Tutorials & FAQs

In this section of the documentation we would like to give you some tutorials, with which the support of your Shopware Shops becomes even easier. Here you will find for example information on debugging error messages in Shopware, helpful tricks for the analysis in the database but also everything worth knowing about the GDPR.

We also take a look at the FAQ from the Shopware community to answer the frequently asked questions and give tips.

Setting up the Store for Italy in Italian

Please note this is only valid Shopware 6.2.0 to 6.3.5.4 using the individual language pack.
For Shopware 6.3.5.4 with the new Shopware language pack and Shopware 6.4 please continue here.

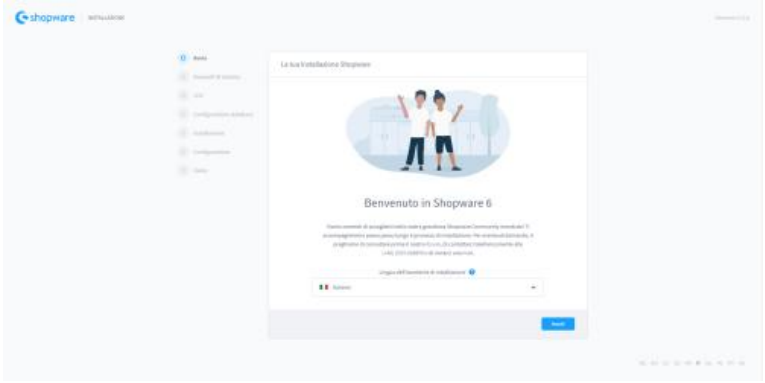
To get started with Shopware 6, download the latest version that can be found here.
Once that is done, please follow the instructions that can be found here to deploy Shopware.

Translation

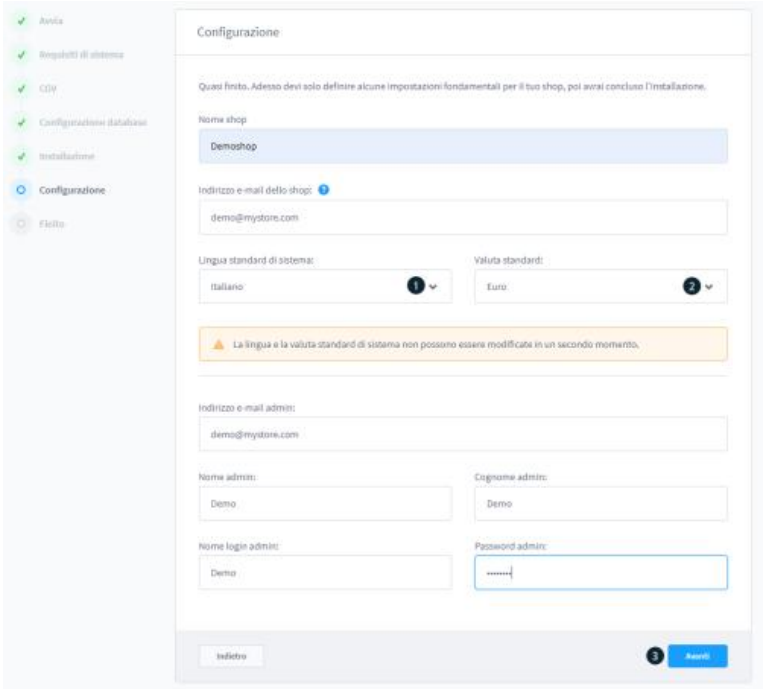
Shopware is available in many languages, if you want to contribute you can do so on Crowdin by clicking here you are redirected to our Crowdin Shopware 6 page.

Installation

Please note that the selected language is only for the installer.
In this guide we will show how to setup the for **Italy in Italian**, the language can be changed to any language offered.



Pick the desired language from the **drop down menu (1)** and click **Next (2)**.
Since we chose Italian, the menu will be in Italian.
Make sure that your system fulfills the system requirements and click Next.
Read and accept the general terms and conditions and click Next.
Enter the requested information about your database and click Next.

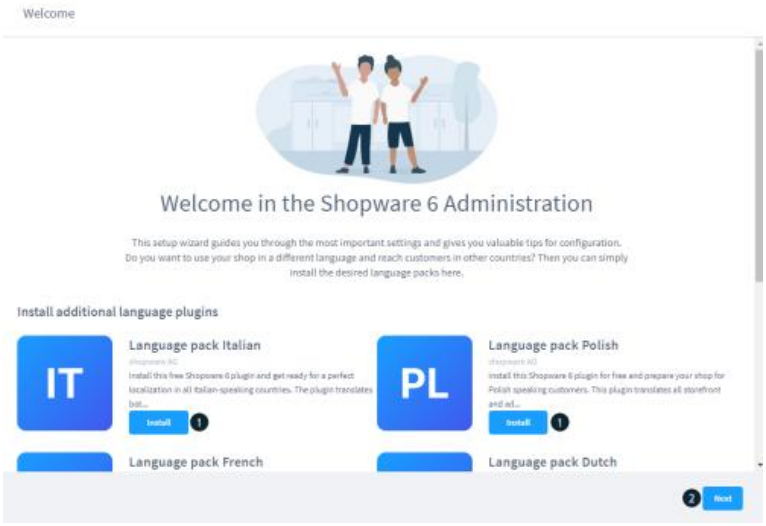


It's recommend to use **English** or **German** as the system default language.
If you have a language other than **English** or **German (1)** you should install and activate the corresponding language plug-in in the next step.

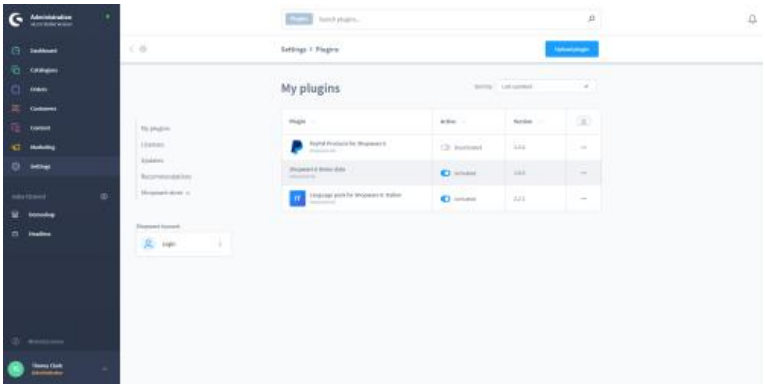
Remember to set your **default currency (2)** this is important as it's used as a base for calculating different currencies.
After the installation, you can change the language in the Admin area for the complete store.
Fill in all required fields, and click **Next (3)**.
If everything has been setup right you should now be presented with the login screen for the admin area.

First run wizard in the Admin

If the admin login does not show for a reason, you can call this by using *www.mystore.com/admin*.
You will be greeted by the first run wizard. Since we picked English as the default language the admin will be shown in English.

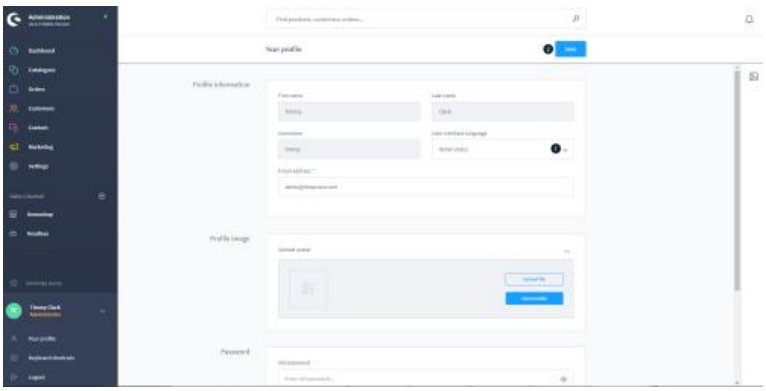


Install the **language pack (1)** that you need and click **Next (2).** In this guide we will install the Italian language pack. Proceed through the first run wizard until done.
Navigate to **Settings** > **System** > **Plugins** and make sure the required language pack is **installed** and **activated**.

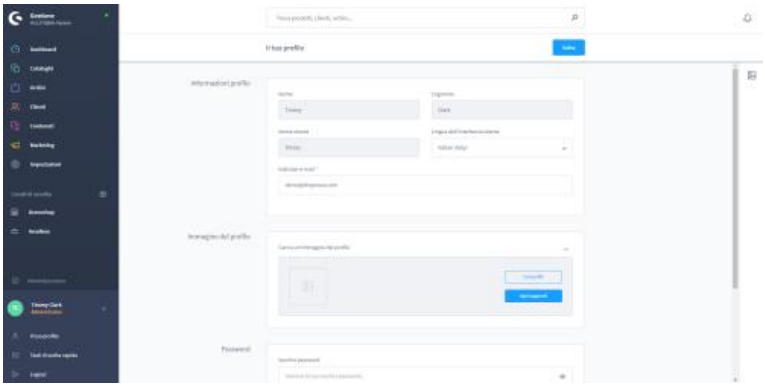


Changing the Admin language

If the admin login does not show for a reason, you can call this by using www.mystore.com/admin.
You will be greeted by the first run wizard. Since we picked English as the default language, the admin will be shown in English. In the next step we are changing this to Italian.
Navigate to **Administrator**, expand and click **your profile**.



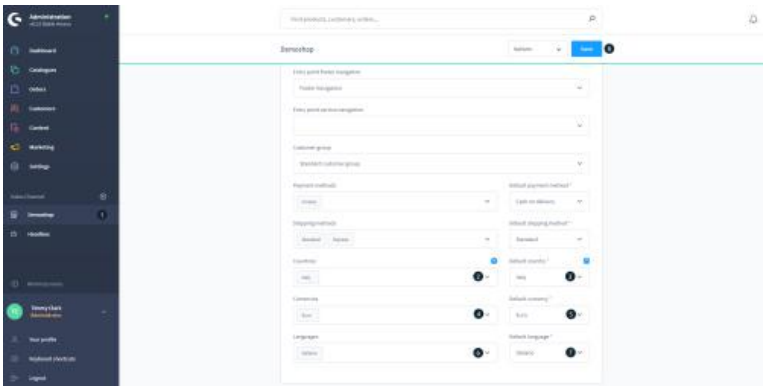
Set the **User interface language (1)** to the language that you desire and click **Save (2)**.
Your admin area is now displayed in the language of your choice as seen below.



Please note that we changed the User interface language back to English for this guide.

