind you that changing a template in existing product comparisons will overwrite individual adjustments. As we have created a new sales channel, you can safely click on **Apply template**. The template used can be changed or modified by you at a later date.

- **Name:** You can freely choose the name. This will help you to find your new product comparison later in the list of sales channels.
- **Tax Calculation:** In the tax calculation section below, you decide how the tax calculation for products is to be carried out. Shopware offers the option to choose between row-by-row and column-by-column calculation. How this affects the shopping cart is explained in more detail here: Tax calculation in the cart - examples.

Storefront Sales Channels

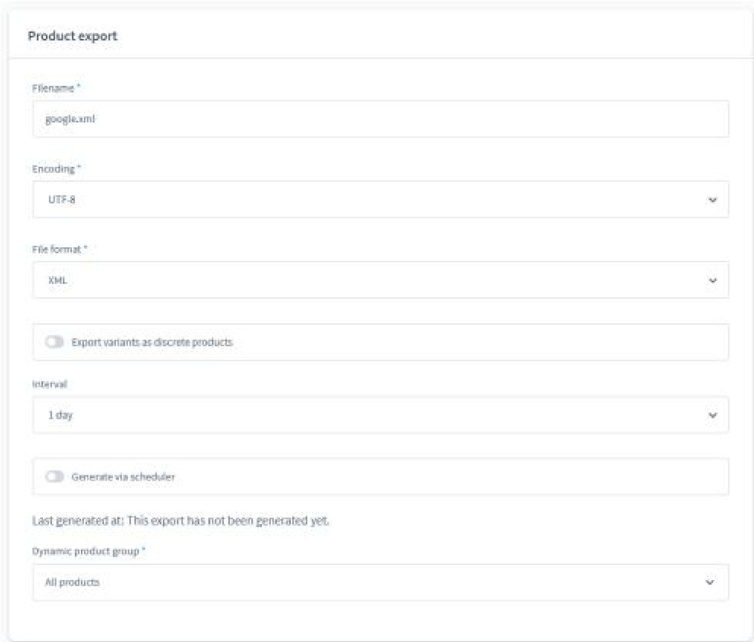
In a newly created product comparison, only three input fields are initially displayed.



- **storefront sales channel:** First, you enter the storefront sales channel from which the products you want to use for Google Shopping originated.
- **storefront domain:** You also have to enter the storefront domain. Now you will see all five fields as shown in the picture above.
- **currency:** The currency available for your previous settings will be offered or displayed for selection.
- **language:** The language available for your previous settings will be offered or displayed for selection.
- **customer group:** The customer group is also automatically selected based on the storefront sales channel.

Product export

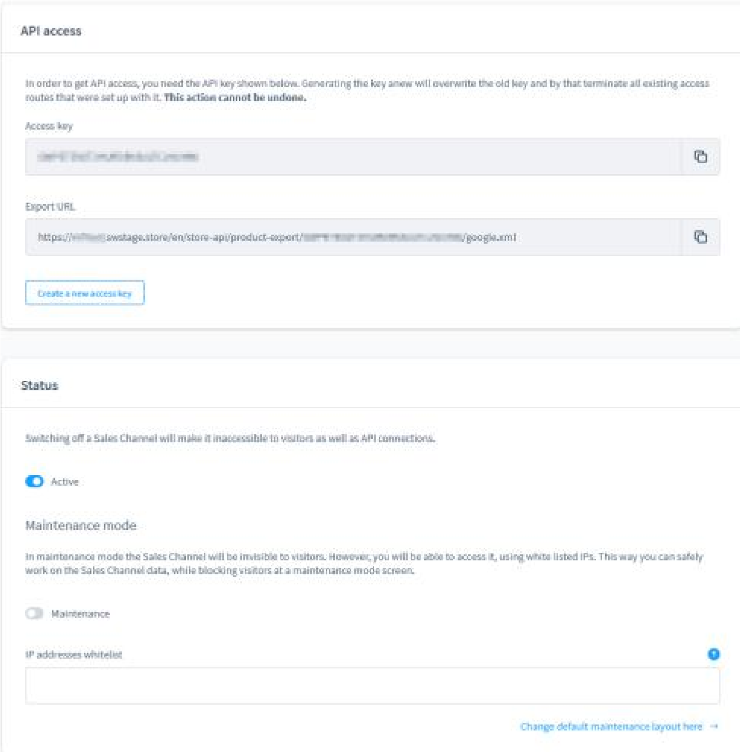
In this section, the properties of the file, the automatic generation and the contained products are configured.



- **Filename:** The feed is created as a file with the entered file name. A change would only be necessary if you use several feeds with this template and thus different files have to be created.
- **Encoding:** The character encoding can be changed in the next field. In addition to the default "UTF-8", "ISO-8859-1" is available for selection.
- **File format:** "XML" and "CSV" are available as file formats. For Google Shopping, "XML" is the right choice.
- **Export variants as discrete products:** If the slider Export variants as discrete products is active, each variant in the file is stored individually. If this option is deactivated, the file will only contain the main products.
- **Interval** and **Generate via scheduler:** The settings for Interval and Generate via scheduler belong together. If Generate via scheduler is activated, the file is regenerated according to the generation interval. In the screenshot above, this would happen once a day. "Live" is particularly suitable for testing a new feed, as the file is generated as soon as the link is called up. Under Generate via scheduler, the time of the last generation is displayed.
- **Dynamic product group:** The Dynamic product group entered determines which products are to be included in the feed. The dynamic product groups are created or edited under **Catalogues > Dynamic Product Groups**.

API access and Status

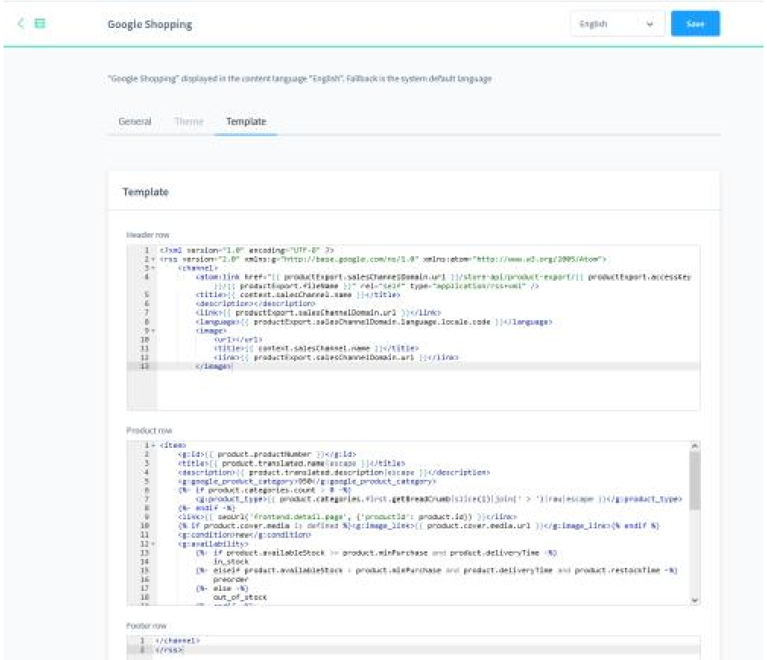
In this area, the sales channel is activated and you will find the link with which the file can be retrieved.



- **Access key:** A key to access this feed via the API.
- **Export URL:** This URL can be used to access the file with the exported product data.
- **Active:** Used to activate / deactivate the feed. If no file is generated or an error occurs when calling up the download URL, check that the feed is active.
- **Maintenance:** Use this switch to activate / deactivate the maintenance mode.
- **IP addresses whitelist:** If the maintenance mode has been activated, the call is only possible via the IP addresses entered in this list.

Template

You use the template to specify which content is written to your file. Shopware provides a basic template in which generally required product data is stored. Since you can edit and add to the template, it is not a problem if you receive information when reading in the file that further fields are required.
The **header row** is needed to prepare the general information about the sales channel. It provides information like the domain URL or the language. The **footer row** contains the entries to formally close the feed correctly. Therefore, changes in these fields are usually not necessary.



The **product row** contains the schema through which the data for your products are generated, which the recipient then processes further.

Send data to Google Shopping

With the interface **Shopping Ads with Google**, which is no longer supported, Shopware has been able to transfer product data to Google via API. This is no longer possible from the end of October 2022.
The difference between Shopping Ads and Google Shopping via product comparison is that the files generated by the product comparison are not automatically transferred. It is therefore necessary that you log into the Merchant Center and set up the retrieval of the file there. In the Google Merchant Center Help, you can find help on what steps are necessary for this. This external link explains how to upload a feed: Upload feed to Google (external link).

Replace Shopping Ads with Google

To replace and remove the Shopping Ads sales channel then, follow these steps:

- Create a feed file with the desired data
- Process the file via the Google Merchand Center
- Check there that Google can process the file without errors
- Check that the product data is complete from your point of view.
- Set up a scheduled fetch in the Merchant Center if you are satisfied with the result.

Please note: Once you have set up the replacement, the Shopping Ads with Google sales channel must be completely deleted. Deactivating is not enough!

Export with Social Shopping template

Another way to create an export file with products for exchange with Google is the Google Shopping Feed that is implemented after installing the Extension **Social Shopping**. Choose this sales channel to create a feed via Social Shopping:

How to set up Google Shopping via Social Shopping

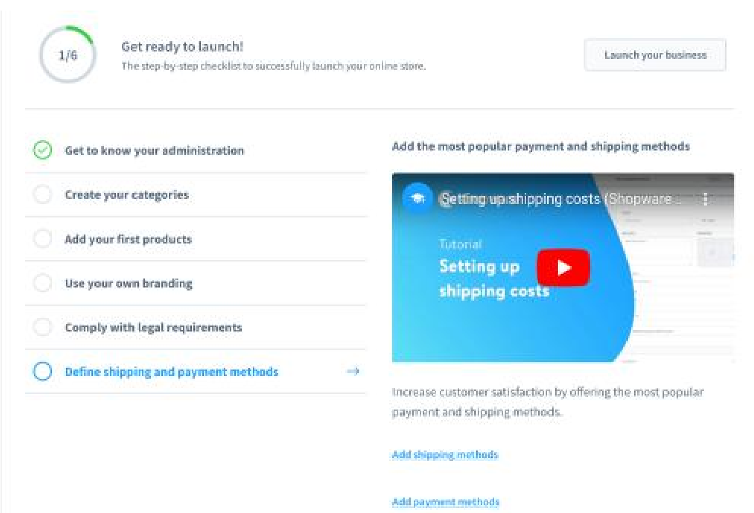
The set-up and operation is described in detail in the section Google Shopping.

Helpful code snippets

The Shopware templates for the product comparisons and Social Shopping sales channels are delivered in a standard configuration. For some products or providers, additions are necessary. For frequently requested elements, we have collected the corresponding code snippets **here**.

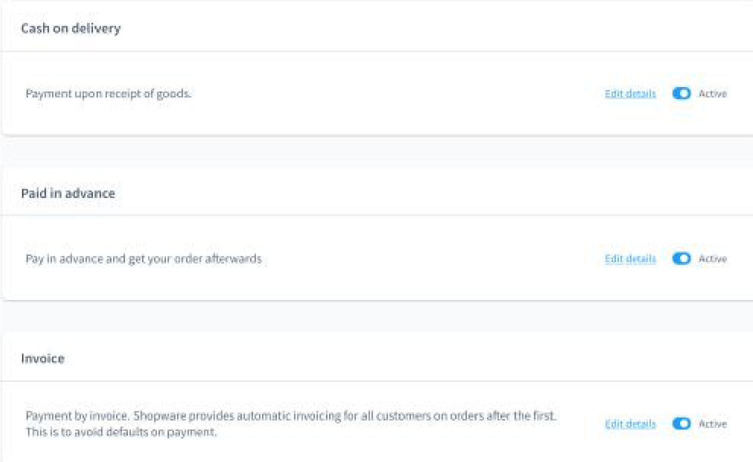
Payment (SaaS)

After creating your SaaS shop, a checklist for preparing your shop is available in the dashboard. You can also use it to set up the payment method.



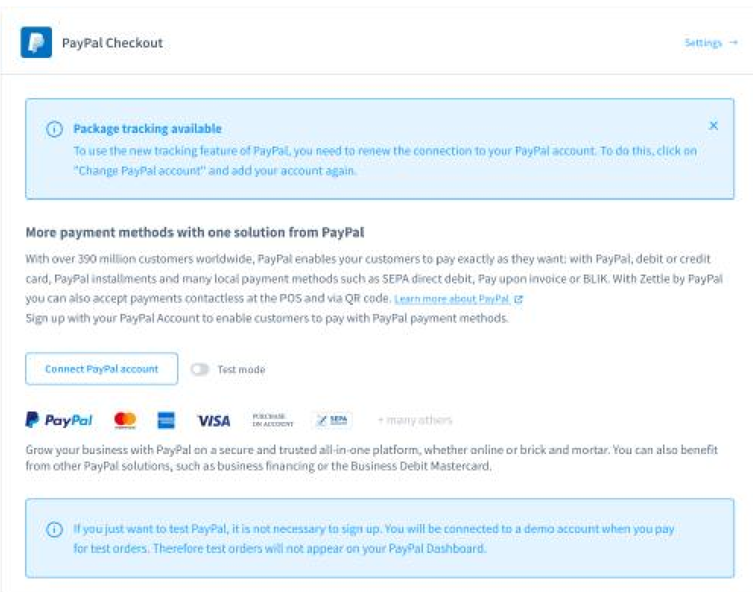
Alternatively, you can also configure the payment methods that should be available to your customers in your shop in the menu **Settings > Shop > Payment methods**.

By default you can choose between **cash on delivery**, **advance payment** and **invoice**.



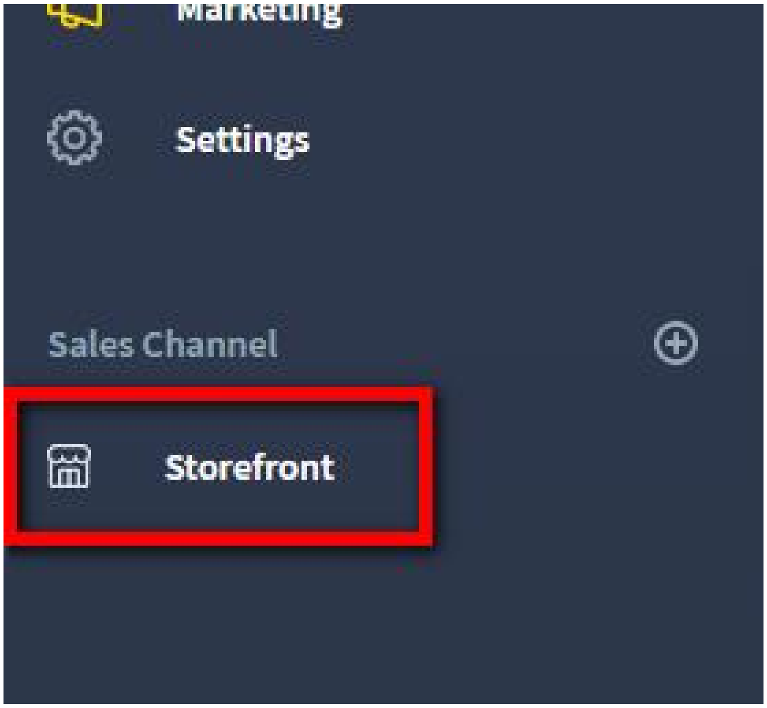
PayPal

The PayPal extension offers you the possibility to provide your customers with the common PayPal payment methods.
An installation is not necessary, but you have to activate PayPal if you want to use PayPal. Afterwards you can link your PayPal account.

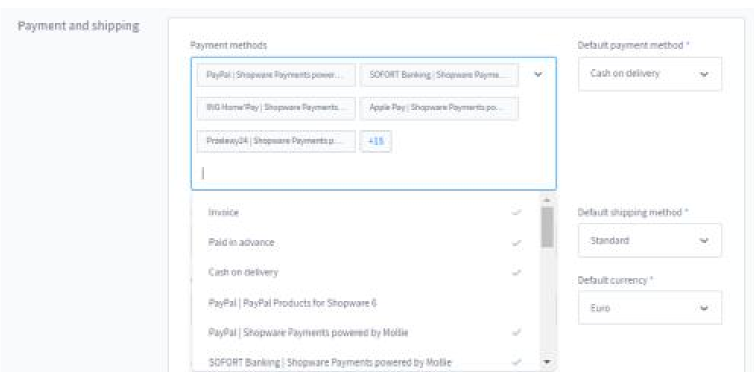


Add payment methods in the sales channel

After you have set up the payment methods, it is now necessary to assign them to the sales channel so that they are also displayed to the customer in the storefront.



You do this in the sales channel configuration of the corresponding sales channel. Click on the sales channel to which you want to add the payment methods.



In the tab **General > Basic settings** you will find the settings for the payment methods. Here you can select in the left field which payment methods should be made available to the customer and which payment method should be the default payment method for new customers.

Fallback payment methods

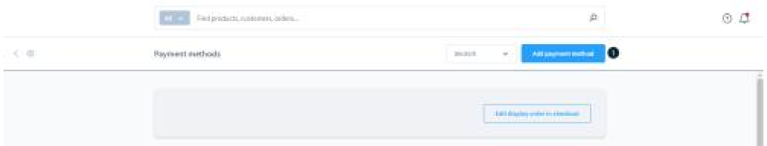
Shopware offers the payment methods cash on delivery, prepayment and invoice as standard, which are not automated. These can be used as fallback payment methods. Here it is therefore necessary after the ordering process still from customer side or shop operator side to carry out the payment process.

Cash on delivery: After the customer has completed the order, you send the ordered goods with the *cash on delivery* service. The customer then pays on receipt of the goods.

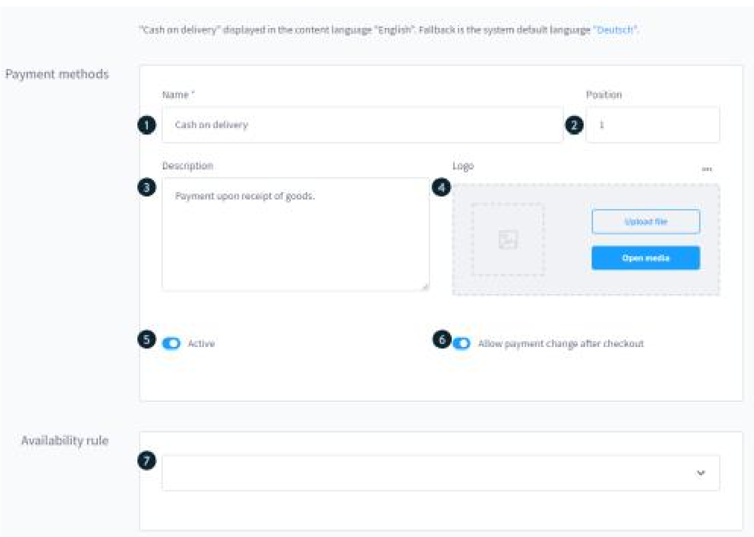
Advance payment: After the customer has completed the order, you will provide the customer with your bank details so that he can transfer the amount due. You can do this, for example, in the e-mail template *Order confirmation*.

Invoice: After the customer has completed the order, you will send the goods with the invoice, which the customer must then settle accordingly.

Configuration



Create payment types (1): Click here to enter the configuration screen.



The fallback payment methods can be configured using the **Edit** button next to each payment method.

Name (1): The name is used in the Admin for differentiation. In addition, the name can be found in the storefront in the payment method selection as well as in the order confirmation e-mail and the invoice.

Position (2): With the position you can determine the order of the payment methods. The payment methods are positioned in the storefront from small to large.

Description (3): In the description you can give the customer information on how to proceed. This will be displayed in the storefront in the payment method selection and in the order confirmation e-mail.

Logo (4): Here you have the possibility to deposit your own logo for the payment method. This logo will then be displayed in the storefront next to the name of the payment method.

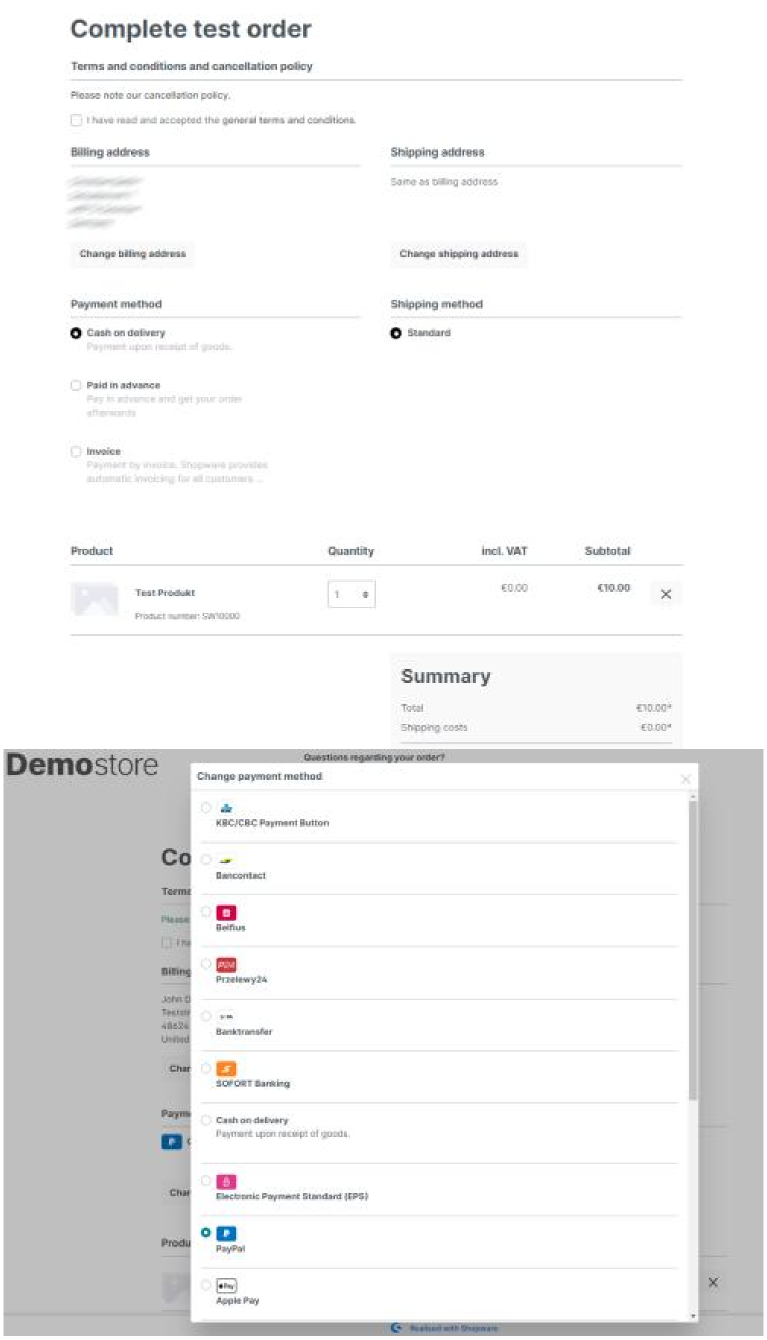
Aktive (5): Payment methods can be temporarily deactivated and reactivated with this button.

Allow change of payment method after order completion (6): With this option the customer has the possibility to change the payment method even after the order has been completed. He can do this in his customer account under *orders*.

Availability rule (7): You have the possibility to display the payment methods only under certain conditions. These conditions under which the payment methods should be available can be defined in the Rule Builder and then selected here.

Display in Storefront

In the checkout, the customer can select the desired payment method under **Change payment** method. After clicking on the button, the different payment methods are displayed in a modal window.



PayPal (SaaS)

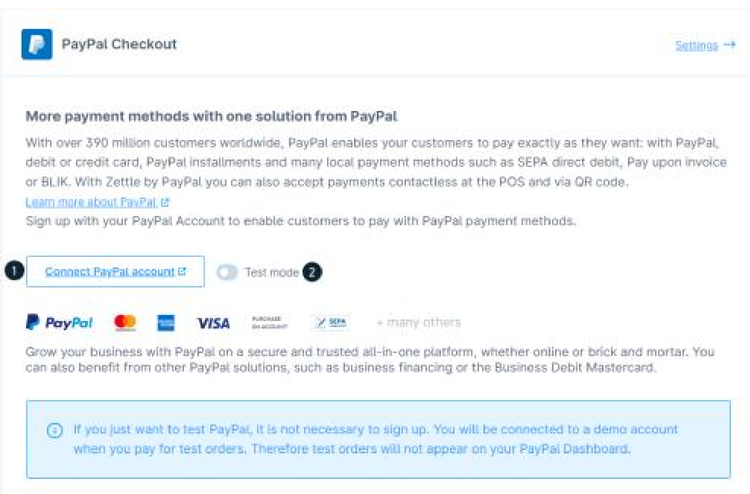
The PayPal extension offers you the possibility to provide your customers with the common PayPal payment methods.

Installation

An installation is not necessary, because the extension is already available in your SaaS store under **Settings** > **Shop** > **Payment methods**. You only need to activate this extension and link it to your PayPal account.

Linking to a PayPal account

In order to use the PayPal extension in your store, you have to link it to your PayPal account after activation. To do this, click on **Connect PayPal account (1)**. Afterwards you have to enter the login credentials of your PayPal account in a modal window.



PayPal test mode

With the PayPal **Test mode switch (2)** you can test purchases via PayPal.
If you activate the test mode, your store will be connected to a general sandbox account. You can make purchases in the checkout with PayPal.
These orders will be listed in your order overview, but since the payments are made via the sandbox account, these orders will not appear in your PayPal merchant account.

The Test mode is for evaluation purposes only. It should not be used in production environments.

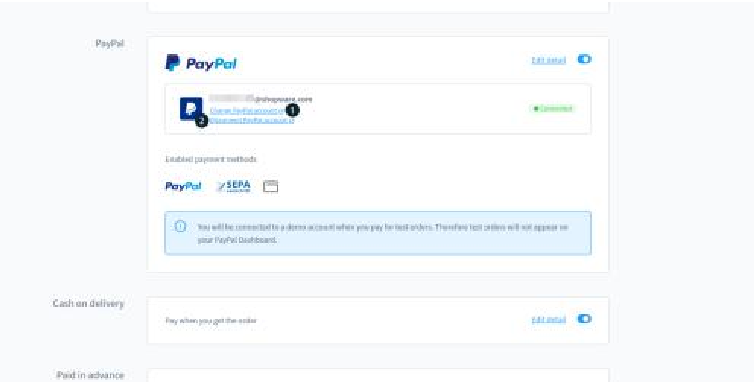
Change or disconnect PayPal account

After you have entered your login credentials and connected your account, the view under PayPal will change. Here you can see the status "Connected" and the account name (email address).

If you want to change the PayPal account, you can do this by clicking on **Change PayPal account (1)**.

Only one PayPal account can be linked in this extension at a time.

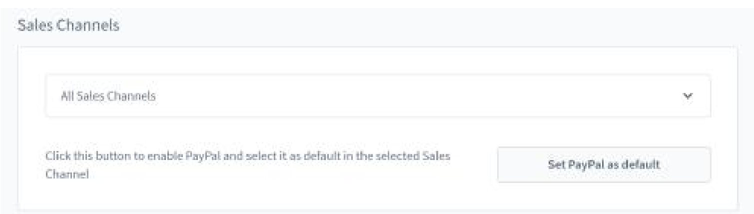
If you don't want to use your PayPal account anymore, you can disconnect it from the extension by clicking **Disconnect PayPal account (2)**.



General configuration

You can configure PayPal in the admin under **Settings** > **Extensions** by clicking on **PayPal**.

Sales channels

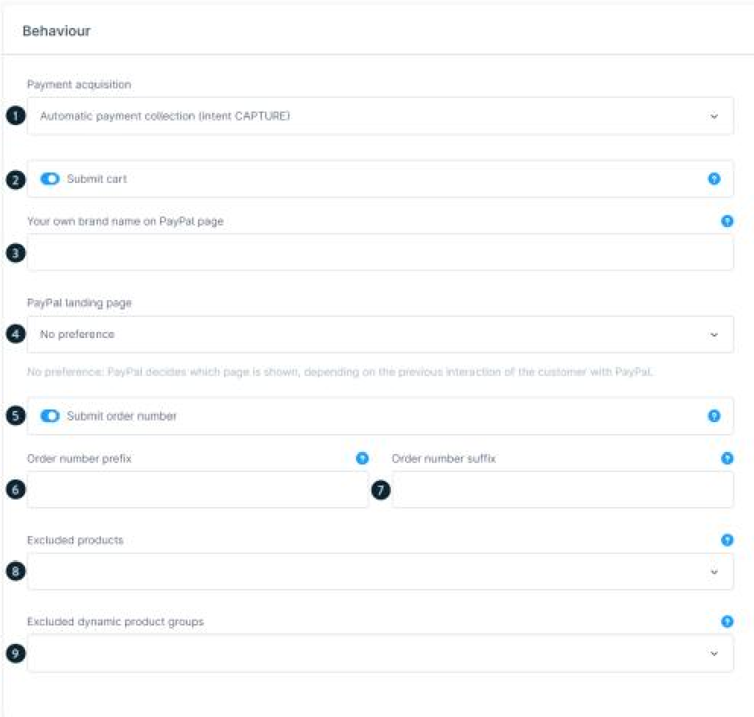


In this drop-down menu you can select for which of your sales channels the settings should be made. You can choose between All **sales channels** or individual sales channels.

With the button **Set PayPal as default** you can activate PayPal in the selected sales channel and set it as default payment method.

Behaviour

Under **behaviour** you can make basic settings for the plug-in, that are not only valid for the classic PayPal, but also for the Express Checkout and PayPal PLUS.



Merchant location (1): Here you can enter your merchant location.

Payment acquisition (2): This is where you define when the payment is collected - i.e. when it is closed.