Changing the store language

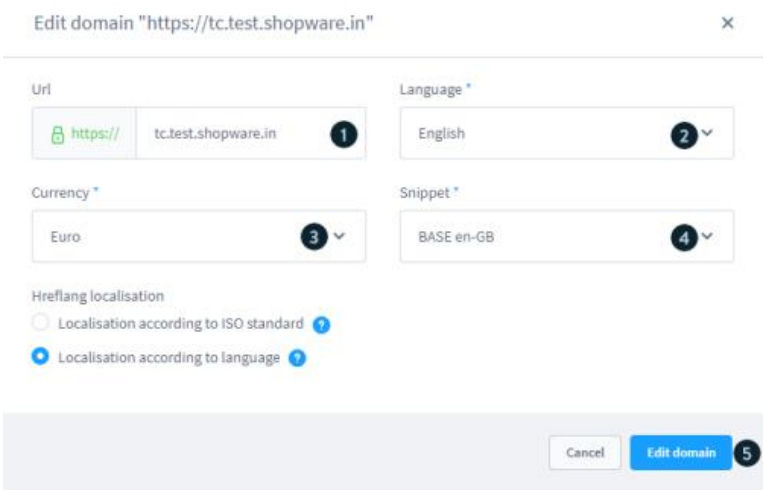
Up until this point, only the Admin area is shown in your desired language, the webstore it self remains unchanged. We are going to change this now.



Navigate to **Sales channel of choice (1)**, add all **countries (2)** that you plan on using under this sales channel. Set the **default country (3)** to your primary country in this case the Italy.
If you want to add more than one currency to the sales channel add these to the **currencies (4)**, and set the **default currency (5)**, in this case it's Euro.
Change the available **language (6)** to match all languages that you wish to display in this sales channel and then change the **default language (7)** for this channel to Italian and click **Save (7)**.
If you have more than one sales channel remember that these settings are only applied to the selected sales channel.

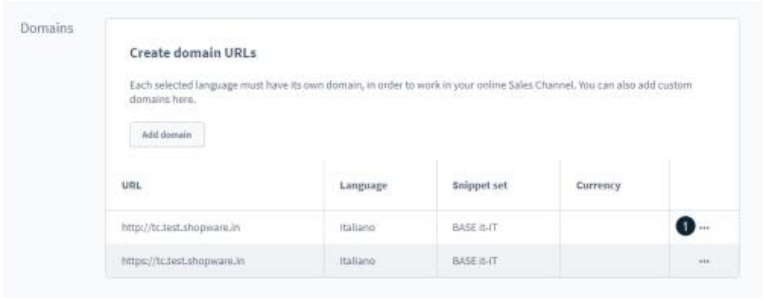
Adjusting the domain

There is one more change that we need to make to the sales channel for the store to be displayed in Italian. Scroll down to **Domains** and click the **...** and select **Edit domain.**



Make sure the **url (1)** is right. Set the **Currency (2)**, **Language (3)** and associated **Snippet (4)** as desired and click **Edit domain (5)** to save. These settings are mandatory and only apply to this domain. Make sure to setup the domain for http and https and that these have the same settings.

If you added more languages you need to setup a sub domain like *www.mystore.com/de* for Germany, these need their own domain within the sales channel, which will allow customers to switch the language from your store in the frontend. The mask will close and you see the changed settings.

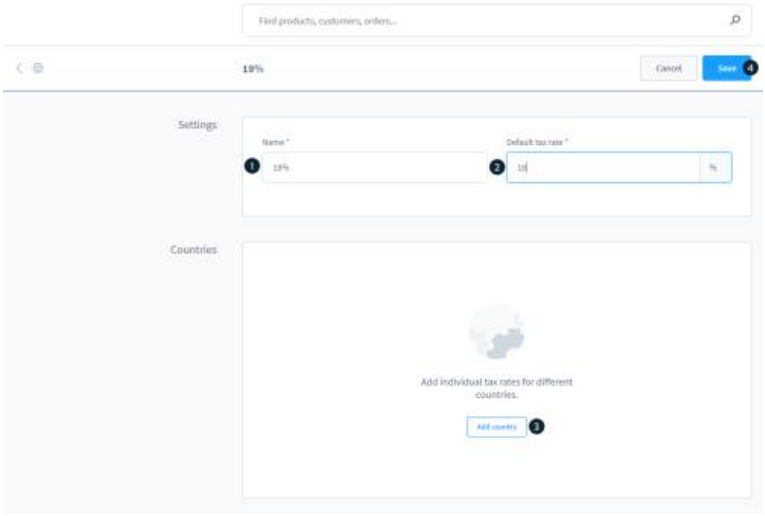


Verify all previous settings under General settings and the Languages and Snippet set under **Domains (1)**, if all are showing the settings click **Save** located at the top of the page.
If there are any default translations that don't meet your expectations these can be changed under **Settings** > **Snippet**.

Tax

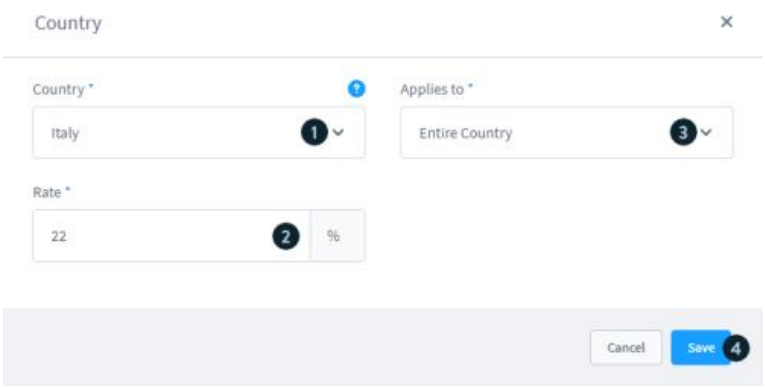
We need to update the tax rates to reflect so these are valid for this country. This can be found under **Settings** > **Tax**.

Click on the **... (1)** next to the tax rate that you want to change, this will open up a new mask.

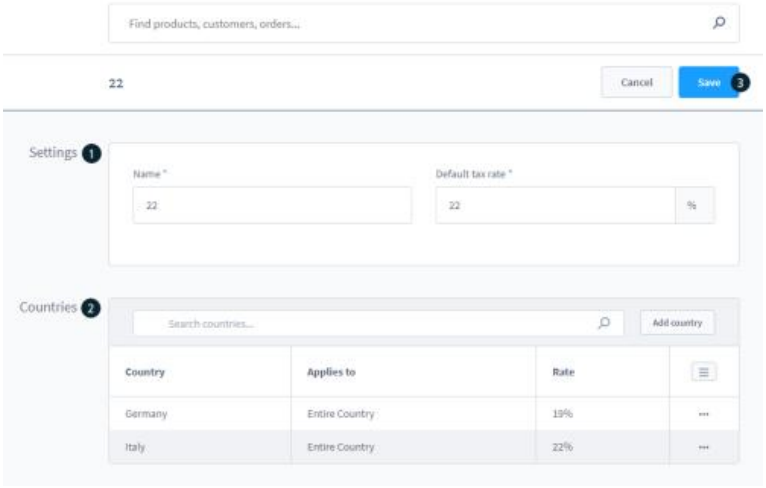


Give your tax a **Name (1)** and enter the **Default tax rate (2)**. The default tax rate is your fallback if nothing else is defined. You can define a tax rate for countries by clicking **Add country (3)**. If you are done click **save (4)**.In this example we will setup the tax rate for the Italy which is 22%.

We changed the 19% default rate to 22%, and we added the Italy and Germany.
Adding the Italy is not needed because the tax rate matches the default rate.



Choose a **country (1)** from the drop down list, set the **tax rate (2)** and choose whenever this **applies to (3)** the entire country, a zip code or a state. **Save (4)** your settings once you are done.

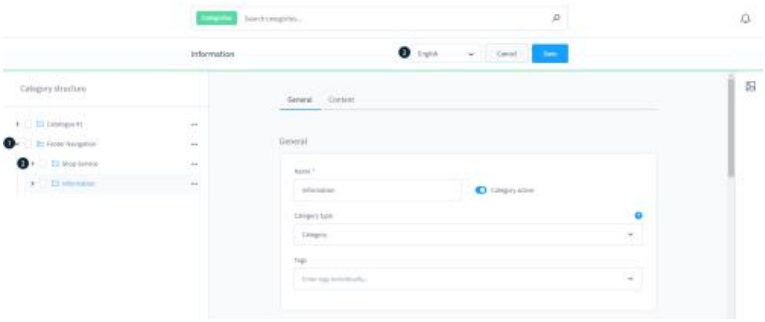


You will now see the **default tax rate (1)** added **countries (2)** with their set tax rate. If every thing is as desired click **save (3)**.

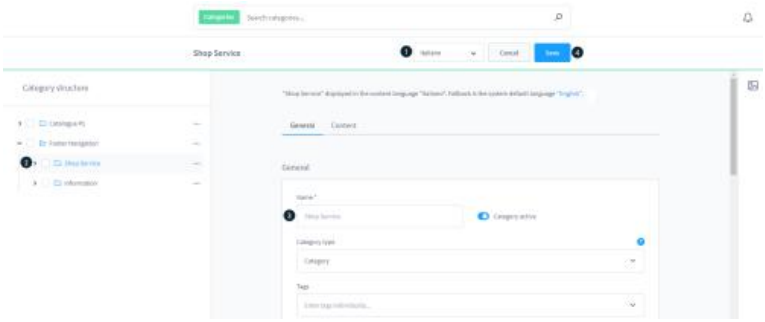
Adding custom pages

Footer Navigation

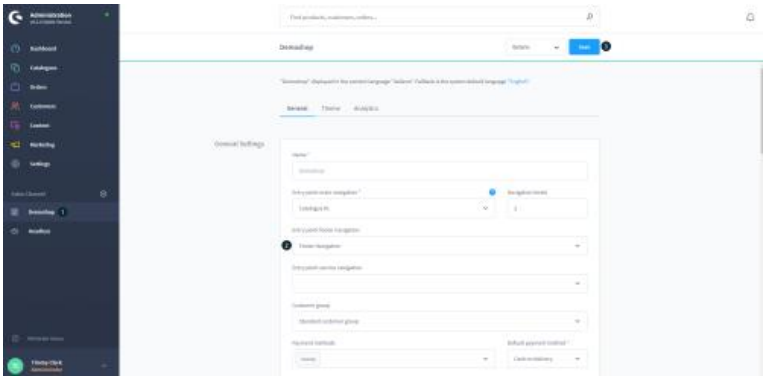
In this section we will explain how you can set up the footer from scratch.
The first thing that we need to do is add some categories, this needs to be done under **Catalogues > Categories**. How to set up a new category is explained here.
Please make sure to pick a name that indicates what content can be found in the section, because the name will show up in the frontend