Submit cart (3): Here you can choose whether the customer's shopping cart, i.e. the exact positions of the order, are allowed to be transferred to PayPal. If this option is deactivated, only the total amount is transferred.

Your own brand name on PayPal page (4): Here you can set your own brand name for the advertisement on the PayPal payment page.

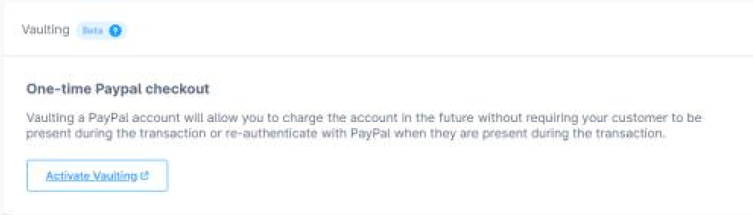
PayPal landing page (5): Here you can choose whether the PayPal landing page should display the registration form or the login screen.

Submit order number (6): Activate this option if you want to send the order number to PayPal after completion.

Order number prefix (7): Here you can determine which text is appended to the original order number, e.g. myShopSW20001. This option is only available if you have activated the previous option "Submit order number to PayPal".

Excluded products (8): Here, products can be excluded from being paid for via PayPal payment methods.
Excluded dynamic product groups (9): Here, entire dynamic product groups can be excluded from being paid for via PayPal payment methods.

Vaulting (One-time Checkout)



With the one-time checkout, you can enable your customers to save their PayPal data permanently in the future.

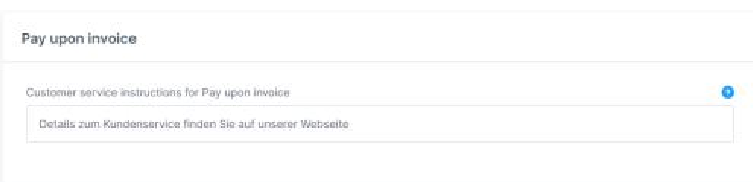
This function is currently in beta phase.

Credit- or debit card

PayPal uses the credit or debit card to check whether strong customer authentication via 3D Secure is required. If the option Block payments from non-3DS countries is activated, the corresponding card cannot be used for payment if a 3DS check is not possible.
3D Secure is a protocol to ensure safer payment with credit- and debit cards.

Pay upon invoice

With the Pay upon invoice, your customers can place the order as a purchase on account. PayPal settles the invoice amount to you as the store operator, and the customer must settle the invoice as a transfer to PayPal / Ratepay.



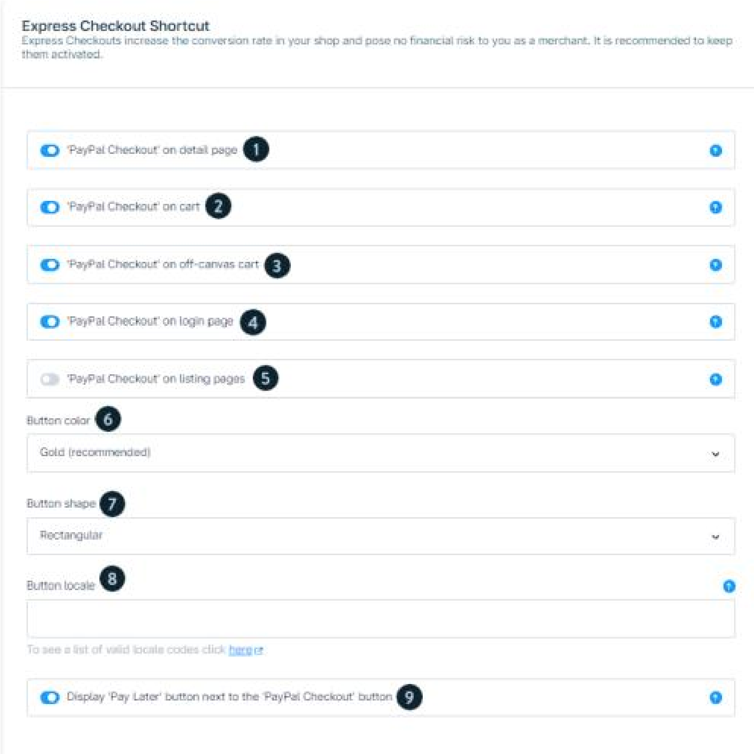
Configuration

This field can be used to implement additional information in customer e-mails for the payment method purchase on account, for example, notes on payment.

Storefront presentation

PayPal Express Checkout

The PayPal extension also offers the possibility of express checkout. With this option, your customer does not have to register in the shop for his order. The order will be processed solely through his PayPal account.



'Direct to PayPal' on detail page (1): Here, you can define whether the PayPal Express Button is shown on the item detail page.

'Direct to PayPal' in the shopping cart (2): Here, you can define if the PayPal Express Button should be shown in the shopping cart.

'Direct to PayPal' in the Off-Canvas shopping cart (3): If you activate this option, the Express Checkout Button will be shown in the Off-Canvas/Modal shopping cart.

'Direct to PayPal' on the login page (4): Here, you can determine whether the PayPal Express Checkout Button is offered on the login page.

'Direct to PayPal' on listing pages (5): If you activate this option, the Express Checkout Button will be displayed on listing pages.

Button color (6): This option offers you some colors in which the PayPal Express Button can be displayed. Gold, blue, silver, and black are offered.

Button shape (7): Here, you define the shape of the PayPal Express Button. You can choose between round and square.

Button language (8): In this field, you can enter different shop languages for the Express Checkout button. If the field is empty, the sales channel language will be used.
It is important that you enter the so-called "locale code" here, such as en_GB. A list of available language codes can be found on the PayPal site. You can also open the page by clicking on the link "here".

Display 'Pay Later' button next to the 'PayPal Checkout' button (9): Here, you can activate the option, that the 'Pay Later' button will be displayed next to and with the same design as the 'PayPal Checkout' button.

'Pay Later' banner-

The PayPal extension enables you to display a banner for the installment payment and Pay Later on the item detail page, the (off-canvas) shopping cart, and when changing the payment method in the order process. This banner will be displayed on the items that match the criteria for the installment payment. For your customers to use the new installment payment in your shop, they must select the payment method PayPal in the checkout and log in with their PayPal account. Your customers can then check whether the payment method Installment Payment is available.

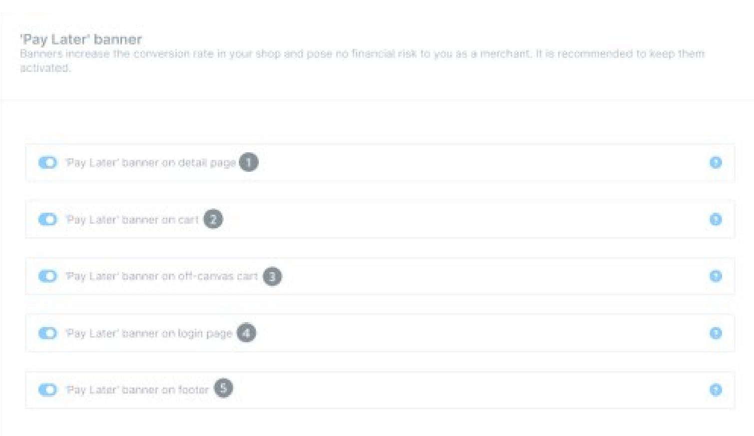
Requirements

- PayPal Pay Later is applicable for a shopping cart of 1 Euro or more. The maximum shopping cart value is 1,000 Euro.
- PayPal installment payment is applicable for a shopping cart of 5 Euro or more. The maximum shopping cart value is 5,000 Euro.

Further information about PayPal installment payments can be found here.

Configuration

'Pay Later' banner on detail page (1): If this option is active, the 'Pay Later' banner will be shown on each product detail page.
'Pay Later' banner on cart (2): If this option is active, the 'Pay Later' banner will be shown on the cart.
'Pay Later' banner on off-canvas cart (3): If this option is active, the 'Pay Later' banner will be shown on the off-canvas cart.
'Pay Later' banner on login page (4): If this option is active, the 'Pay Later' banner will be shown on the login and register page.
'Pay Later' banner on footer (5): If this option is active, the 'Pay Later' banner will be shown on the footer.

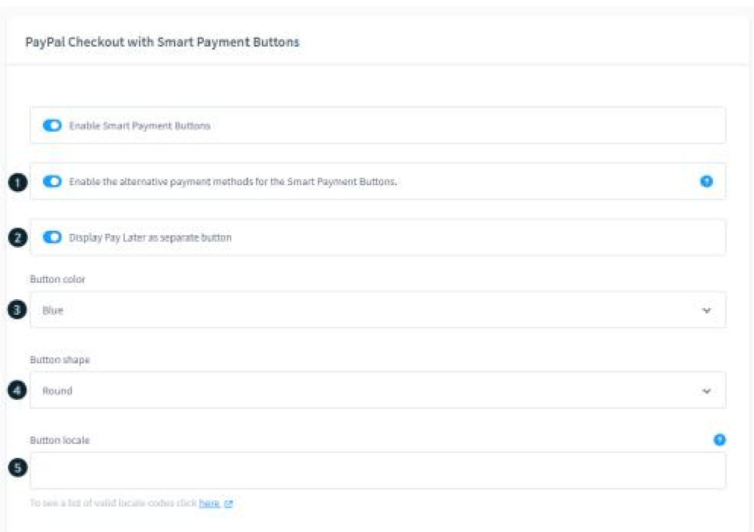


Smart Payment Buttons

If you have selected "Other merchant location" under Behavior for the merchant location, the Smart Payment buttons will be displayed in the checkout in your store. For the configuration of these smart payment buttons, a new configuration option will be displayed as soon as you have changed the merchant location.

Configuration

Enable the alternative payment methods for the Smart Payment Buttons (1): Enable the alternative payment methods for the Smart Payment Buttons.
Display Pay Later as a separate button (2): If the button is also, a "PayPal Pay Later" button is inserted, which leads the customer directly to the PayPal option to pay the amount after 30 days.
Button color (3): This option offers you some colors where the PayPal Express button can be displayed. Gold, blue, silver, and black are offered.
Button shape (4): Here, you can define the shape of the PayPal Express button. You can choose between round and square.
Button language (5): In this field, you can enter different store languages for the Express Checkout button. If the field is empty, the sales channel language will be used. It is important that you enter the so-called "Locale Code" here, such as en_GB. You can find a list of available language codes on the PayPal page. You can also open the page by clicking on the link "here".



Zettle by PayPal (SaaS)

Zettle by PayPal is a service that allows you to accept card payments anywhere using a chip card reader for smartphones and tablets and a dedicated app.

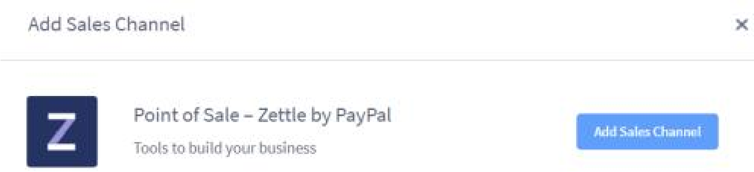
The Zettle by PayPal integration is part of the PayPal extension. It offers you the ability to sell your products through the Zettle interface in the form of an additional sales channel. These products can then be offered on site, for example in a retail outlet.
You can find more information about the service here.

Installation

Zettle is not a separate extension, but part of PayPal and therefore does not need to be installed separately. You can find out how to install PayPal here.

Setup

To be able to synchronise your products with Zettle, you need a new sales channel. When you create a new sales channel, you will now also have the **Zettle** sales channel at your disposal. As soon as you have created this, you will be guided step by step through the setup process of the Zettle interface by the setup wizard.

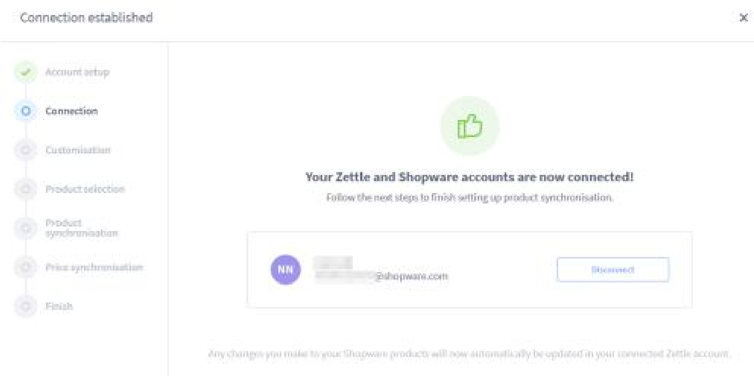


Account setup

In the first step, it is necessary to establish a connection to an existing Zettle account. If you do not yet have a Zettle account, you can create one in this step or directly here.

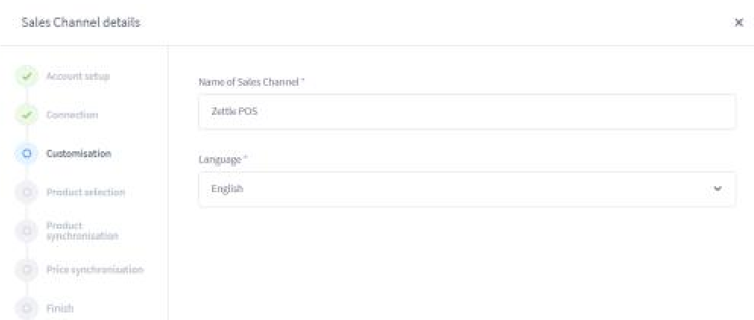
Connectoin

After establishing a connection between Shopware and your Zettle account in the first step. The account you are using will be displayed here again for confirmation. Should you have several Zettle accounts and have selected the wrong one here, you can disconnect the connection again in this window and thus return to the first step.
If it is the right account, simply click on **Continue**.



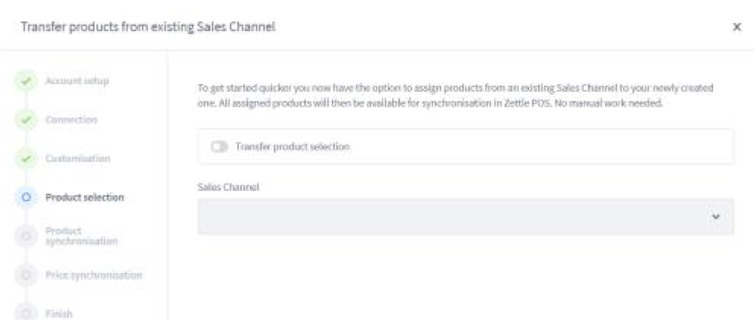
User defined settings

In the user defined settings you specify a name for the sales channel in your Shopware environment. You also select the language of the sales channel here.