We add a new **first level category (1)** called Footer Navigation, after saving this we add **two sub categories (2)** Shop Service and Information, these are added in the *shop default language*. The language is shown in the **drop down menu (3)**

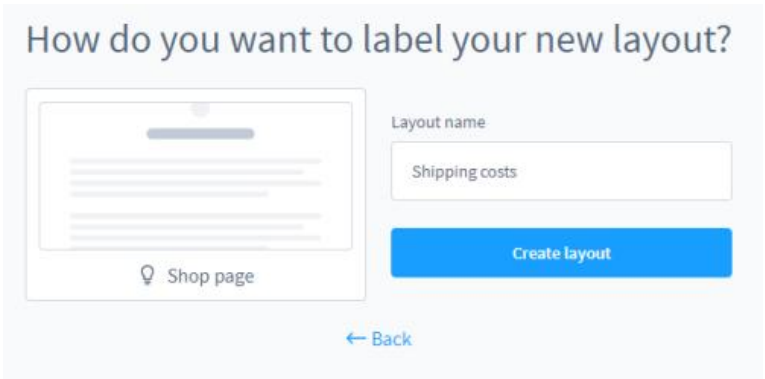


Now select the language you wish to add from **drop down menu (1)**. We can skip the *first level category* called Footer Navigation. Click on one of the added **sub categories (2).** The **name (3)** is displayed in a lighter tone, this indicates that it's not yet translated and will use the default fall back language. After translating the **name (3)**, click **save (4)** and continue to the next sub category

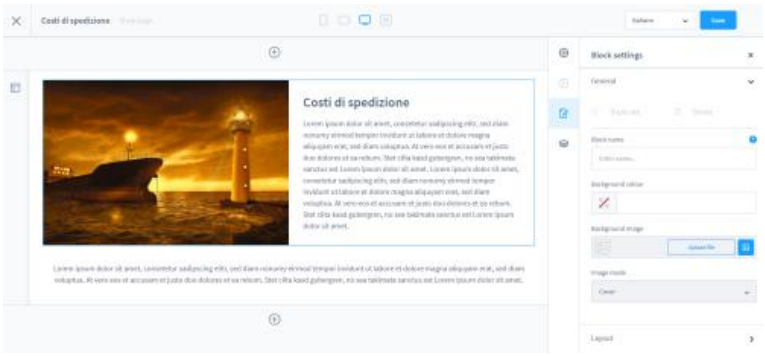


Now we have our basic category structure, we need to assign this as a entry point for our shop. First we select our **Sales Channel (1)**, next we need to define the **Entry point footer navigation (2)**.
In the drop down menu select *Footer navigation*, the one that we just created and **click Save (3)**.

Now we are ready to create the shop pages that we want to show in the frontend under the appropriate section. In order to do so please navigate to **Content > Shopping Experiences** and create a new shop page.
Information about shopping experiences and how to create them can be found here.

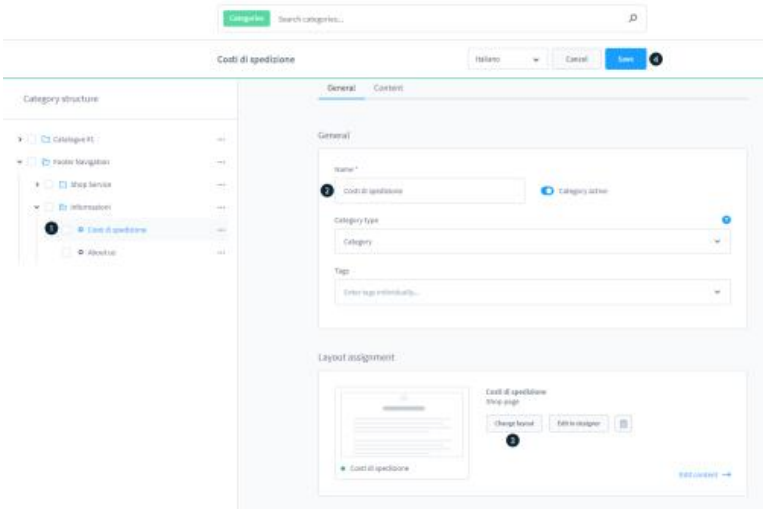


In this case we will create and add the shop page Shipping costs.



After you are happy with your layout, save the page.

Remember to use the button in the top right corner to switch between the languages that you use in your shop and translate these accordingly



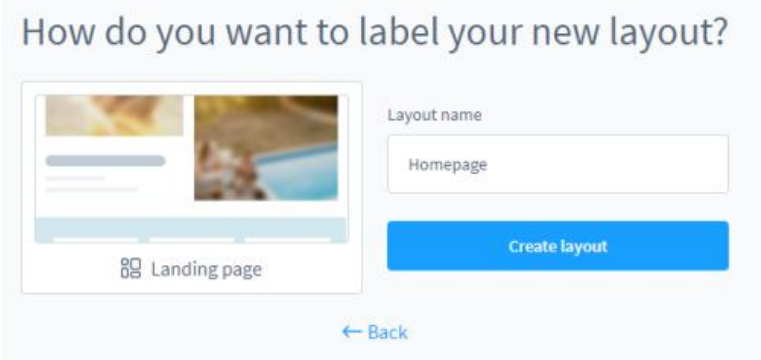
Head back to **Catalogues > Categories**.
Create a sub category under one of the previously created sub category **Informazioni (1)**.
Verify that you are working on the Italian language.
Name this **Costi di spedizione (2)**, and **assign the layout (3)** that we just created in the last section.
Now you need to make sure the sub category is active and click **Save (4)**.

To make sure every works as intend please navigate to the frontend of your store and take a look at the footer, you should see your newly created pages.

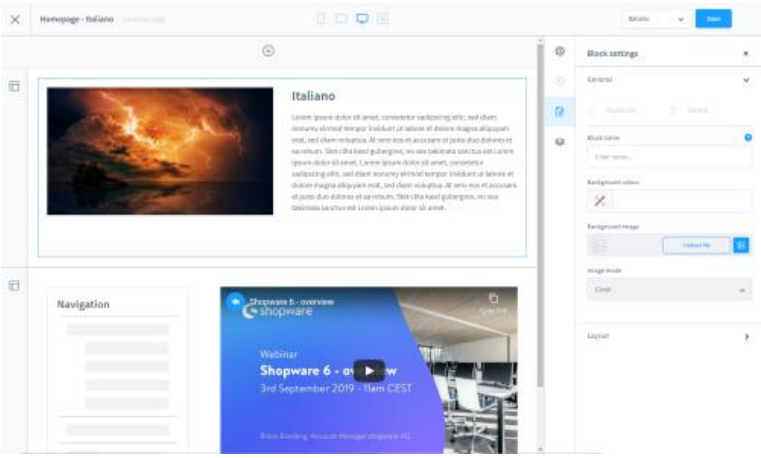
Landing page

Just like we created the shop pages for our footer we are going to create a landing page. We can do a lot with the shopping experiences so that it stands out.

Please navigate to **Content > Shopping Experiences** and create a new landing page. Information about shopping experiences and how to create them can be found here.

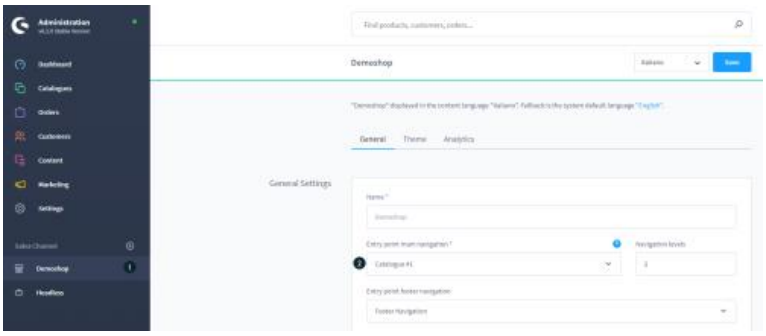


In this case we will create and add the landing page Homepage.



After you are happy with your layout, save the page.

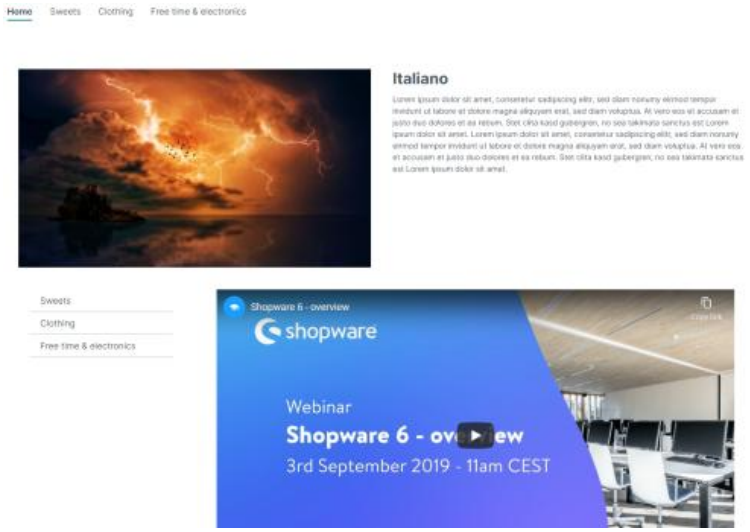
Remember to use the button in the top right corner to switch between the languages that you use in your shop and translate these accordingly



In order to tie the landing page to the right category we navigate to our **Sales channel (1)**, here we take a look at Entry point main **navigation (2)**. This tells us where the customer will enter the site, thus telling us

to witch category we need to add the landing page.

Head back to **Catalogues > Categories**. Click on the **category (1)** that's set as your entry point.
Change the layout (2) to the created landing page, confirm and click on **Save (3)**.

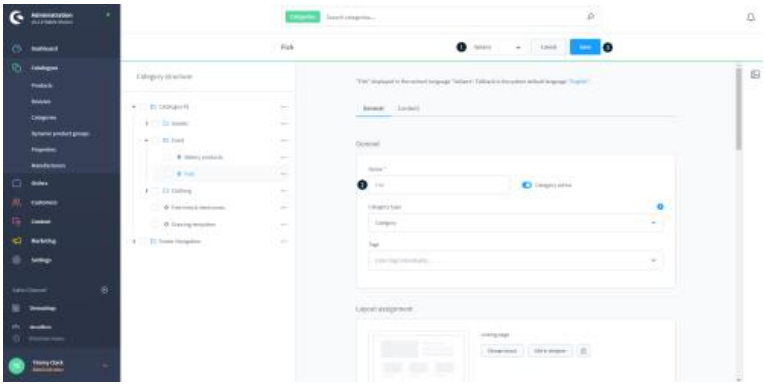


To make sure every works as intend please navigate to the frontend of your store and take a look at landing page.

Optional changing the demo data

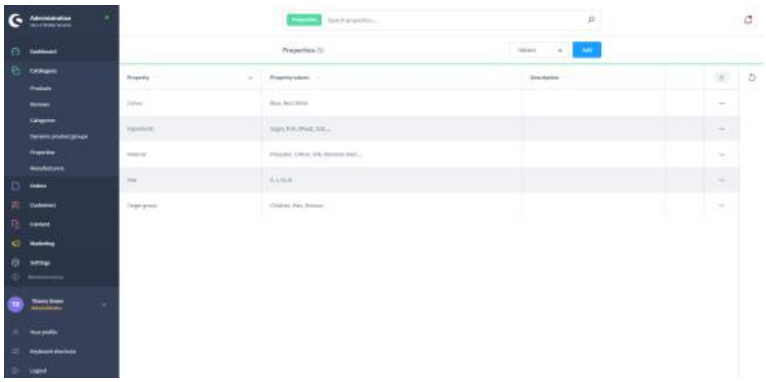
categories and Products

Please note that these steps only apply if you have chosen to install the **Demo data**.
If you take a look at the frontend of your webstore you will notice that everything is in the desired language except the **Demo data**. To change this we need to go back into the admin area.
Navigate to **Catalogues** > **Categories** and pick a category that you want to translate.

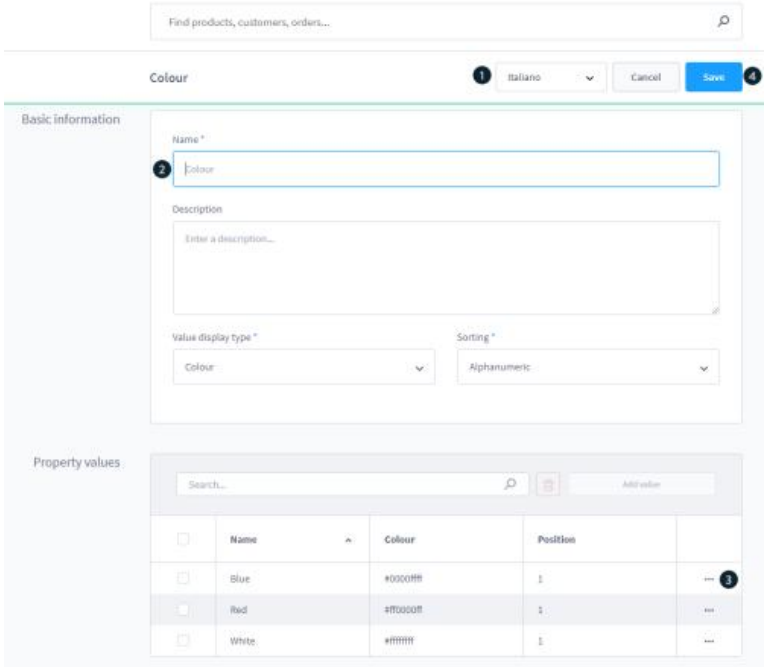


Select the language from the **drop down menu (1)** that you'd like to add, in this case it's Italian. Notice that the **name is displayed in grey (2)**, this means that it will fall back to the store default language which is English in this case. Enter the translated name for the category and click **Save (3)**. The same applies to Products, these need to be translated or they will fallback to the default store language. If you used the **Demo Data** there is something else that you will need to translate.

Product properties



As you can see these are still in English. We need to translate the Properties and Property values. To translate a property click the **...** on the right-hand side.



Select the language from the **drop down menu (1)** that you'd like to add, in this case it's Italian. Notice that the **name is displayed in grey (2)**, this means that it will fallback to the store default language which is English in the case. Enter the translated name for the property and click **Save (4)**. The same applies to **Property values (3)**, these need to be translated or they will fallback to the default store language.

General information

Here you will find general information in the Tutorials & FAQs section.

Calculation of the shopping cart

Introduction

The heart of a store is the shopping cart. A comprehensible and correct calculation of the sums, items and VAT is essential to not disturb the confidence of customers in the store. For this reason, this article should clarify the calculation basis of the shopping cart and give you options to check the calculation yourself. In addition to numerous basic functions of Shopware such as extended prices, shipping costs, coupons and discounts, there are of course also countless extensions that hook into the calculation of the shopping cart. Thus, it is important that you also get an idea of which extensions may influence the calculation and what effects this may have.

Basics

In most countries, there are two valid methods for calculating VAT. The horizontal (line-by-line) and the vertical (column-by-column) method. In the horizontal method, the VAT is calculated per shopping cart item. The VAT percentages of each shopping cart item are displayed during the order completion process. The VAT total is then calculated from the VAT portions of the individual items.
In contrast, in the vertical procedure, the VAT total is calculated on the basis of the total order amount. The VAT portions of the individual items are not displayed in the order closing.

Shopware also shows two decimal places at all points on the storefront. So that your customers can always understand the calculation, it is also always calculated with the value rounded to 2 digits.

Calculation examples

- **Row by row (horizontal) calculation**
  Net

Quantity	VAT-Set	Net	Gross	Net total	plus VAT	Gross total
5	7	1,49	-	5*1,49	7,45*0,07	7,45+0,52
				7,45	0,52	7,97

Gross

Quantity	VAT-Set	Net	Gross	Net total	plus VAT	Gross total
5	7	-	1,59	7,95/1,07	7,95-7,43	5*1,59
				7,43	0,52	7,95

- **Column by column (vertical) calculation**

Net

Quantity	VAT-Set	Net	Gross	plus VAT	Net-total	plus VAT	Gross total
5	7	1,49	1,59	0,10	5*1,49	5*0,10	7,45+0,50
					7,45	0,50	7,95

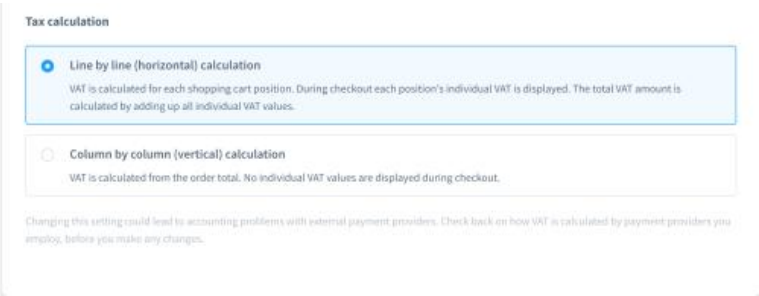
Gross

Quantity	VAT-Set	Net	Gross	cont. VAT	Net-total	cont. VAT	Gross total
5	7	1,49	1,59	0,10	7,95-0,50	5*0,10	5*1,59
					7,45	0,50	7,95

Explanation

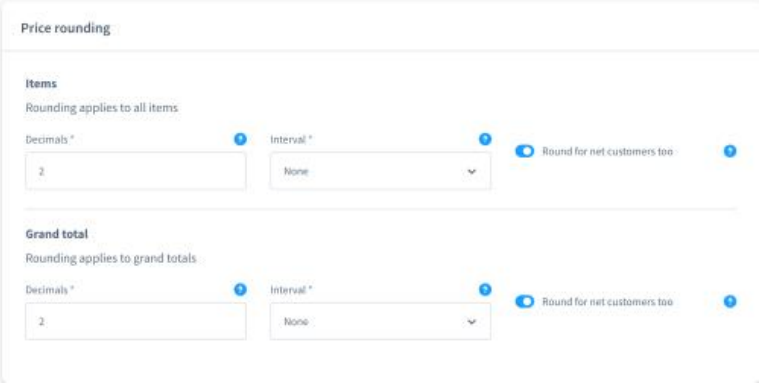
In the vertical calculation, the net total per tax rate is determined for the entire invoice and the VAT total is calculated from this. In the horizontal calculation, the VAT is calculated for each individual item line, taking into account the respective tax rate. Both methods of calculation are legally allowed, but can lead to rounding differences in the case of decimal places.

Sales channel - settings



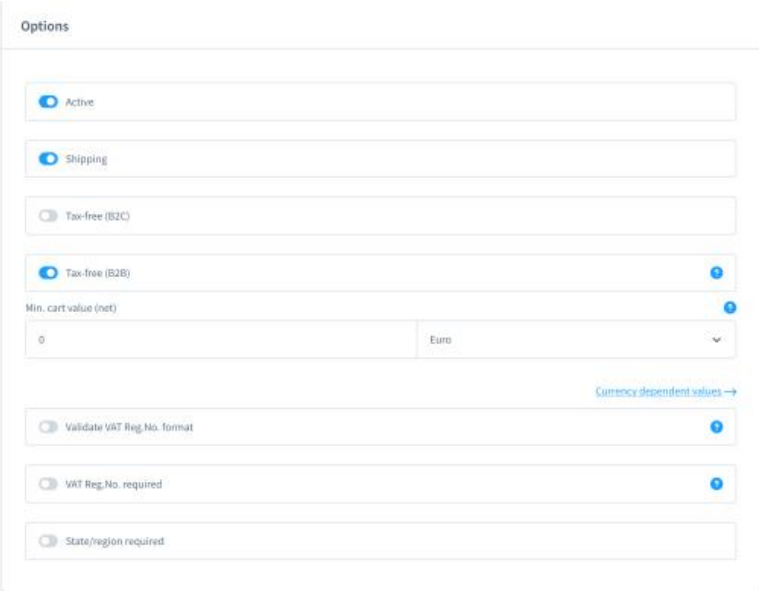
You store the tax calculation in the settings of the sales channel in the **Payment and shipping** area.

Price rounding and decimals



Under **Settings > Currencies** you can configure the price rounding for different currencies. There you can configure the rounding for individual items of the shopping cart and the rounding for the total amount of the shopping cart.
You can find more detailed information about this in the article Currencies.

Countries - Tax-free



Under **Settings > Countries** you can set for the respective country whether the tax calculation in the shopping cart is free.