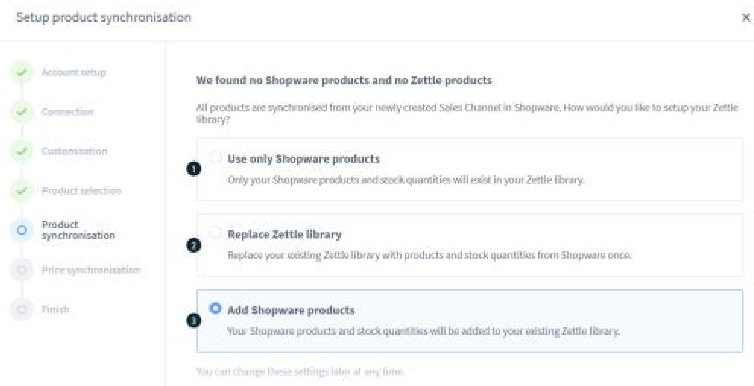
Product selection

In this step, you enter the sales channel from which you want to transfer the products to the Zettle sales channel.



Product synchronisation

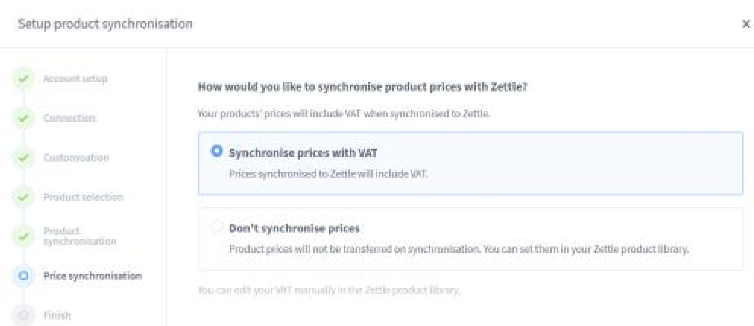
In the product synchronisation step, you specify what should happen to the products that were previously in the Zettle product library.



If you select the option **use only Shopware products (1)** here, all existing products stored in Zettle will be replaced by the products from Shopware during synchronisation.
With the option **replace Zettle library (2)** you ensure that all products currently stored in the Zettle account are removed. Then only the products from Shopware are added.
If you select **add Shopware products (3)**, the products previously saved in Zettle will remain. The products from Shopware are added to these products.

Price synchronisation

Here you specify how you want to synchronise the prices for your products to Zettle.



On the one hand, you have the option to **synchronise prices with VAT**. This option transfers the gross prices to Zettle, including VAT.

On the other hand, the option **don't synchronise proces** is available to you. This option does not transfer the prices to Zettle. You can adjust the prices in the Zettle product library after synchronisation.

Configuration

After successfully setting up the Zettle interface, you can open it at any time and configure it subsequently. To do this, open the Zettle sales channel you have created in the **sales channels** area.

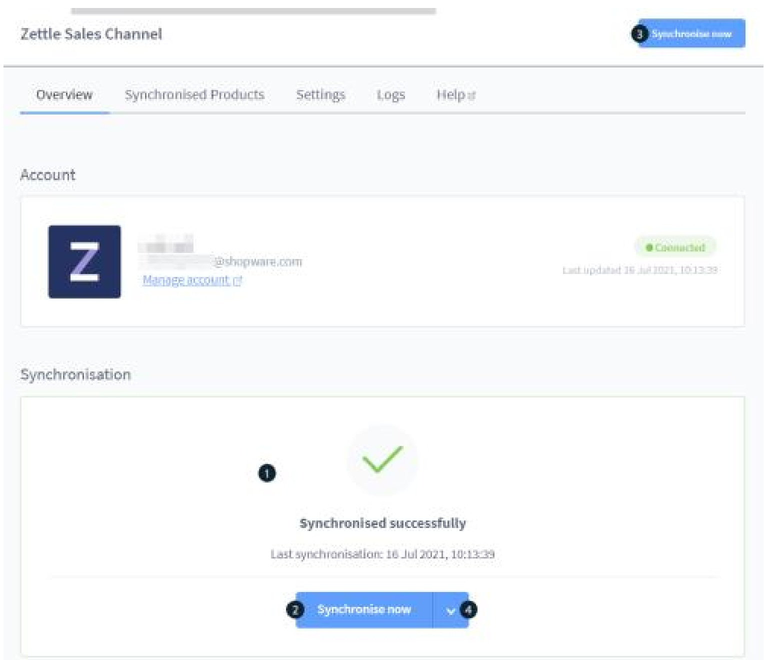
Account

The account section gives you access to all information from your Zettle account at any time.

You can access your Zettle account at any time using the **account link (1)** to manage it. On the **right side (2)** you will find the current status as well as an indication of when the products were last synchronised.

Overview

In the overview tab you will find all the information about the synchronisation of the products.



In the **synchronisation (1)** section you can see the information about the last synchronisation. You can see whether the last synchronisation was successful, when the last synchronisation took place and when the last complete synchronisation took place. You can perform a complete synchronisation directly using the **synchronise now (2 & 3)** buttons.
Next to the **synchronise now (2)** button, you can use the **button with the arrow (4)** to synchronise only the **images**, the **stock** or the **product details**.

Synchronised products

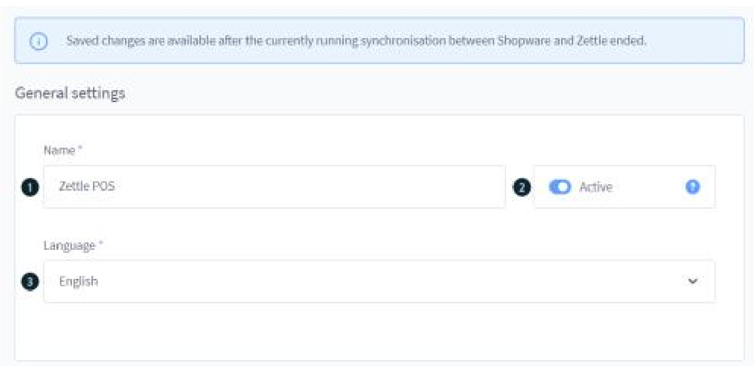
In this tab you have an overview of which products are currently being synchronised using the Zettle interface.

Next to each product in the list you can see whether **(1)** and at what time **(2)** it was updated.
The **context menu (3)** next to each product takes you directly to the product configuration to make adjustments to the respective product.

Settings

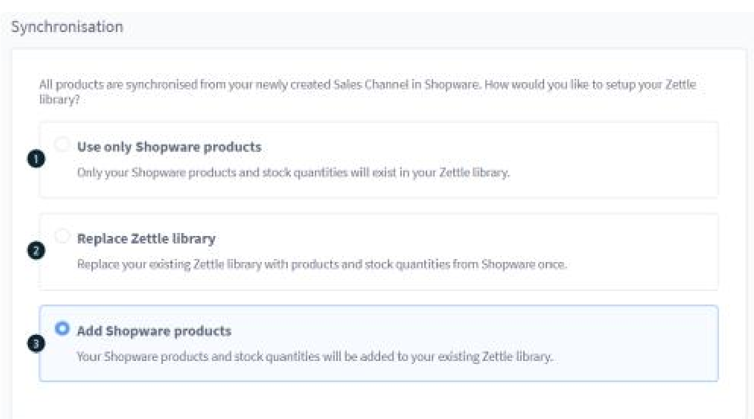
All the settings you made while setting up the Zettle interface can be changed later in this tab.

General



Name (1): This is the name of the Zettle sales channel in the Shopware administration.
Active (2): With this switch you activate and deactivate the Zettle sales channel. If the sales channel is deactivated, there are no more synchronisations between the Zettle account and Shopware.
Language (3): Here you select the language of your Zettle sales channel.

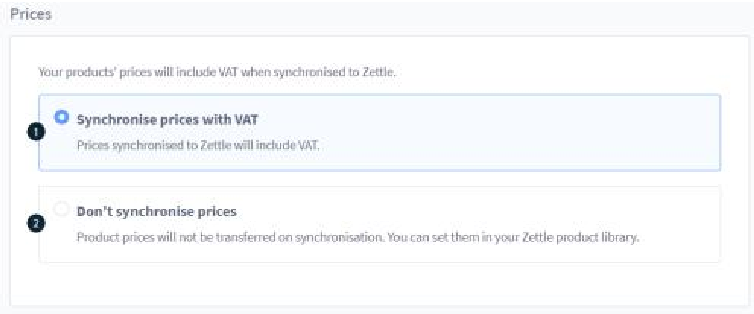
Synchronisation



If you select the option **use only Shopware products (1)**, all existing products stored in Zettle will be replaced by Shopware products during synchronisation.

With the option **replace Zettle library (2)** you ensure that all products currently stored in the Zettle account are removed. Then only the products from Shopware are added.
If you select **add Shopware products (3)**, the products previously saved in Zettle will remain. The products from Shopware are added to these products.

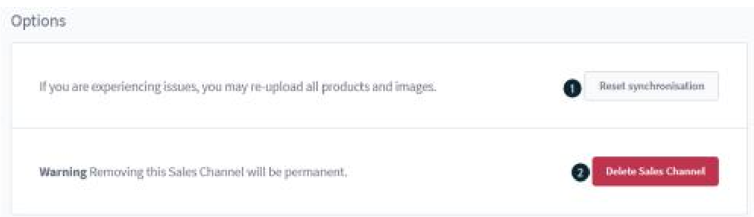
Prices



With the option **synchronise prices with VAT (1)**, the gross prices are transferred to Zettle, including VAT.

With the option **don't synchronise prices (2)**, the prices are not transferred to Zettle. You can adjust the prices in the Zettle product library after synchronisation.

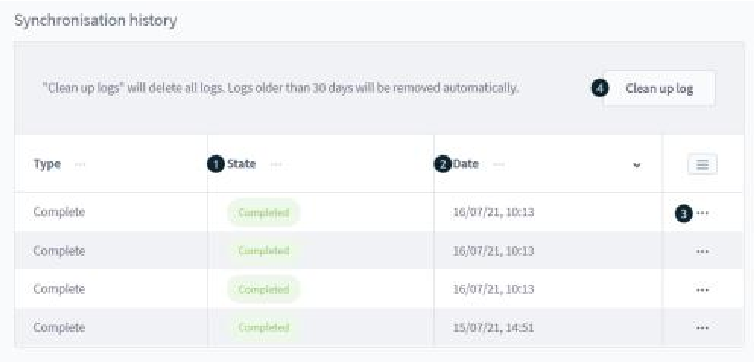
Options



Under the Options menu, you can reset the synchronisation with the help of the **reset synchronisation (1)** button. All synchronised products are marked as unsynchronised. This means that all products will be completely resynchronised during the next synchronisation. Please note that the next synchronisation may take considerably longer than usual, depending on the number of products.

If you delete the sales channel **(2)**, it will be irrevocably removed. The sales channel will then no longer be available in the Shopware administration and cannot be restored. However, all existing orders will be retained. Played out catalogues will also not be altered by this acton. The connection to Shopware will be terminated and no further synchronisation will take place.

Logs



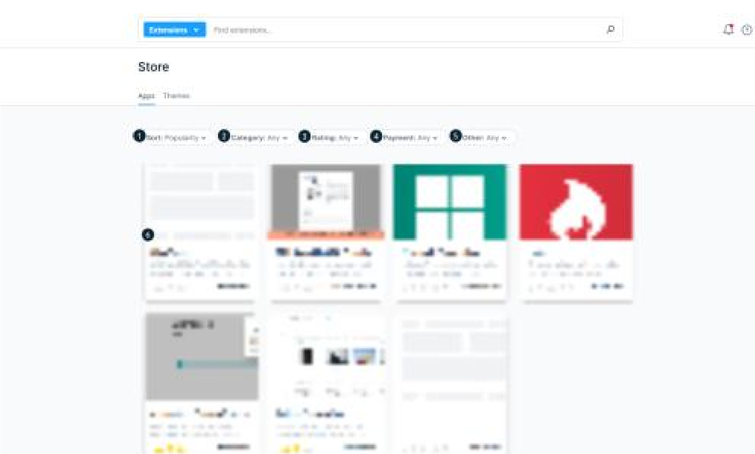
In the log you can see all past synchronisations with the **status (1)** and the **date (2)**. If the status was not successful, you can read out the exact error message using the **context menu (3)**, why the synchronisation was not successful.
The button **clean up log (4)** allows you to delete the entire list.

Extensions

The extensions allow you to extend the functional range of your shop.

Store

In the submenu **Store,** you have the possibility to purchase extensions. There are both free and paid extensions available.

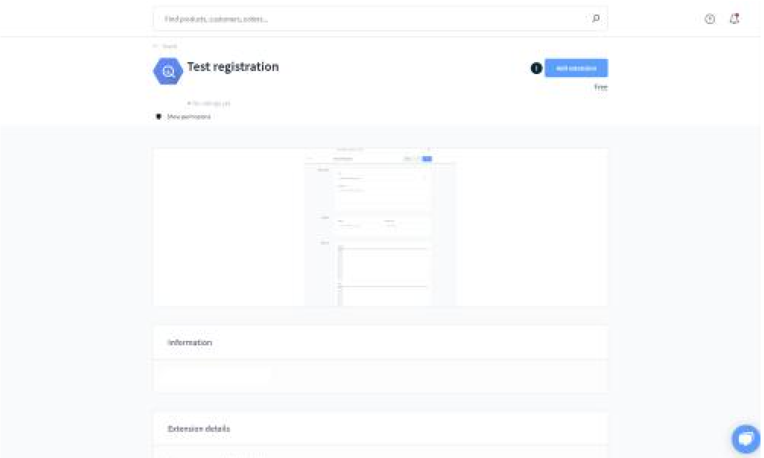


Using the selection menus and filters above the list, you have the possibility to limit the displayed extensions.

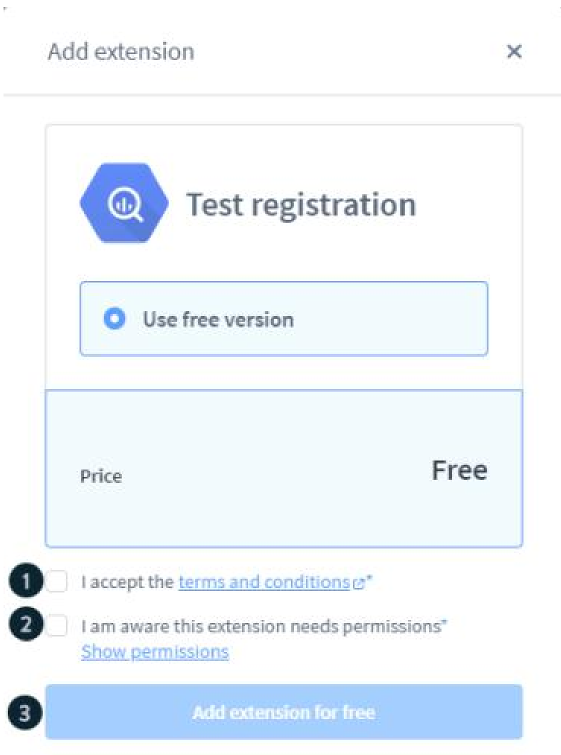
To do this, you can change the **Sort (1)** and select **Category (2)** and **Rating (3)**. You can also select the app's **payment (4)** and filter for options such as support or a trial version under **Other (5)**. To get more information about an extension or to purchase it, **just click on the corresponding extension (6)**.
Then the detail page of the extension will open.