Debugging

Shopware does not have a central place to calculate the shopping cart. The calculations in the front- and backend are basically separated from each other. Therefore, you should always follow the complete path in your store if you suspect an error here. The best thing to do when a customer contacts you is as follows:

- **Reconstruct shopping cart in storefront**
- **Take a screenshot of the order completion page (/checkout/finish)**
- **Compare totals in the order overview with the screenshot**
- **Compare totals in PDF invoice with screenshot**
- **Check calculated shopping cart with** Excel spreadsheet

If a problem is confirmed here, you should first check whether one of the extensions used interferes with the calculation of the shopping cart. To do this, you can set up a test environment that does not contain any extensions.

Notes to the APP_URL

The APP_URL allows external apps to access the Shopware self-hosted. External apps are, for example, extensions that you have purchased via the Shopware Store. In a self-hosted installation, i.e. the use of Shopware on a server where you are responsible for setting up and configuring your web space yourself, the installed apps use the APP_URL to exchange information with Shopware.
Such information can be, for example, whether the manufacturer provides app updates and whether these are compatible with the Shopware version you have installed.
The APP_URL is used for this communication regardless of the registered account / licence domain. If you move your shop to another domain, the licence domain in the admin can differ from the APP_URL. One effect of this is that you will receive a message "Domain change detected" when you log in. In addition, errors can occur when using your apps if the APP_URL is not accessible or refers to a server with outdated information. Therefore, check the specified APP_URL when you move your shop.
The APP URL is a configuration variable that is read from the .env file. The file is always located in the root directory of your Shopware installation. In order to view and edit it, you need access via FTP or SSH. Some hosters have a call for this in their administration console.

As of Shopware version 6.5.0.0, the described changes should be made in the .env.local file instead of the .env file.

Please note: The .env file is a hidden file. If it is not displayed to you, you must activate the display of hidden files in your tool with which you access the Shopware directory.

You can find out how to do this in the operating instructions for the software you are using or from your hoster.
The file can be viewed and edited with any text editor. Here is an example of the abbreviated structure of the file:

```
APP_ENV="prod"
APP_URL="https://YOUR-DOMAIN"
DATABASE_URL="mysql://YOUR-DATABASE"
SHOPWARE_ES_HOSTS="elasticsearch:9200"
SHOPWARE_ES_ENABLED="0"
SHOPWARE_ES_INDEXING_ENABLED="0"
SHOPWARE_ES_INDEX_PREFIX="sw"
SHOPWARE_HTTP_CACHE_ENABLED="1"
SHOPWARE_HTTP_DEFAULT_TTL="7200"

...
```

The APP_URL is specified here in the second line.

To avoid errors, the following points should be observed:

1. accessibility

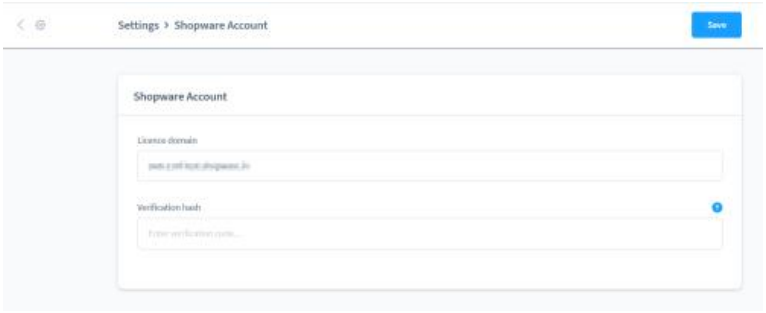
Shopware must know under which domain the store can be reached by external services. You store the desired domain during the basic setup. This domain cannot be easily changed later in the administration. By default, the domain that is stored here is the domain of the first sales channel.
You can rudimentarily check whether your domain is accessible after a change by entering the new URL as the address in your browser. If an error occurs when you confirm or the URL is changed during loading, you have not used the correct URL. Some browsers hide by default which protocol is used (http:, https:), usually http: is represented by an open lock. Alternatively, click into the address bar and press the [home] key on your keyboard. This will show you the complete URL.

2. multiple domains

If your store already uses multiple domains in your sales channel, you should use one of them as APP_URL. External systems will then communicate with your store via this domain by default.
You will find the **domains** in your sales channels.

3. shop/domain moved

If you move your store to a new domain or if you have created your store within a staging environment with a different domain, you must not forget to adjust the configuration accordingly, otherwise there will be problems. Especially if the store is changed to https afterwards or if configuration files were copied and pasted.
You can check whether the licence domain is entered correctly in **Settings > System > Shopware Account**. You will find further information on that topic here.



4. environment variable "APP_URL

The environment variable "APP_URL" must be configured so that it points to the domain under which the store can be reached from outside. An .env file in the root directory should start with the line "APP_URL={domain}" (e.g. APP_URL=https://my-shop.com) or can be adjusted accordingly in case of changes.

5. disable error message "Wrongly configured APP_URL

In production mode of your store, Shopware automatically checks if the configured APP_URL can be reached. If not, a warning message will be displayed.
If the APP_URL is configured correctly, but still does not work, you can do the following:
You can set the variable in the .env to ***APP_URL_CHECK_DISABLED=1***. If there is no such entry, simply copy the pattern mentioned here and save it in the file .env. Important from version 6.5 the file is called .env.local.

This may cause apps to not work. In this case it is necessary that the HTTP communication between the store and the host is allowed.

Flooding prevention

In this article we explain how your system is protected from flooding. Flooding is caused by sending a high number of requests to server in such a manner that the server is struggling to handle the load. The system now restricts these requests according to the following rules.

login

Registered, guest- and admin users can try to login 10 times before being delayed by the system.

- After 10 failed login attempts the customer needs to wait 10 seconds before trying to login again.
- After 15 failed login attempts it's 30 seconds.
- After 20 failed login attempts it's 60 seconds.

After a successful login or after 24 hours without a failed login the limit is reset.

Contact form

The customer can send 3 contact forms in succession before being delayed by the system.

- After sending 3 contact forms the customer needs to wait 30 seconds before he can send the next form.
- After sending 5 contact forms it's 60 seconds.
- After sending 10 contact forms it's 90 seconds.

After 24 hours the limit is reset.

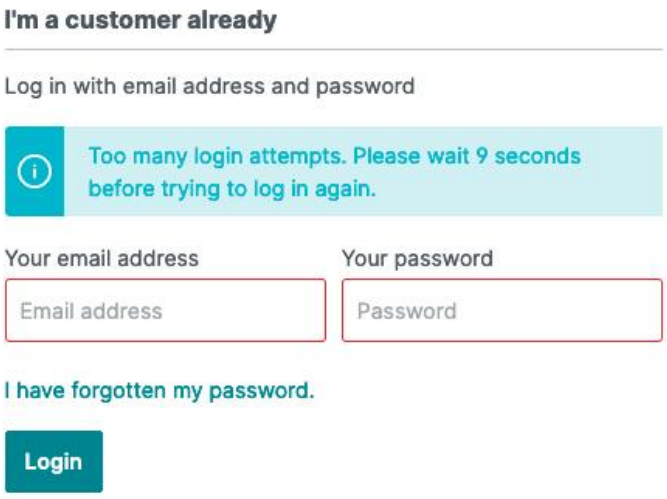
Password reset

Storefront and admin users have 3 trys to reset there password before being delayed by the system.

- after 3 failed login attempts the user needs to wait 30 seconds before trying to login again.
- after 5 failed login attempts it's 60 seconds.
- after 10 failed login attempts it's 90 seconds.

After 24 hours the limit is reset.

Storefront view



Configuration

There is no configuration located in the admin, to makes changes you need to copy the following file **core /framework/resources/config/packages/shopware.yaml** to your shop root directory unter **config/packages/shopware.yaml**, now you can edit the file in order to activate/deactivate a function.

- **login:** Storefront login for registered customers.
- **guest_login:** Storefront login for guest customers.
- **oauth:** Admin area login.
- **reset_password:** Storefront cutomer password reset.
- **user_recovery:** Admin area password reset.
- **contact_form:** Contact form.

You can disable a function by changing the corresponding line from **enabled: true** to **enabled: false**.

You can find the configuration in the **shopware.yaml**, this is what it looks like**.**

After the adjustment, `php bin/console cache:clear` must be executed in the console for the changes to take effect.

```
shopware:
    api:
       rate_limiter:
            login:
                enabled: true
                policy: 'time_backoff'
                reset: '24 hours' # reset limit after this time if no more requests failed
                limits:
                    - limit: 10
                      interval: '10 seconds'
                    - limit: 15
                      interval: '30 seconds'
                    - limit: 20
                      interval: '60 seconds'
            guest_login:
                enabled: true
                policy: 'time_backoff'
                reset: '24 hours'
                limits:
                    - limit: 10
                      interval: '10 seconds'
                    - limit: 15
                      interval: '30 seconds'
                    - limit: 20
                      interval: '60 seconds'
            oauth:
                enabled: true
                policy: 'time_backoff'
                reset: '24 hours'
                limits:
                    - limit: 10
                      interval: '10 seconds'
                    - limit: 15
                      interval: '30 seconds'
                    - limit: 20
                      interval: '60 seconds'
            reset_password:
                enabled: true
                policy: 'time_backoff'
                reset: '24 hours'
                limits:
                    - limit: 3
                      interval: '30 seconds'
                    - limit: 5
                      interval: '60 seconds'
                    - limit: 10
```

```
            interval: '90 seconds'
    user_recovery:
        enabled: true
        policy: 'time_backoff'
        reset: '24 hours'
        limits:
            - limit: 3
              interval: '30 seconds'
            - limit: 5
              interval: '60 seconds'
            - limit: 10
              interval: '90 seconds'
    contact_form:
        enabled: true
        policy: 'time_backoff'
        reset: '24 hours'
        limits:
            - limit: 3
              interval: '30 seconds'
            - limit: 5
              interval: '60 seconds'
            - limit: 10
              interval: '90 seconds'
```

Magento-Keywords

In order to give you as much support as possible when switching to Shopware, we have prepared a dictionary Magento <-> Shopware. Here you will find the most important differences in the user interface and paradigms as well as a list of the most important Magento terms translated into the Shopware world.

Differences in the user interface

In the following we will first list the Magento modules, which are located at the top of the screen in Magento 1.x. In Magento 2.x they are on the left side of the screen. The Shopware modules are located on the left side of the screen, unlike in Magento 1.x. Each module can be opened by mouse-over and thus opens the other sub-items.

Dashboard

Also in Shopware you will find the dashboard on the top left side. As in Magento, some statistics like sales or orders of the last 30 days are shown here.

Sales

Sales in Magento, orders, invoices, as well as credit notes and deliveries are listed in different sub-items. You generally find these points in Shopware 6 under the point Orders. An overview of all orders can be found here, and within the order you can access information such as the invoices, or the payment and delivery status.
All necessary information is centrally bundled within the respective order.

Another point that is configured under Sales are the general terms and conditions. You can configure these individually in Shopware by using the Shopping Experiences. Subsequently, you can assign them to the

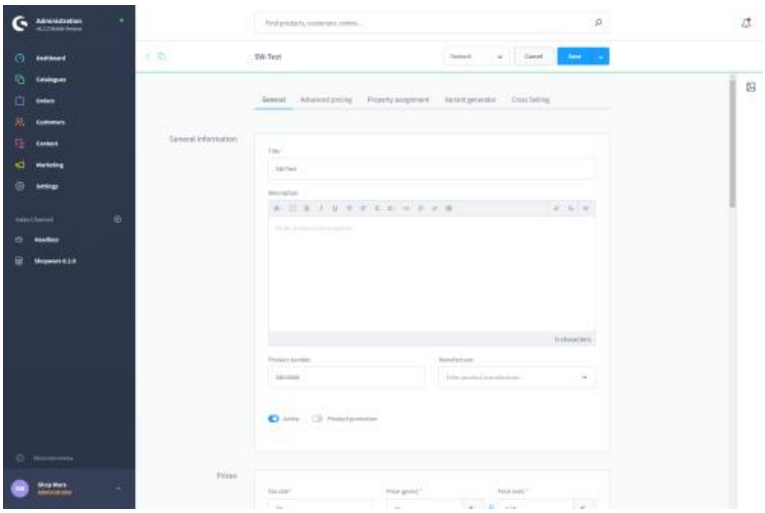
sales channels under Settings > Basic information.

in Magento you can find the menu item Taxes under the menu item Sales, where you can configure the tax rules and set up the tax rates. The configuration of taxes in Shopware does not take place within the customer orders. This is a shop setting in Shopware, which you can find under Settings > Shop > Taxes.

Catalogues

The functions from catalogs can be found very similarly in Shopware under the menu item Catalogues. There you will find the products, categories, attributes (properties) and customer reviews (ratings).

But some things also work a little differently. When creating a new product in Magento, it is necessary to specify an attribute set as well as to select to which product type a product belongs. Such a "hard" separation of products, which are divided into product types, does not exist in Shopware 6. It is not necessary to assign an attribute set either.



Furthermore, the product configurations in Magento are listed in submenus on the left side. In Shopware you will find a summary of the most important settings on the product configuration page. Only some more complex settings are located in separate tabs. For example, **the Advanced prices**, for **assigning properties**, for **generating variants** and the **cross-selling (cross-selling and up-selling)** are in a separate tab.
Individualisation options, which are available in Magento under the item Customer Options, are possible in Shopware with the plug-in Custom Products.

All essential settings for the categories can be found, as with Magento, in the sub-item Catalogues > Categories.

You can find an equivalent to the attributes in Shopware under the sub-item Properties. These do not have 100% the same meaning in Shopware as in Magento. In Shopware, attributes serve to provide products with filterable information. In addition, the generation of variants takes place in Shopware based on the properties. In Magento, attributes are only used with the setting "Use to create configurable product".

Unlike in Magento, the variants in Shopware are not independent products. In Shopware 6, you first create a normal product which will serve as a variant template. In this product you then generate the individual variants with the help of the properties, which then inherit the configurations from the main product.

Variants are therefore not independent products but are always dependent on their main product.

In the Magento Administration you will find a list of all SEO URLs under **Catalogues > URL Rephrasing Administration**, which you can edit and adapt individually. In Shopware you can configure the URL of individual articles in the article configuration under the item SEO. The general structure of the **SEO URLs** can be configured under Settings > Shop > SEO. Here you can create a general URL template that will be used to create the SEO URLs automatically.

Just like in Magento you can find the customer reviews in the area Catalogues > Reviews. Here the product reviews of the customers are listed. From here you can check, share and comment on them.

The tags in Shopware are used in Shopware 6 Admin as a tool to mark products and other entities such as customers or orders and thus to differentiate and group them even better.

You can find the sitemap settings in Shopware under Settings > Shop > Sitemap.

Customers

All information about customers can be found in the menu item Customers. There you will find all information about the customers, their addresses and orders. Magento differs from Shopware by providing you with information on whether a user is registered for the newsletter. In Shopware, this is shown separately in a separate overview under Marketing > Newsletter Recipients.

Promotions

Promotions can be found in Shopware under the name discounts and promotions. You can find the menu item under Marketing > Promotions. You can create discounts and other marketing actions there and bind them to very detailed conditions from the Rule Builder. The Rule builder is a powerful tool with which you can access all elements of the shop and create conditions from them. You can find out exactly what possibilities you have with this tool here.

Newsletter

With Shopware 6 we have decided to avoid a separate newsletter module and leave this to our plug-in manufacturers, as there are already some powerful Newlsetter systems available. You can find these in our Shopware Plug-in Store. Shopware manages the newsletter recipients in a separate list under Marketing > Newsletter recipients.

CMS

In the CMS area, shop pages can be created and configured in Magento. In Magento these are divided into pages, static pages, widgets and surveys. In Shopware you will find these types of shop pages in the so-called **Shopping Experiences**. You can find these in Shopware Admin under **Content > Shopping Experiences**. There you can create content pages like landing pages, shop pages and category layouts and manage them centrally.
A comprehensive but easy to use WYSIWYG editor is available for this purpose, which allows you to easily create shop pages.
Further information on how to use the experience worlds and create shop pages can be found here.

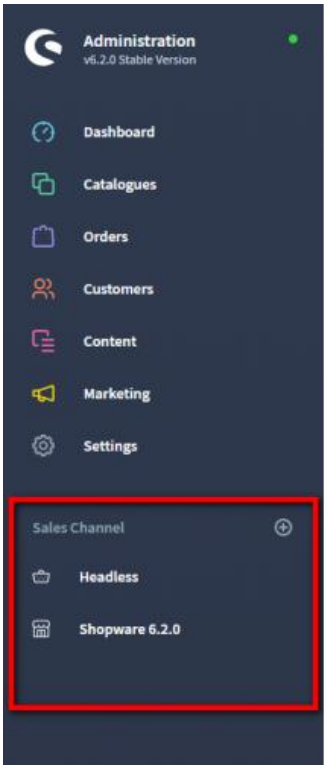
System

Under this heading, all system configurations of Magento can be found in several submenus.
You can find a similar menu item in Shopware under **Settings**. This is most similar to the menu item **System > Configuration** from Magento. With a few exceptions, you will find all system relevant configurations in Shopware there.
There they are divided into the two submenus **Shop** and **System**. On the one hand, there are the settings that affect the shop, such as settings for shipping methods, payment methods or taxes and currencies. On the other hand the system settings, like user rights settings, plugins or the internal logging.

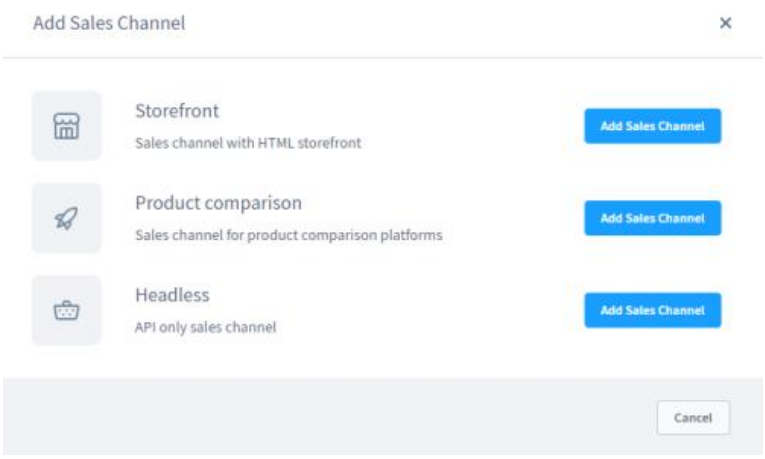
In Magento you will find the menu item **My Account** under System, which contains the settings for your Admin Account. In Shopware you can find these profile settings by clicking on your name in the left bar at the bottom.

The import/export module from this menu can be found in Shopware under **Settings > Shop**. Here you can import and export almost all data of the shop using CSV files.

The configuration of new and existing stores takes place in Magento under **System > Manage Stores**. In Shopware the stores are called sales channels. They are configured directly in the left bar below the menu items.



The sales channels are the gateway from your administration to the storefront. Here you can create a separate sales channel for each channel through which you want to distribute your products. The names of the sales channels can then be configured.



There are three ways to create a new sales channel.
Storefront: This is the normal sales channel that can be accessed through a URL and where you can offer your items. Each subshop is a separate storefront sales channel.
Product comparison: This channel is used to export products to price portals or to connect marketplaces.
Headless: This channel only provides the API interface. For example, a merchandise management system can be connected via this interface.

Keywords

Topic	Magento term	Shopware equivalent	Remark
Concepts	Configurable products	Variants	Generated under Products>Generate Variants. You get a container product, which cannot be ordered by itself, but contains all variants with different configurations
Concepts	Attribute	Properties / Custom fields	In SW6 this is divided into 2 different things. Custom fields that add additional information to the product and properties that are used for variants and filtering

Concepts	Attribute Sets	Custom sets	Collects custom fields in logical groups
Concepts	Product > Custom options	Custom fields	Free text fields to provide products and other areas with your own information.
Concepts	Product > Tier pricing	Advanced prices	Can be implemented using the rule builder and the advanced prices.
Concepts	Product > Group Price	Advanced prices	Can be implemented using the rule builder and the advanced prices.
Concepts	Product > URL key	SEO Url Templates	With the SEO Url templates you define the structure for the SEO URL of the product detail pages and category pages.
Concept	Product > Websites	Sales channel	The sales channels can be selected under Products> Assignment.
Concepts	Product > Visibility	Advanced assignment	You can see how a product is visible under Products> Assignment.> Advanced assignment options.

Concepts	Category tree	Categories	
Concepts	Category > DisplayMode	Layout assignment	Whether products, a static block, or both should be included is determined by the layout assignment in the category assignment.
Concepts	CMS Block	Shopping Experiences	With the help of the Shopping Experiences you can design the category pages as you wish.
Concepts	Static Block	Shopping Experiences	With the help of the Shopping Experiences you can design the category pages as you wish.
Concepts	CMS Pages	Shopping Experiences	With the help of the Shopping Experiences you can design the category pages as you wish.
Concepts	Layered navigation	Shopping Experiences	With the help of the Shopping Experiences you can design the category pages as you wish.
Concepts	Page Builder	Shopping Experiences	With the help of the Shopping Experiences you can design the category pages as you wish.