Add an extension

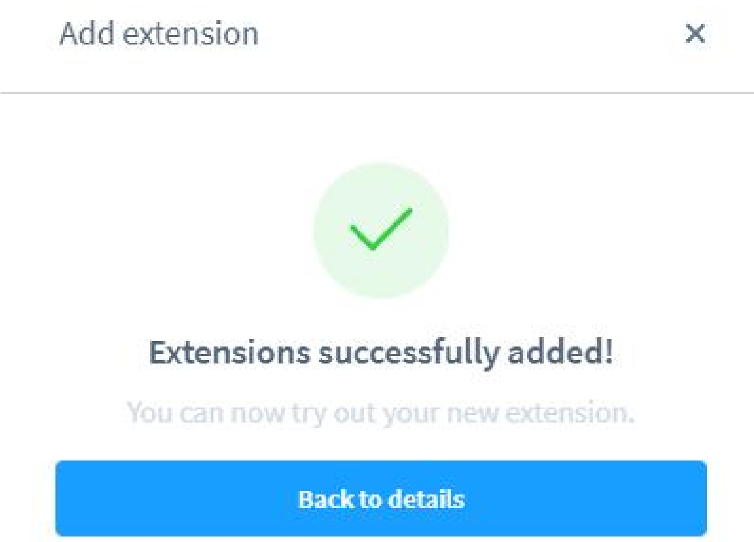
To use an extension, it is first necessary to add it to the shop.
To do this, click on the button **Add extension (1)** on the details page.



A modal will then open and guide you through the rest of the process.



First of all, it is necessary to agree to the **terms and conditions (1)**. Depending on the function of the extension, it may be **necessary to confirm that the extension requires authorisation to access individual shop functions (2)**. You can view the exact information by clicking on the link **Show authorisations.**
When you have confirmed all necessary checkboxes, you can add the extension to your shop.

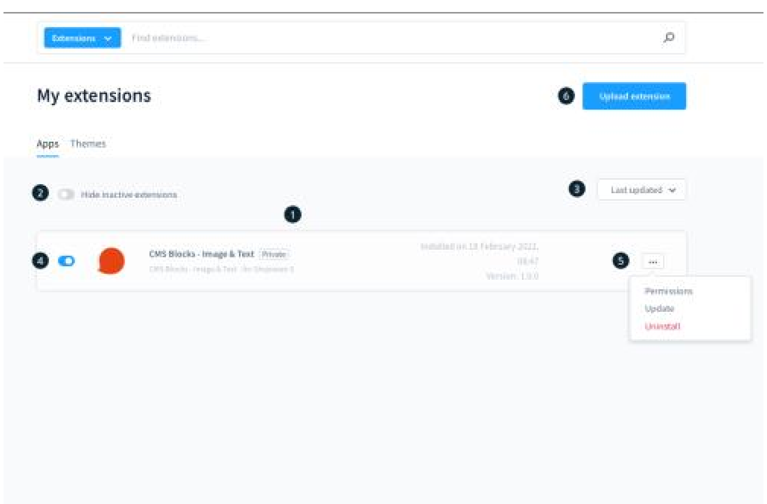


As soon as the process is completed, this is confirmed with a success message.
The extension will then be listed in the **My extensions** section.

My extensions

In the area **My extensions** you get an overview of all purchased apps and have the possibility to (de)install them.

Apps



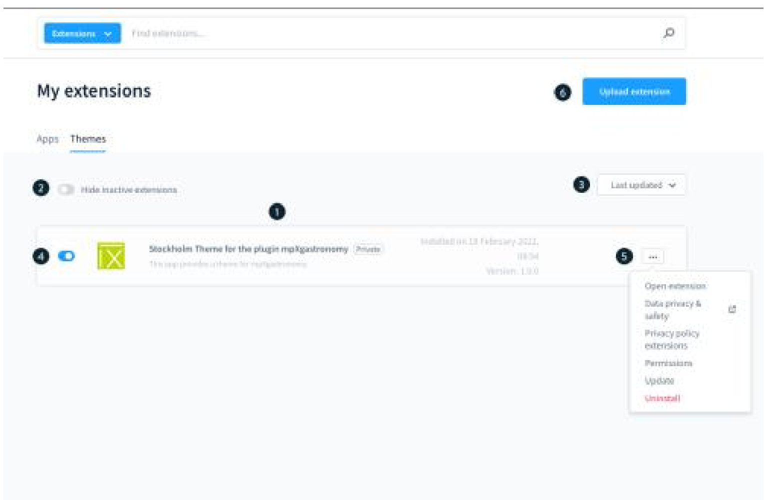
Overview of apps (1): Here you can see an overview of all apps and the most important information about each app.
Hide inactive extensions (2): Use this button to hide all apps that are currently not activated in order to obtain a better overview of the active apps.
Sorting (3): Here you can specify the criterion according to which the overview should be sorted.
Active button (4): With this button you can activate or deactivate installed apps. In contrast to uninstalling, deactivating has the advantage that settings you have made in the app are not lost.

Context menu (5): Here you can call up the context menu for the respective apps. Different functions are then available in the menu, depending on the status of the app.
Permissions: Displays to which components the extension has access. Furthermore you can see which permissions (view, edit, create, delete) the extension has.
Update: Here you can update the extension by uploading a different version as a zip file.
Uninstall. Uninstalls the app
Upload extension (6): Here you can manually add an extension to the shop.

If you upload extensions from a MacOS system, be aware that MacOs creates a subfolder in the zip file when compressing it, and then you can't upload the extension. You can easily remove this subfolder with the following console command.
zip -d data.zip "__MACOSX/"*
zip -d data.zip "/.DS_Store"*

Apps purchased from the Store should always be installed via the Admin Store and not by uploading a file.

Themes

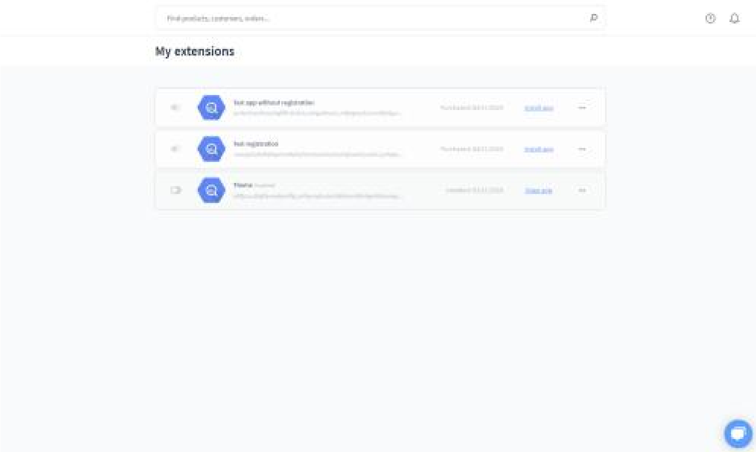


Overview of themes (1): Here you can see an overview of all themes and the most important information about each theme.
Hide inactive extensions (2): Use this button to hide all themes that are currently not activated in order to obtain a better overview of the active themes.
Sorting (3): Here you can specify the criterion according to which the overview should be sorted.
Active button (4): With this button you can activate or deactivate installed themes. In contrast to uninstalling, deactivating has the advantage that settings you have made in the theme are not lost.
Themes that are active here are not automatically assigned to a sales channel. The assignment only takes place in the sales channel.
Context menu (5): Here you can call up the context menu for the respective apps. Different functions are then available:
Open extension: Forwards you directly to the **Themes** area and opens the theme settings.
Data privacy & safety: Takes you to an external page for the theme manufacturer's privacy policy.
Privacy policy extensions: Indicates whether personal data is processed by the manufacturer. Optionally, the manufacturer provides information about the privacy policy.
Permissions: Displays to which components the extension has access. Furthermore you can see which permissions (view, edit, create, delete) the extension has.
Update: Here you can update the extension by uploading a different version as a zip file.

Uninstall. Uninstalls the app
Upload extension (6): Here you can manually add an extension to the shop.

Install extension

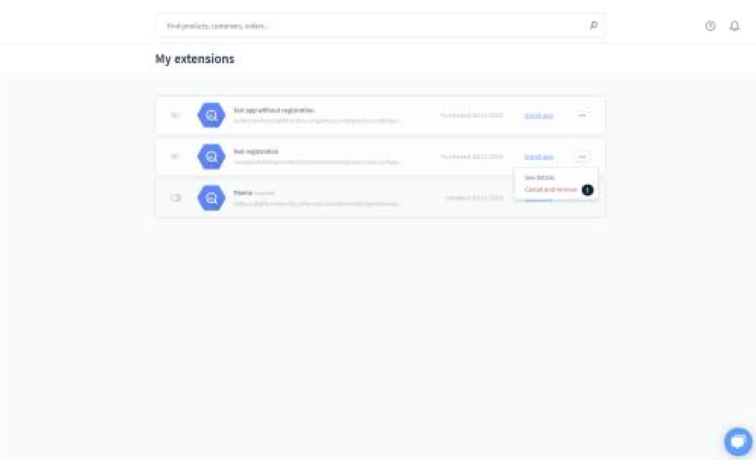
To install an existing extension, click on the Install App button in the **My extensions** section.



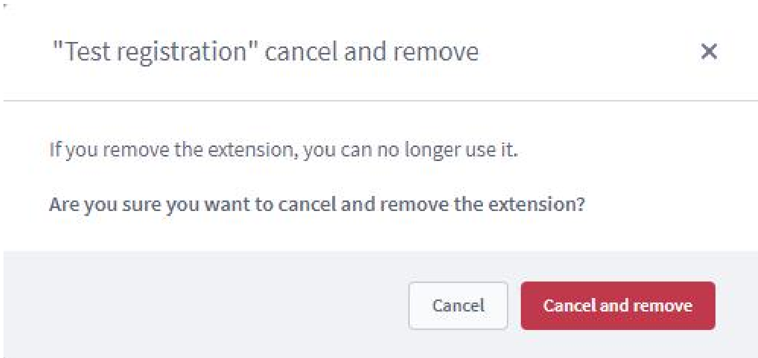
If the extension provides its own configuration menu, you can access it by clicking on **Open app**.

Cancel and remove extension

If you no longer wish to use a rental extension that is subject to a charge and wish to terminate the rental, the complete removal is necessary. Simply deactivating or uninstalling the extension is not sufficient. Please note, however, that in this case the settings of the extensions will also be removed.
To cancel and remove the extension, click on the "..." **button** and in the menu that opens click on **cancel and remove**.



Afterwards a window will open in which you can confirm this once again.

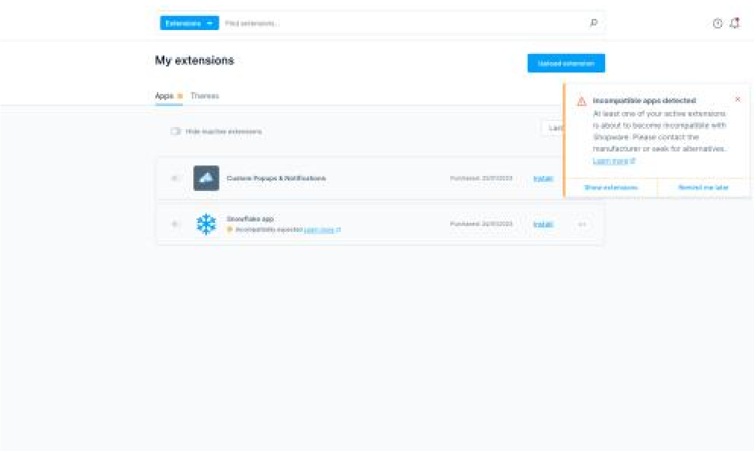


SaaS updates and extensions

Your SaaS environment is updated from time to time. To ensure that your shop is not affected by incompatible apps, we point this out at an early stage under **Extensions > My Extensions**.

Incompatible apps

Incompatible apps are displayed in the list in your admin under **Extensions > My Extensions**.



The apps marked as incompatible have the following meanings:

- The app is not (yet) marked as compatible with the upcoming major version of Shopware by the app’s manufacturer.
- The manufacturer still has time until the release to update their app to be compatible with the next Shopware version.
- If the app is not updated by the manufacturer and thus incompatible at the time of the release, the app will be automatically disabled.

Necessary data for adding extensions

In order to obtain an extension, it is necessary to maintain some data in the shop beforehand.
If you are not able to add an extension, you will receive a corresponding message with information about which data is not (completely) available.

Company information

The company information is required, among other things, for the creation of documents (e.g. invoices) for the purchase of extensions.
Even with free plugins, the data is needed in advance.
You can store the company data under Settings > Account > Company.

Payment method for billing

The payment method for the settlement is needed to pay any rent for the extensions.
Please note that these data must be filled in in advance even in the case of free extensions.
You can maintain this data under Settings > Account > Billing > Payment method.

Fees

On this page we will explain how the fees for a SaaS shop are structured. You will also find information about the billing procedure.

How are the fees of the SaaS environment structured?

To book a plan, contact Sales so that each customer can be offered the plan that is right for their project(s).

You can reach out to them Monday to Thursday between 09:00 AM and 05:00 PM and Friday between 09:00 AM and 03:00 PM by telephone +49 (0) 2555 9288580 or by mail customer@shopware.com.

Detailed information about the functionality of the plans can be found here.

Test orders are taken into account in the calculation, as are orders from the merchant or store operator.
This change applies since the new license and pricing model.

Where can I see details of the individual bookings?

You can find information about the daily calculated revenue share in the shop merchant area of your Shopware account. Select the desired SaaS shop in the shop section and open the shop details by clicking on the domain.

When will I receive the invoice for the debits?

The invoice will be provided at the respective booking interval.
The posting interval is the monthly period from the first plan booking.
For example, if you booked the plan on the 15th of a month, the interval runs from the 15th to the 14th of the following month.

The invoices will then be available to you in your Shopware account for retrieval.
You can find the invoice in the account details of the shop.

Why was my PayPal account debited with 0.01€ after the first plan booking?

To verify your PayPal account, we will debit 0.01€ once from your PayPal account and credit the full amount to your Shopware account. Your account balance will be taken into account in the future billing of any sales commissions. You can find an overview of your Shopware account.

What is the procedure for deleting my shop?

By using the function **Settings > Account > Deletion** in the administration you can terminate the entire shop. The shop will be completely deleted, the shop can no longer be accessed. A proportional refund of the basic fee for the current interval does not take place here.