Concepts	Theme	Content > Themes	With the Theme Manager you can easily manage the themes.
Concepts	Theme Fallback	Content > Themes	In the Theme Manager it is possible to create duplicates of existing themes that inherit their settings.
Developers	Module	Module	
Developers	Indexes	Indexes	To configure under Settings > System > Caches and Indexes
Developers	Extension	Plug-in	
Developers	Core Code Pool	Shopware Platform	
Developers	Community Code Pool	Plugins / Community Store	Plug-ins can be installed by using the Plugin Manager. Settings > System > Plugins
Developers	Local Code Pool	Plug-ins	Plug-ins can be installed by using the Plug-in Manager. Settings > System > Plugins; All project-related changes should be made by plug-ins.

Developers	Library	Vendor/shopware/platform custom/plugins	In the directory level
Developers	Magento core	Shopware platform	
Settings	Store view Store Website	Sales channel with different languages and domains	
Settings	Admin	Admin	
Settings	Sales > Tax > Tax Zones & Rates (Magento 1.x) Stores > Tax > Tax Zones (Magento 2.x)	Settings > Shop > Tax	
Settings	Catalog > Attributes > Manage Attributes (Magento 1.x) Store > Attributes >Product (Magento 2.x)	Settings > System > Custom fields	

Settings	Catalog > Attributes > Manage Attribute Sets	Settings >System > Custom fields	
Settings	Customers > Customer Groups	Settings > Shop > Customer groups	
Settings	Scope	Sales Channel Configuration	
Settings	Configuration > General options > Default Country	Set during installation	
Settings	Configuration > General options > Allow Countries	Settings > Shop > Countries	
Settings	Configuration > General options > Locale	Settings > Shop > Countries	
Settings	Configuration > General options > Store Information	Settings > Shop > Basic information	

Settings	Configuration > Stock > Backorders	Product > Availability > Sales	
Settings	System > Index Management	Settings > System > Cache & Indexes	
Settings	System > Import	Settings > Shop > Import/Export	
Settings	System > Export	Settings > Shop > Import/Export	
Settings	Configuration > Advanced > System > Currency	Settings > Shop > Currencies	

Message Queue

In Shopware 6, many tasks process asynchronously, which means that the tasks are processed in messages in a queue and not at the time of execution. This process allows tasks to be processed independently of timeouts or system crashes. Possible tasks are sending mails, indexing products, or generating the sitemap.

Scheduled Tasks

Recurring tasks are handled via Scheduled Tasks. Scheduled tasks add tasks to the message queue at fixed intervals, which are then also processed asynchronously. For example, this includes generating an export for comparison portals or checking whether new updates are available.

Scheduled task available by default

Scheduled Task	Run interval (seconds)	Explanation
log_entry.cleanup	86400	Empties the "log_entry" table
shopware.invalidate_cache	20	Invalidation of the cache
app_update	86400	Checks whether there is an update for the installed extensions
app_delete	86400	Manually removes an extension and the associated plugin data from the Shopware database and the server files
version.cleanup	86400	Deletes outdated version IDs from the database
webhook_event_log.cleanup	86400	Deletes webhook event logs that are older than the set time
sales_channel_context.cleanup	86400	Empties the "sales_channel_context" table
product_keyword_dictionary.cleanup	604800	Empties the "product_keyword_dictionary" table
product_download.media.cleanup	2628000	Deletes unassigned images
delete_newsletter_recipient_task	86400	Deletes all unconfirmed newsletter recipients whose registration attempt was more than 30 days ago.

product_stream.mapping.update	86400	Updates the mapping of dynamic product groups
product_export_generate_task	60	Triggers the product export
import_export_file.cleanup	86400	Empties the "import_export_file" table
shopware.sitemap_generate	86400	Generates the sitemap
cart.cleanup	86400	Deletes all shopping carts that are older than 120 (shopware.cart.expire_days) days.
shopware.elasticsearch.create.alias	300	Triggers the creation of Elastic Search Alias, this is only executed when required.

Some tasks such as **shopware.elasticsearch.create.alias** and **shopware.invalidate_cache** are only executed on demand. The Elasticsearch task is only executed if an Elasticsearch server is configured and activated.

Admin Worker

In a standard installation of Shopware, message queue tasks are stored in the database and processed via the browser, provided you are logged into the Administration. This is a fast and straightforward method but is not recommended for production systems.

The functioning of the Admin Worker requires that the Administration is open for a more extended time; otherwise, tasks will not be processed. If many users are logged on to the Administration, this can lead to a high CPU load. It is advisable to disable the Admin Worker and run the processes server-side via the CLI. In this way, tasks are processed even if no one is logged into the Administration, and a high CPU load due to multiple users is also avoided. This approach is especially useful for larger stores.

CLI-Worker

The CLI Worker is a service that can be set up directly on the server. It is used for executing background jobs, where "CLI" stands for "Command Line Interface," meaning it can perform tasks via the command line. The CLI Worker handles tasks such as executing indexings and other processes that do not need to occur directly in the frontend of the Shopware admin. Commands can also be set up as cron jobs, allowing them to be regularly performed in the background.

You can find more information in our developer-documentation.

Disable Admin Worker & Set-Up CLI Worker

As explained, the use of the Admin Worker is not recommended for production systems. The following section describes how to disable the Admin Worker and run the Message Queue / Scheduled Tasks server-side.

The following settings are made directly on the server. Since the possibilities of the server configuration depend on the hoster, we explain this here generally. If you have questions about the operation of the server configuration, the support of your hoster should be able to help.

Step 1: Change configuration

To disable the admin worker, you have to make the change in the **shopware.yaml** file so that the change is also update-safe. You can find it in your Shopware installation under **config/packages/**. If the file is missing, please create it.

Disable the admin worker by entering the value "false" and saving the file. Your file should now look like this:

```
# config/packages/shopware.yaml
shopware:
    admin_worker:
        enable_admin_worker: false
```

Step 2: Execute CLI commands

For the Message Queue and the Scheduled Tasks to be executed now, the processes must be started via the CLI.

Message Queue:

```
bin/console messenger:consume async low priority --time-limit=60
```

It is important to note that the command has changed as of Shopware version 6.5. The old CLI command with the value "default" will fail.

Scheduled Tasks:

```
bin/console scheduled-task:run --time-limit=60
```

We recommend the parameter **time-limit=60** for the above commands to execute the command for a maximum of 60 seconds. Alternatively / additionally, you can define a memory limit instead of a time limit. This is possible with the parameter **--memory-limit=512M**. More information can be found in our developer doc.

It is important in this process that the commands are executed regularly so that the message queue is continuously processed. This can be achieved, for example, by creating a **cron job** or a **service** on the server. Contact your hoster for this.

Step 3: Choose Execution Method (Cronjob or as a Service)

In the next step, you should decide how you want to process the message queue. You can set up the above commands as a cronjob or configure the CLI worker as a service.

You can find more information about this here.

More information from some hosters

Some hosters provide articles describing how to set up there in their knowledge areas.

Profihost

At Profihost, you can find more information about the setup under
https://wissen.profihost.com/wissen/artikel/shopware-6-worker-im-hintergrund-laufen-lassen/

Hetzner

Hetzner provides the information under
https://community.hetzner.com/tutorials/install-shopware-6#step-6---configuring-background-queue-worker

Creoline

Creoline provides the Informationen under
https://help.creoline.com/doc/shopware-6-background-queue-worker-einrichten-XLBEPcGmlt

Timme Hosting

Timme Hosting provides the Informationen under
https://timmehosting.de/shopware-6-admin-worker-deaktivieren

Using the wish list

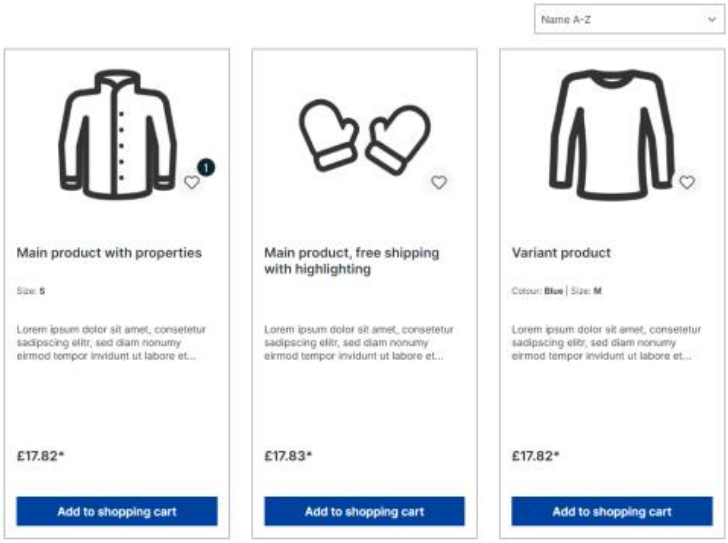
Your customers can use the wish list to store products temporarily. In this tutorial we would like to explain the individual functions in more detail. You can find out how to activate the notepad function in your shop here.

Please note that shop visitors who are not logged in must accept the cookie for the wish list in order to use the functions.The cookie is listed in the comfort functions section of the storefront cookie manager.

Adding products to the wish list

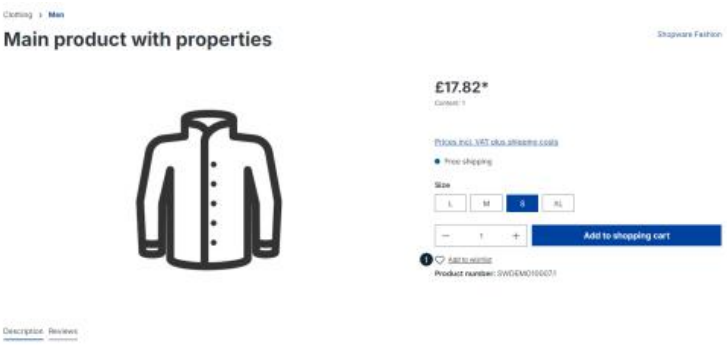
Products can be added by using the heart symbol. This is possible from the listing and on the product detail page.

Listing



In the listing you will find the **heart button (1)** on the product image in the lower right corner.