Delete the hubspot cookie

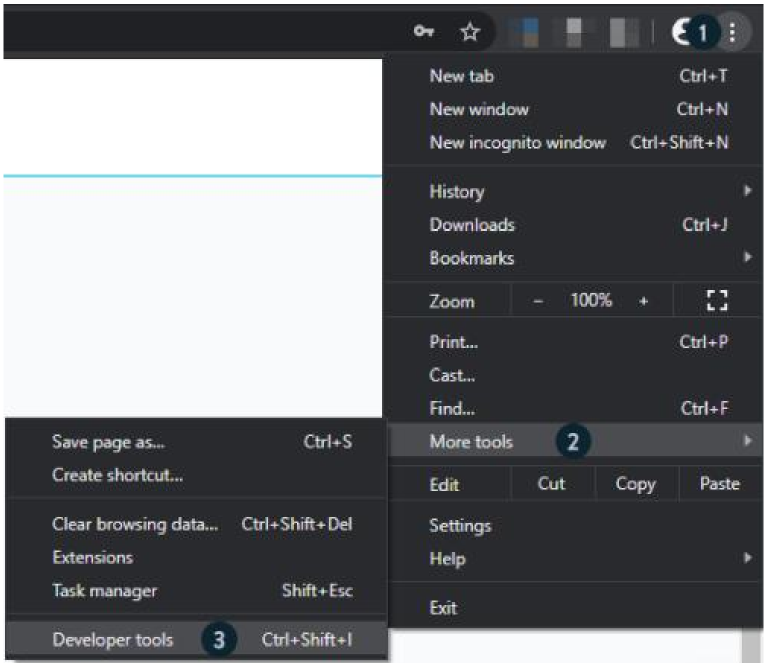
The LiveChat, through which you can contact us directly from the SaaS environment, recognizes you automatically in most cases based on the stored shopware account. In some cases, however, you may be asked for your email address in order to be recognized correctly. In this case you need the email address, which you use to log in to the administration.

If you have mistyped your email address in the chat, you cannot be correctly assigned by the system and the chat is not possible.
In order to re-enter the email address, it is then necessary to remove a cookie in the browser.

In this tutorial we show you how to do this with the most common browsers.

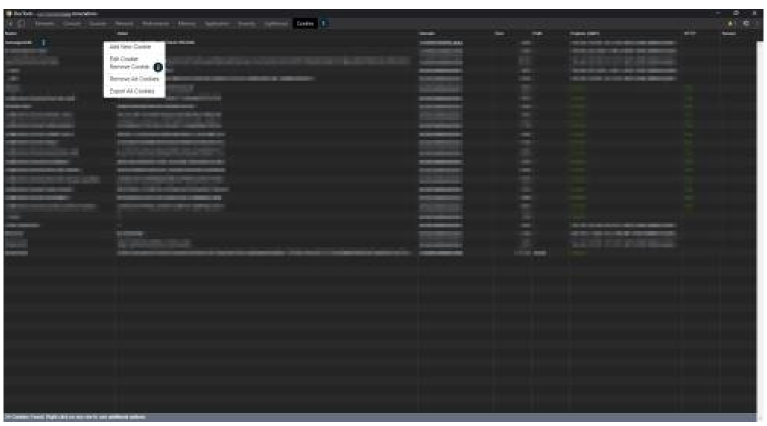
Chrome

Call the browser console for the tab where you are logged in to the administration.
You can reach the browser console either by pressing the **F12** key or the menu with the **items (1)** in the upper right corner of the bar. In the menu you open the item **More Tools (2)**, there you will find the entry **Developer Tools (3)**.



By clicking on Developer Tools, the console is either displayed directly in the browser window or opened as a new window.

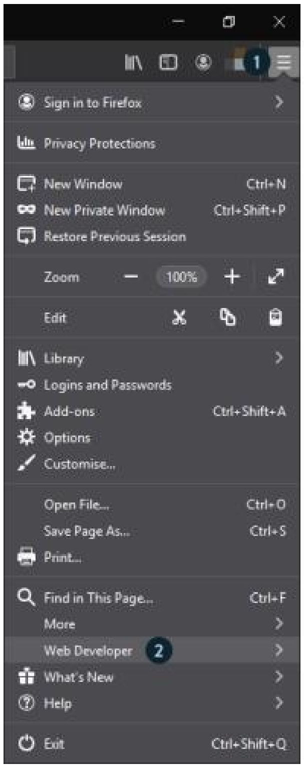
In the browser console, switch to the Cookies tab (1). There you get an overview of all cookies set for the page. Search for the entry with the name "messagesUtk" (2) and click on it with the right mouse button. In the appearing menu select the entry Remove Cookie (3).



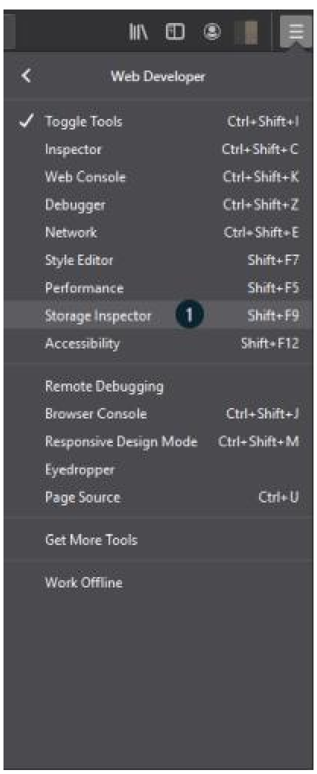
Now you can access the chat again and enter the email address.

Firefox

Call the browser console for the tab where you are logged in to the administration.
You can reach the browser console either with the keys **Shift + F9** or the menu with the **three dashes (1)** in the upper right corner of the bar. In the menu you then open the item **Web Developer (2)**.

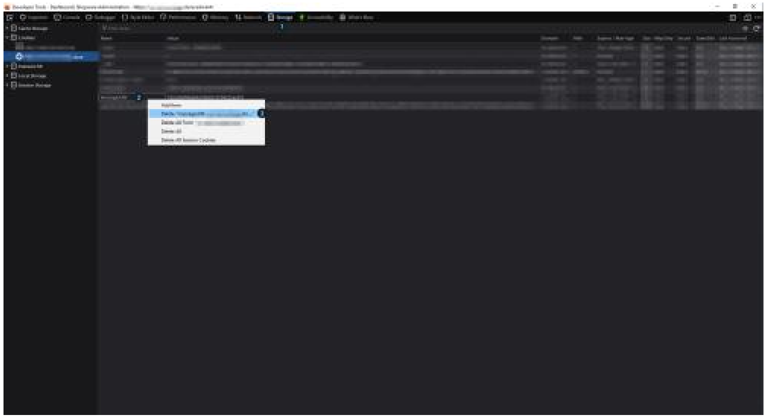


This brings up the submenu and you select the item **Storage Inspector (1)**.



The Web Storage Inspector will then open in a new window.

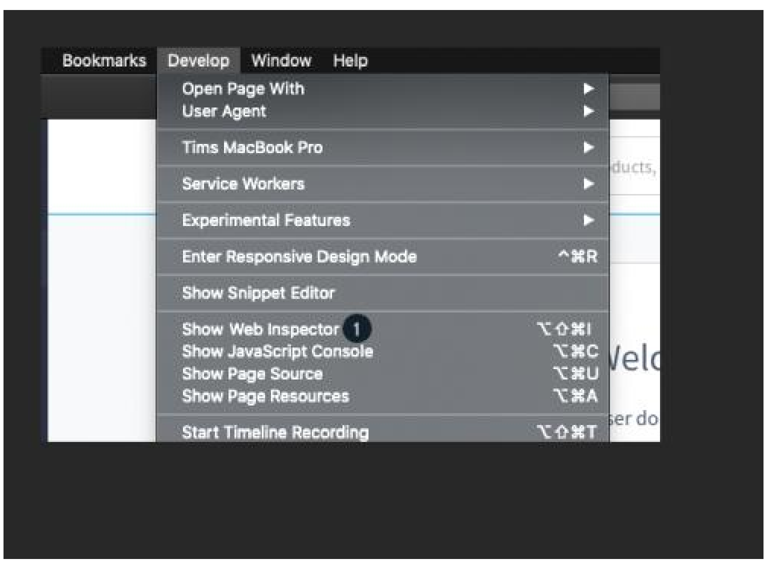
In the tab **storage (1)** call up the item Cookies in the menu on the left side. There you will find an entry with the domain of the administration. After you have selected the entry, the existing cookies of the site are listed on the right side. In the list select the entry with the name **"messagesUtk" (2)** and click on it with the right mouse button. In the appearing menu select the entry **"messagesUtk-domaindeinesshops" delete (3)**.



After you have removed the entry, you can access the chat again in the administration and enter your email address.

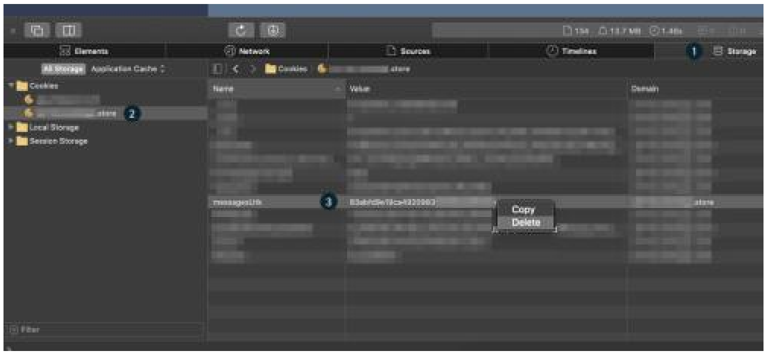
Safari

Call the browser console for the tab where you are logged in to the administration.
You can reach the browser console in the menu Developer through the item **Show web inspector (1)**.



The browser console will then open in a new window.

In the tab **Storage (1**) call up the item Cookies in the menu on the left side. There you will find an entry with the **domain of the administration (2)**. After you have selected the entry, the existing cookies of the page are listed on the right side. In the list select the entry with the name **"messagesUtk" (3)** and click on it with the right mouse button. In the menu that appears, select the entry to delete.



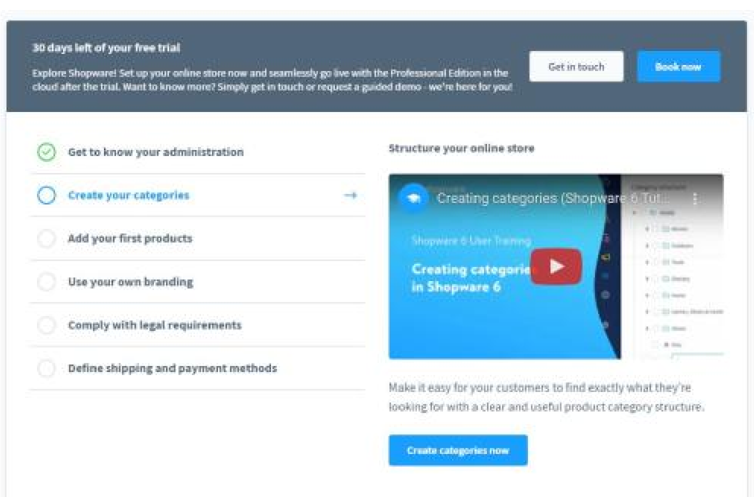
After you have removed the entry, you can access the chat again in the administration and will be asked for your email address again.

GoLive (SaaS)

In this article we will talk about going live your Shopware SaaS Shop.

Launch your shop

You will learn here what is needed when you click the **Book Now** button in your admin area and what is basically important to get started with your SaaS store.



Select a Plan

During the 30-day trial period of your SaaS store, you can decide to continue with this store by booking **Shopware Rise**, **Shopware Evolve** or **Shopware Beyond**. Alternatively, you can also book a **self-**

hosted store.

If you need more information about the Plans, you can find it in our Docs article.

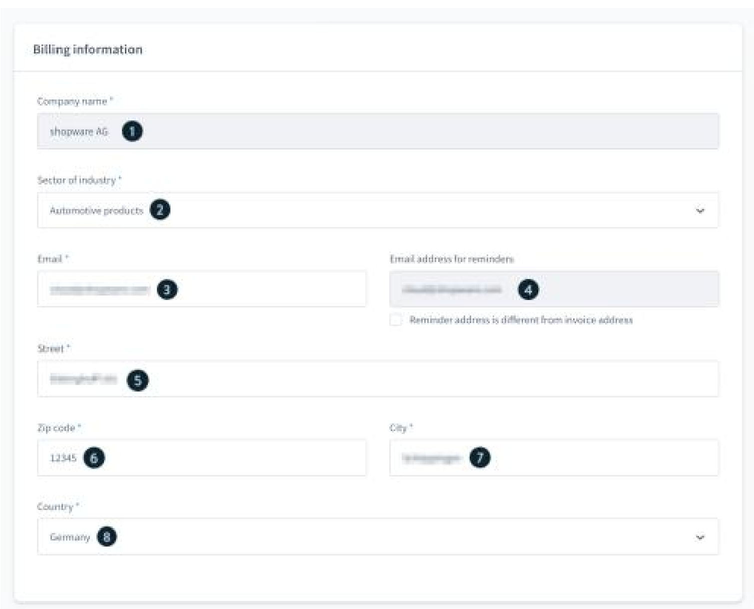
VAT identification number

To store details such as the VAT ID or the invoice information, navigate to the **Settings >** Company.

If you have a VAT ID, you can enter it by clicking on **I own a VAT ID**. If you do not have a VAT ID, select **I do not have a VAT ID**. You also have the option **I am a small tradesman**.
Attention: This VAT ID must not be confused with the (turnover) tax number or the Swiss VAT ID. These numbers may not be entered here.

Billing information

Under the billing information you store the details of your company. The fields marked with an asterisk are mandatory fields and this information must be provided by you.



Company name (1): Enter your company name here.

Sector of industry (2): Select the industry sector of your company here. If there is no suitable industry here, you can select "Other".

E-mail (3): Enter a valid email address that you can access here.

Email adress for reminders (4): Optional field.

Street (5): Enter the street and number, based on the location of your company.

Zip code (6): Enter your companies zip code.

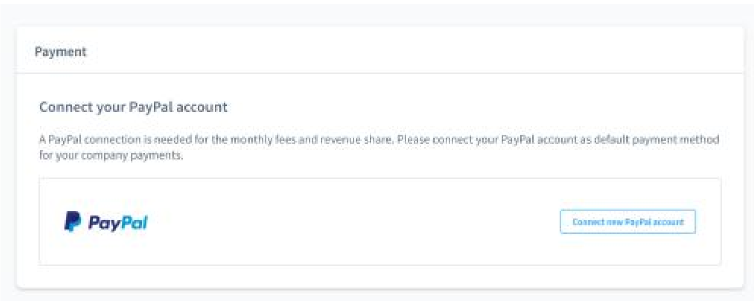
City (7): Enter the city where your company is located.

Country (8): Select your country.

Connect PayPal

In this step you have to connect your PayPal account, because we use this payment method for charging the expenses of the SaaS shop as the default payment method. (**Settings > Account > Payment**)

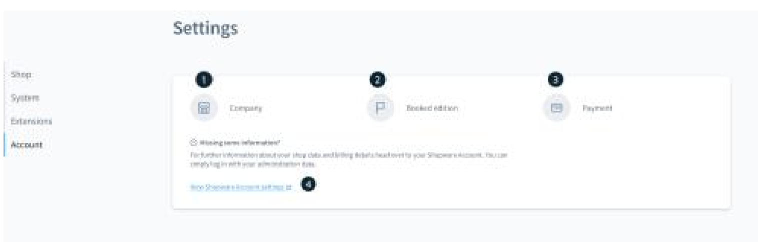
Click the **connect new PayPal account** button to link.



After clicking on connect new PayPal account you will be redirected to PayPal. Here you can either log in with an existing PayPal account or create a new PayPal account.

Overview

If you have successfully connected to your PayPal account, you will automatically be redirected back to the administration.



Company (1): In the company details you can see the contact and billing information you entered.

Selected plan (2): You can view your selected plan again here. You will get a short summary of the features and the costs for this plan.

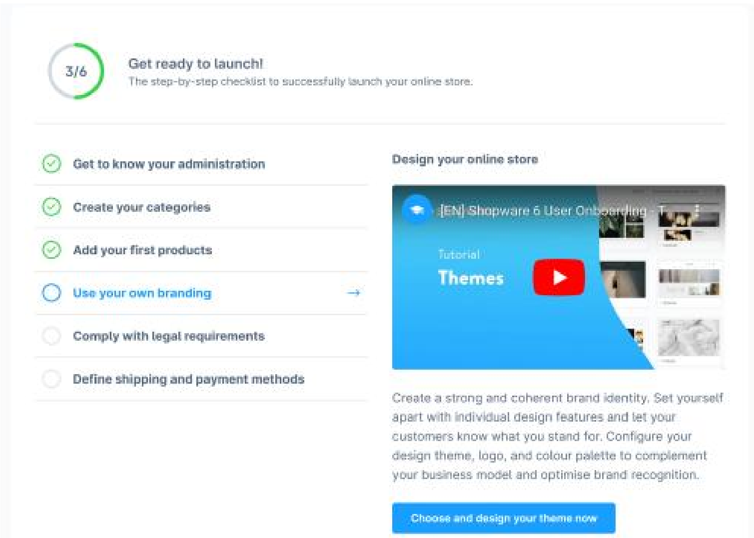
Payment method (3): Here you can see the PayPal account you just added as the default payment method for booking SaaS costs to us.

View Shopware Account Settings (4): Here you will be redirected to the Shopware account where you can view more information.

The most important information about you, your company and your SaaS shop are now stored, but there are other important settings that we need to look at in order to get you started. We will now take a look at these required steps.

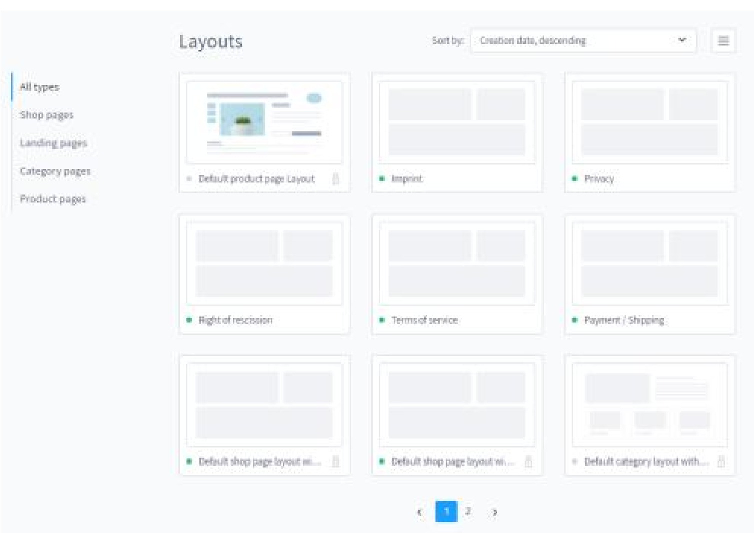
What else should I consider?

The basic setup of your store is as essential as the configuration of the previous information. Therefore, we have compiled a checklist for you in the dashboard with all the important points that should be considered before the store goes live.



Maintaining legal texts

Among the important information pages of a shop are the imprint, the terms and conditions, the privacy policy and the cancellation policy, which you should therefore update right away.



You can find the imprint and the other legal texts in your SaaS store in the left navigation under **Content > Shopping Experiences**. Here you can find the created **Shopping experiences** for the **imprint**, **privacy page, cancellation policy** and for the **terms and conditions**.

Out of the box these are filled with a dummy text "Lorem ipsum" and can be easily edited by clicking on the shopping experience. Once clicked, simply click in the text to edit it and then click on **Save** in the upper right corner. If you want to insert graphical elements in addition to text, you can find out here what options the shopping experience have to offer.

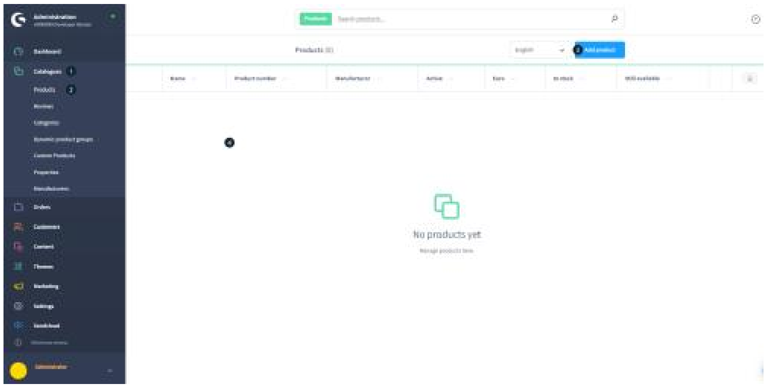
Under **Catalogs > Categories** you will find the corresponding categories in the category tree under Footer Menu > Legal. The categories are already linked to the appropriate shopping experience. Here you can, for example, change the order of the pages or add more and assign them to an shopping experience. You can find more information here.

Maintaining products

Another important point for getting started with your SaaS shop is the creation and maintenance of products.

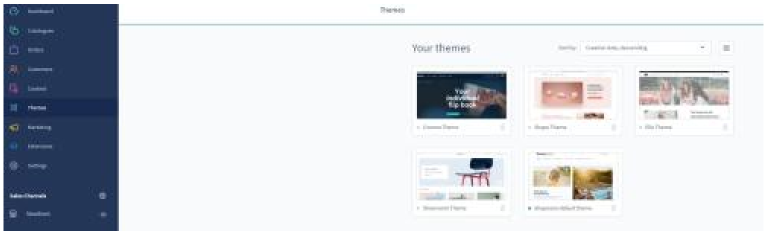
In order to get to the mask for creating a product, first click on **Catalogues (1)** and then on **Products (2)** in the menu bar. On the right hand side, you will find the button **Create product (3)**. As soon as you have created at least one product here, it will appear in the **overview (4)**.

You can find detailed explanations on how to create and maintain products in our article Products. There you will also find a video tutorial in which the first steps are explained.



Set up your own theme

To individualize your store and design it according to your ideas, you need your own theme. Under the menu item **Themes** you can select one of the existing themes and customize it.



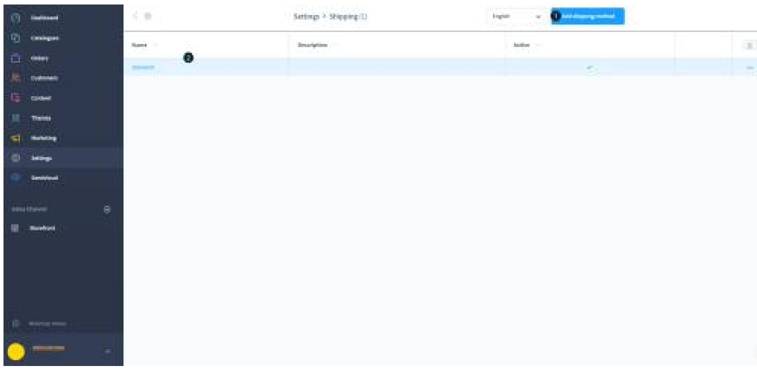
You can find detailed instructions in our article Themes.

Maintain shipping methods

You can find the shipping methods in the Shopware 6 Administration under **Settings > Shop > Shipping**.

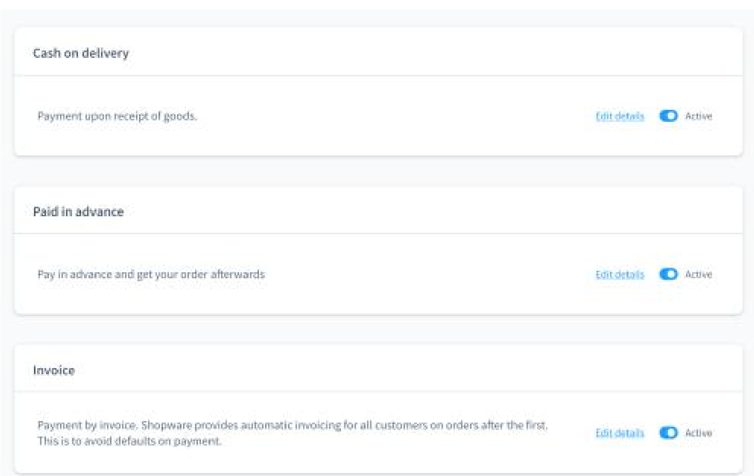
You can create a new shipping method by clicking on the button **Add shipping method (1**) in the upper right corner. In the **overview (2)** you can see all available shipping methods.

For more detailed explanations on how to create and manage shipping methods, we recommend you read our article on shipping.



Maintain payment methods

In the menu **Settings > Shop > Payment methods** you set up the payment methods that are to be available to your customers in your shop.



By default, you can choose between the payment methods **cash on delivery, advance payment** and **invoice**.

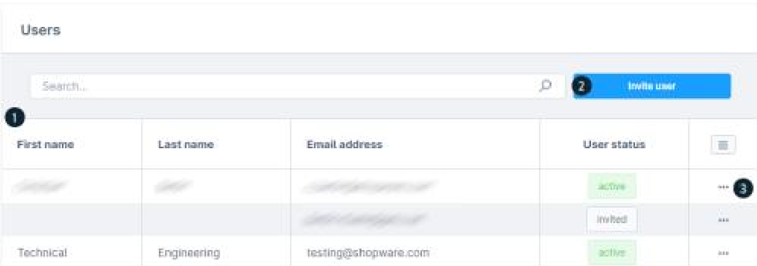
For more information on setting up and managing payment methods, please refer to our article on payment methods.

Users & Permissions (SaaS)

The menu item **Users & Permissions** can be found in the Shopware Administration under **Settings > System > Users & Permissions** and offers you an administration for all users of your administration.
When you call up the item, you will find a structured overview of these users and now have the option of creating additional users and assigning them permissions or withdrawing permissions.

Users

In the Users section, you can see an overview of all users that have already been created. You can edit and remove existing users here, or add new users to your Shopware Admin.

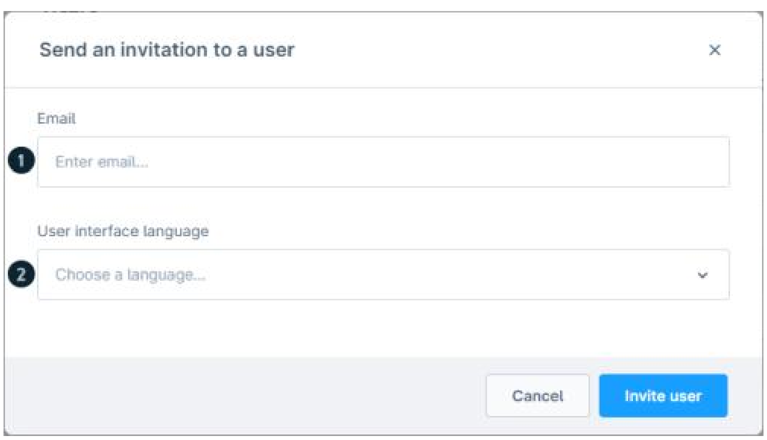


User overview (1): Here you can see an overview of all users with the most important details such as name, e-mail address and the user status.
Invite user (2): Use this button to open the screen for inviting a new user.
Context menu (3): There is a context menu next to each created user on the right-hand side, which you can use to remove or edit the respective user.

Invite user

Click on the **Invite user** button next to the search to open the screen for inviting a Shopware account to your administration.

Here you first enter the following **basic information**:

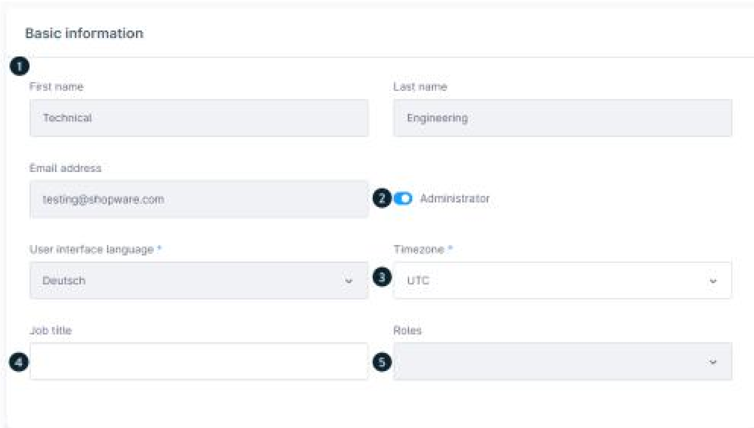


Email address (1): In the event that the password needs to be reset, it is necessary to enter an email address.

User interface language (2): Select the language of the user interface here. The user can change this at any time in their profile.

Edit user

Each user can be edited via the context menu next to them.



General information (1): The general information, such as first name, surname and email address, is fixed and cannot be changed. The language of the user interface can only be set for your own user.

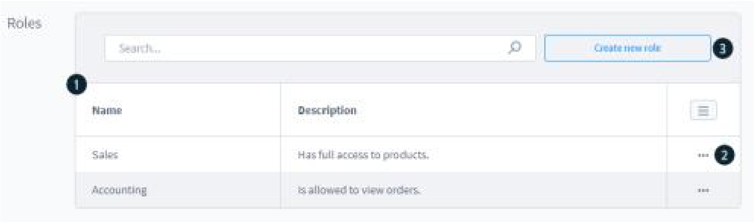
Any subsequent editing of the information can only be carried out via the Shopware account, as these are Shopware account users.

Administrator (2): Here, you can specify whether the user is an administrator. Users with administrator have all available rights. No role can be assigned to them. A user cannot give or remove the Admin status themselves.
Time zone (3): Here, you can select a time zone for the user. This is used uniformly for all time entries in the administration.

Job title (4): Here, you can specify which job the user performs internally in your company.
Roles (5): If the administrator status is not set for the user, you can assign any number of previously created roles here. This allows you to give the user the specific rights they should have.

Roles

In the Roles section, you can create different user roles and assign them access permissions for the various areas of the Shopware Admin.



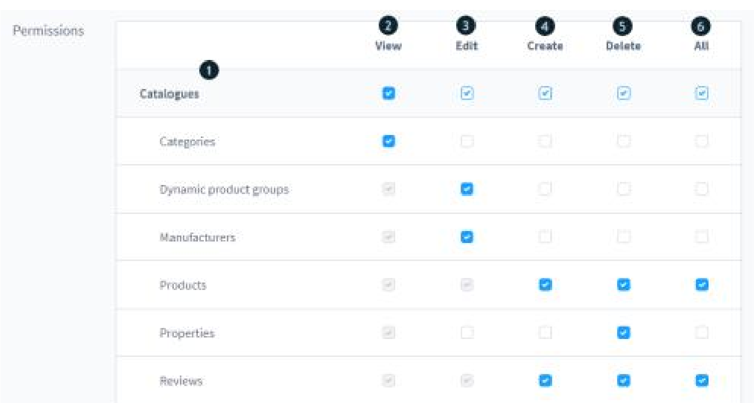
Role overview (1): Here you see an overview of all created roles, listed by name and description.
Context menu (2): Next to each created role there is a context menu on the right side where you can remove or edit the respective user.
Create new role (3): With this button you open the mask for creating a new role.

New roles

If you click on the button **New role**, the mask for creating new roles opens. Here you enter the **basic information** in the first step.
Enter a meaningful name as well as a short description of the role. This information is displayed in the role overview.

Authorisations

The permissions area is the heart of the roles. Here you specify which permissions users who have been assigned this role should have. All areas of the Shopware Admin are listed for this purpose. For each area, you can then specify exactly which permissions this role has or does not have in this area.
In addition, some areas are divided into sub-areas for which the authorisations can be assigned in even more detail. You can either assign the permissions for the complete area by activating the checkboxes in the line of the area or for each subarea individually by activating the checkboxes directly at the respective subarea.

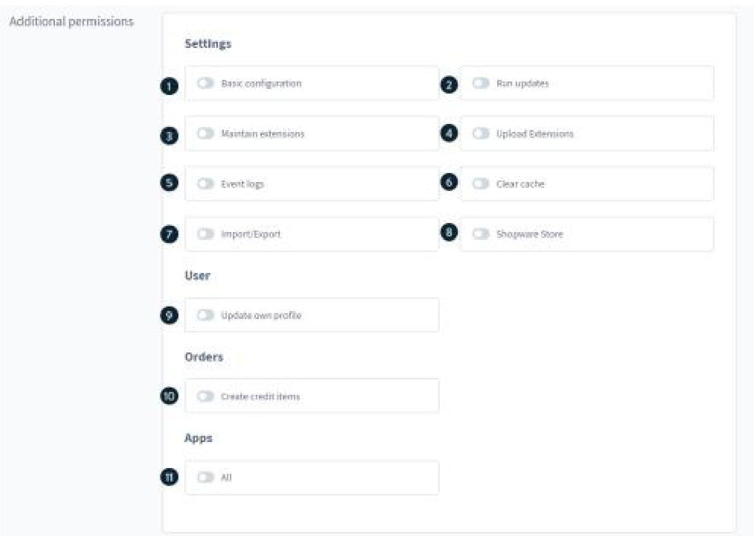


Catalogues (1): On the left hand side are all areas from the Shopware Admin. Some areas have additional sub-areas, for which permissions can be assigned individually.
View (2): If a user only has the right to **view**, he can see the configurations of the area, but cannot change them.
Edit (3): With the right Edit a user can change configurations of an area. In the example of the Products area, the user can change configurations such as price or stock, but cannot add or remove new products.
Create (4): With this right the user can create entities like products but cannot delete them.
Delete (5): The Delete permission enables the user to remove entities such as products.
All (6): If this checkbox is set, the user gets full access to the respective area.

The permissions build on each other from left to right. That means, if you give the permission E*dit*, the user automatically gets the permission V*iew*. If you assign the permission *Create*, the user automatically receives the permission *Edit* and *View*.
Only the permission *Delete* does not build on all permissions. For the permission *Delete*, only the permission *View* is granted automatically.

Additional permissions

The additional permissions include some general authorisations that cannot be assigned to a direct area. In these areas, the right to edit can be assigned generally. Therefore, no distinction is made here between viewing, editing, creating and deleting.

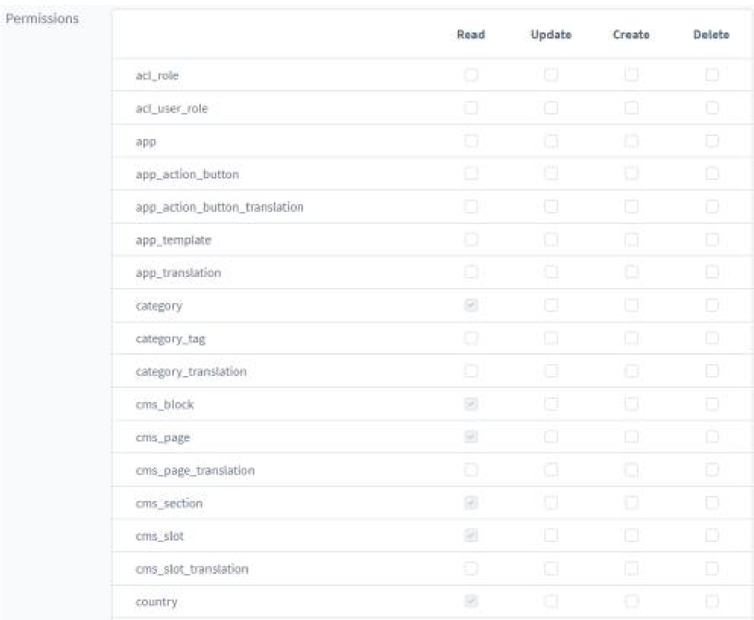


Basic configurations (1): With this permission, the user can change the basic settings from the Shopware Administration. In the area *Settings>Shop* these are the settings under *Addresses, Login/Registration, Products, SEO, Sitemap, Master Data* and *Shopping Cart*. Under *Settings>System*, the areas *Mailer* and *Shopware Account* fall under this right.
Run Updates (2): With this right, the user can search for and install updates under *Settings>System>Shopware Update*.
Maintain extensions (3): With this authorisation, the user can carry out all settings under *Extensions>My Extensions*. Among other things, he can install, uninstall, activate and deactivate apps and themes.
Upload extensions (4): Users who are given this right can upload extensions via zip file in the *Extensions>My Extensions* section.
Logging (5): Users who are given this right can access the shopware and system logs under *Settings>System>Logging*.
Clear cache (6): Users with this right can access all settings under *Settings>System>Cahes & Indexes*
Import/Export (7): With this right users can import and export data under *Settings>Shop>Import/Export*. They can also create and remove new import/export profiles.
Shopware Store(8): With this right users can access the store under *Extensions>Store.*
Update own profile (9): Only if a user has this right, he can make changes in his own profile in the bottom left corner of the menu.
Create discounts (10): This right allows the creation of voucher items in the orders module. If the user opens an existing order there and clicks on Edit, he can create a new voucher item in the *product section*.
Apps(11): With this right users can access the entire *Extensions* area.

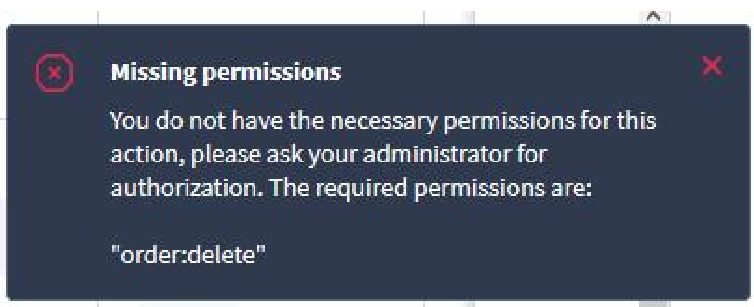
Detailed permissions

In this view, permissions can be configured in detail. This configuration is only necessary in exceptional situations. For example, if extensions are used in the system that add new records but have not assigned privileges for them, they can be configured here. All greyed out checkboxes are permissions that were already assigned in the tab "General".

So here you can find all permissions with their technical name. Just like the area permissions, you can assign the rights **read**, **write**, **create** and **delete** for each function.



Especially when extensions are used in which the permissions have not been set properly, it can happen that the user has been given a permission but then cannot exercise it in the admin. In this case, the error message usually shows which authorisations are still missing in detail. These can then be set subsequently using the detailed privileges.

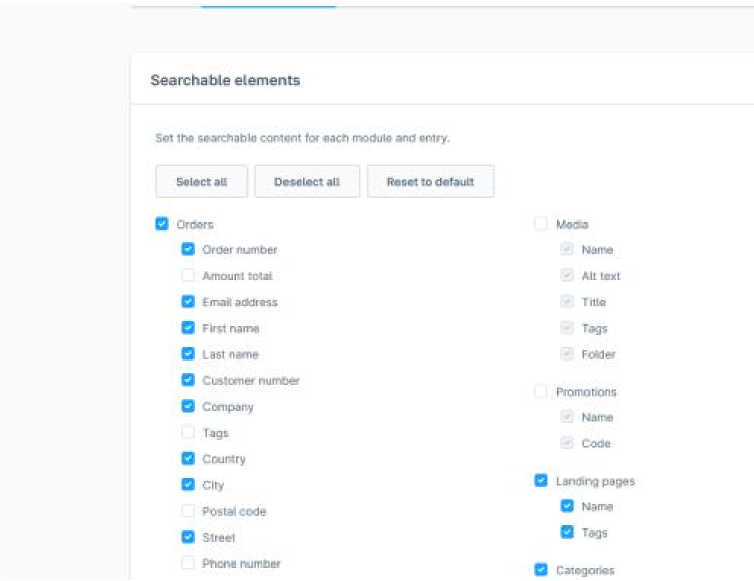


In this example the user does not have the permission to delete orders.

You can find detailed information, for example how to add permissions and privileges manually, in our Dev-Docs.

Searchable elements

It is now possible to define the admin search per user. In the settings, you can select which areas can be suggested in the search. As an example, the area Promotion is taken into account for the search. Now the user can search for discount codes in the admin and find the matching order.



PaaS

You can find the documentation for our cloud option PaaS in the developer documentation.

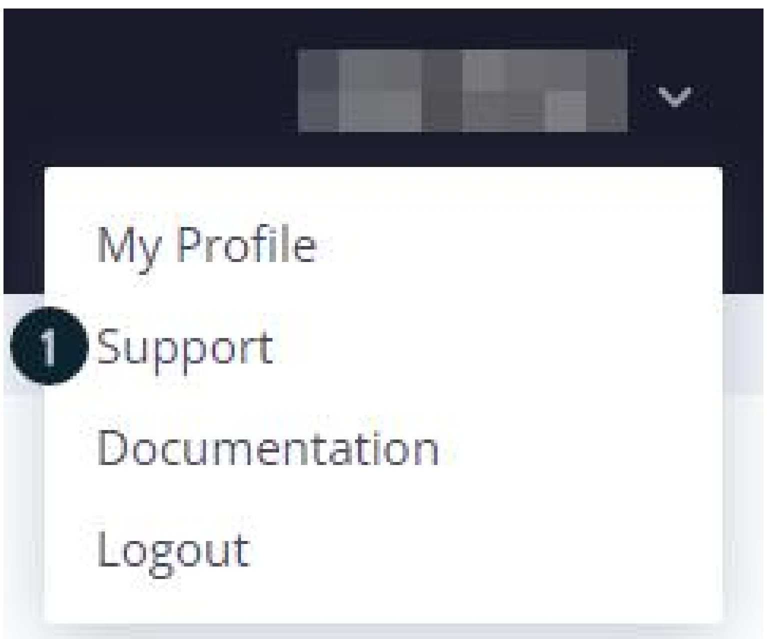
Support

Create a support ticket

In this section, you will learn how to create a support ticket for Shopware 6 (PaaS).

Support tickets overview

To receive support for Shopware 6 (PaaS), log in at console.shopware.com. There you will see your username with a small arrow in the top right corner.
Go to the arrow to open the drop-down menu and click on **Support (1)**.

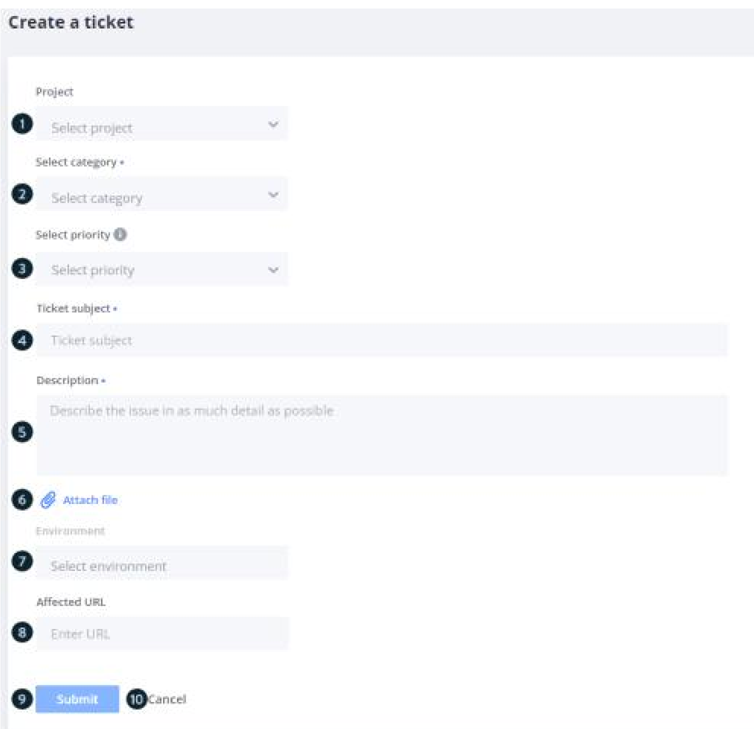


Now you are in the support ticket overview. Here you can see all the tickets you have already opened and their **status. (3)**
To create a new ticket, click on **+ New Ticket (2)** to see the ticket overview.

There are the following statuses:
Open: The ticket will be processed shortly by a colleague from Technical Support.
On-Hold: A colleague from technical support is already working on your ticket.
Solved: The ticket has been successfully resolved.
Closed: The ticket has been closed.

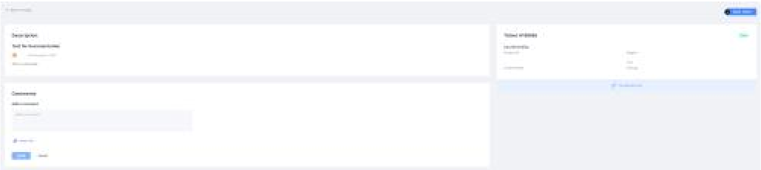
Create a new support ticket

Now you can fill in a new ticket with the corresponding items and create it via the **Submit button (9)** or cancel it via the **Cancel button (10)**.



Project (1): Select your PaaS project for which you want to create a new ticket.
Select category (2): Select the category of the ticket, e.g. if you have a general question.
Select priority (3): You can select the ticket's priority, indicating if it is a big problem or a more minor problem. By mouseover on the info button, you will get to the documentation on how to identify the priority of your ticket.
Ticket subject (4): Enter a meaningful title for the ticket.

Description (5): Describe your request or problem regarding the selected category and your concern.
Attach file (6): You can attach files to send pictures or logs.
Environment (7): Select the affected environment.
Affected URL (8): You can enter the corresponding domain.
Submit (9): Once you have filled in all the fields, you can create the support ticket by clicking on Submit.
Cancel (10): With this button you can cancel the creation of the support ticket.



After you have successfully created your ticket, you can go to the ticket overview to view the current processing status.
You can also submit additional information and view the support's response to you.
If your ticket has been solved by the support's answer, you can go to **Solve Ticket (1)** in the upper right corner and close the ticket yourself.