Product detail page

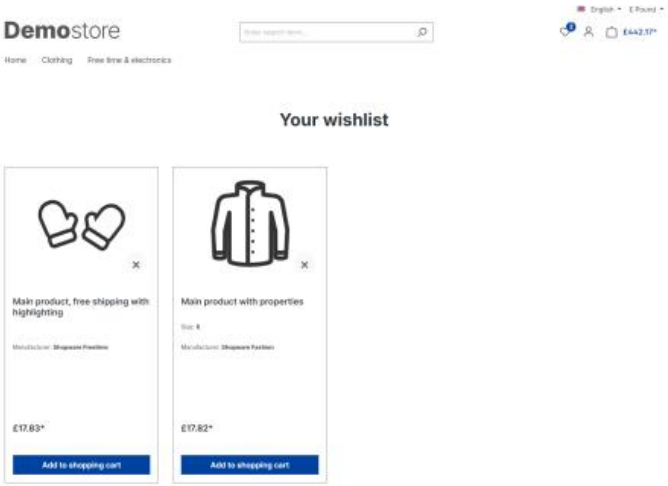


You will find the button for adding the product to the wish list on the right-hand side below the button for adding the product to the shopping basket **(1)**.

Viewing/editing the wish list

The customer can access his notepad by clicking on the heart symbol next to the account menu.

The wish list details, shows the customer all the products that have been added to the wish list.



To remove a product from the wish list, simply click on the **X button** in the product image.

Onboarding - Your shop in one hour

This is the documentation that accompanies the Oboarding videos.

Here we describe in about an hour how to start building your store.

The Installation

This part of the tutorial shows you what you need to know before the installation and guides you through the installation process of Shopware 6. For more information about the installation, click here.

Initial Setup Wizard

The initial setup wizard is called automatically when you are logged into the admin interface for the first time after a successful installation by the installer.
This wizard helps you to do the first, basic steps to set up your store. More information about the setup wizard can be found here.

Categories

In the category administration you manage the category structure of your store. In Shopware 6 the categories are also used to organize the store pages and the service menu and to create landing pages here.

You can find the module under Catalogs > Categories. More information about categories can be found here.

Create products

The mask for creating a new product is thematically divided into different areas.
In this article you will learn everything about how to create a new product and what you have to consider here.

Manufacturer

Here you will find an overview of the manufacturers that have already been created.
The most important information about the individual manufacturers is displayed directly in the overview.
You also have the possibility to change the sorting of the table (ascending and descending) by clicking on the respective column header here.

Properties

The properties offer you the possibility to provide your products with filterable information. In addition, the properties serve as a basis for the generation of variants.

For this purpose you can create various properties and assign corresponding options to them, e.g. the property Size with the options XS, S, M, L, XL and XXL. More information about the properties can be found here.

Themes

This section lists all the themes that you have currently added to your Shopware installation. Here you can also manage and edit them. More information about the themes can be found here.

Shopping Experiences

The menu item Shopping Experiences can be found below Content. In the Worlds of Experience you can create content pages like landing pages, store pages and category layouts and manage them centrally.

The created layouts consist of sections in which individual blocks are added, which in turn consist of one or more elements such as texts or images.

You can find a tutorial for designing your store here. You can also find more information about the worlds of experience here.

Shipping

You can find the shipping methods in the Shopware 6 administration under Settings > Shop. More information about shipping can be found here.

Payment methods

The payment methods can be found in the Shopware 6 Administration under Settings > Shop > Payment methods. More information about the payment methods can be found here.

Why is the menu not displayed completely?

After the first login to your Shopware account, you will reach the menu of the customer account, highlighted in dark blue. Only if you have entered the minimum data of the master data, the menu is completely displayed.

What data do I have to enter in the master data?

In the master data area you maintain the company and contact data, as well as tax data. You will also find your customer number and your Shopware ID for logging into your Shopware account.

Accounting

Which payment types can I add?

Under Account > Accounting > Add payment type you can add a default payment type. Here you can choose between the payment methods PayPal, credit card and direct debit. For credit cards, Mastercard and Visacard are currently supported.

How do I pay money to my customer account?

For payments in advance or to settle invoices, you have the option to deposit any amount of money into your customer account. Since you do not deposit the money for the entire customer account, but per store domain, the deposit is made under Shop Owner Area > Shops > Shop Details > Account Details.

How can I make a purchase on account?

A purchase on account is not possible with us. You can choose between the payment methods PayPal, credit card and direct debit.

Where can I find my invoices and credit notes?

You can find invoices under the tab Account > Accounting or under Shop operator area> Shops > Open account details. There you have an overview of all invoices, credit notes and your last bookings. You can also manage your payment methods there.

Please note that invoices are always issued at the end of the month as a collective invoice.

How can I settle an open invoice?

You can settle an open invoice with one of the stored payment methods by clicking the green button.

Where can I find single transactions?

You can find the individual sales from the invoices under Shop management > Shops > Shop details > Account details. There you can track each transaction with date and amount.

Import/Export

You can maintain your content in Shopware 6 in a very simple way via imports. You can use exports to read out your existing content or to transfer it to interfaces and evaluation tools. In this documentation we describe the general options you have for imports and exports. You can find them here.

Documents

The documents module offers you the possibility to create receipts and documents for the corresponding order.
You manage the document templates for this within the document module, in your settings.

Users & Rights

The menu item Users & Rights can be found in the Shopware Administration under Settings > System > Users & Rights 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 to create additional users and provide them with rights, or to revoke rights. More information about the users & rights can be found here.

What is the difference between SaaS, PaaS and Self-hosted

You can use Shopware in a SaaS, in a PaaS and in a self-hosted version. In this section, we will show you the differences between these versions. What are the advantages and disadvantages of the versions and which version is the right one for you?

SaaS, PaaS and self-hosted are buzzwords that pop up when it comes to service and distribution models of eCommerce platforms.
SaaS and Paas are buzzwords for cloud platforms. SaaS stands for Software as a Service and PaaS stands for Platform as a Service.
The self-hosted or Onprem version is a Shopware version that you install and manage yourself on your own or a hosted server.
Whether you choose a cloud version or a self-hosted version, all solutions are based on the same code core, namely Shopware 6.
But what are the differences between these versions?

Self-hosted:

- Hosted on your own server or with a hosting provider of your choice
- Full control over your chosen IT infrastructure
- Extensive customization options
- Individual programming possible
- Local storage of data

The self-hosted variant is often seen as the cheaper option in terms of direct costs. However, since all aspects of the infrastructure and the software have to be managed by the customer, a certain amount of know-how is required. Self-hosted installations also often face challenges when it comes to the scalability of their own infrastructure. Often, costly upgrades are necessary here.
However, it is not mandatory that you host the self-hosted variant on your own server, but can also run it on a third-party server, for example that of a hosting provider.
In addition, you have full access to the code and can also incorporate your own developments into your store projects. You also have access to the comprehensive ecosystem, which includes many extensions and apps for your store.
The self-hosted variant makes sense for you if you want to take care of the hosting yourself.

Cloud (SaaS und PaaS):

- Hosted by Shopware
- Automatic software updates
- Fast and uncomplicated startup
- Flexible, customizable and scalable e-commerce infrastructure
- Large network to accelerate your growth

SaaS (Software as a Service)
SaaS is a good choice for companies that want to have little to do with infrastructure and software management. The software updates as well as the administration and maintenance of the infrastructure are taken over by Shopware here. Security updates are also automatically applied by Shopware.
For you, the SaaS variant offers a fast and uncomplicated start. But also later the hosting can be scaled up with the growth of your store without any problems. In addition, you have full control over the resources and the full expandability with the app system and the constantly growing oil system. However, you do not have access to the code here. Thus, it is also not possible to extend your store with your own extensions that would access the source code.
You should therefore opt for SaaS if you want to start your store quickly and easily and do not want to or cannot deal with the topic of hosting and infrastructure.

PaaS (Plattform as a Service)
PaaS is a more customizable option that offers more flexibility. Here, Shopware only takes over the management and maintenance of the infrastructure and hosting. Software updates are carried out by the store owner himself. So here you have access to the Shopware code. So you have besides the big oil system also the possibility to expand your store by own developments, because you have access to the code base of Shopware. In addition, we provide you with developer tools for testing and designing efficient processes as well as for performance monitoring.
The PaaS variant is therefore exactly the right choice if you don't want to take care of the hosting yourself, but still want to have full access to the software.

Performance Tips

In this article you will learn how to get the maximum performance out of your store. For this purpose, we will give you some tips and tricks and tell you how to adjust various settings.

If you have advanced technical know-how, you can also find more information in our Developer Documentation. Performance Tweaks - Shopware Developer

General tips

Topic	Standard	Optimal	Info
PHP-Version	-	FPM	PHP-FPM is a much more performant and modern solution to manage processes.

Bytecode-Cache	APC	ZendOpcache + APCu	In any case, a bytecode cache should be installed and configured correctly - this speeds up the execution of the PHP stack by up to 25%.
Database	>= MySQL 8 oder MariaDB >= 10.3.22	>= MySQL 8	Unless Elastic or OpenSearch is used, MySQL should be used instead of MariaDB. In some parts of the code we use JSON fields. As soon as it comes to filtering, sorting or aggregating JSON fields, MySQL is ahead of the MariaDB fork.
Webserver	>= Apache 2.4	NGINX	The architecture of NGINX makes it possible to perform better than Apache2 for stores with very high access numbers.
Debug-/Profiling	-	-	Make sure that no profiling tools such as xDebug or XhProf are active on the production server - these significantly reduce the execution speed of PHP. Likewise, the Shopware Debug & Benchmark plugins should never be used in production operation.

With each new Shopware release, performance improvements also flow into the development. Therefore, it is advisable to upgrade to the latest available Shopware version as soon as possible.

Selection of a suitable hoster

The hoster must fit the planned deployment scenario and should offer an upgrade path for the chosen hosting package so that it can grow along with the requirements. You should pay attention to the following points:

- Shared hosting / VServer / Dedicated server.
- Software stack should match our recommendations (see above)
- Shopware experience available?
- Shopware reference stores?

Basically we recommend to use one of our certified hosters. You can find a current overview under the following link: Shopware Hosting Partner

How do I measure the performance?

The specified loading times are only to be understood as an indicator, as they can vary depending on the number / structure of the store and the current traffic.

The following analysis steps should be performed in a test system, instructions can be found here.

- deactivate all third party extensions without exception
- Assign standard Responsive Theme
- Empty & warm up cache
- Check performance

If these steps have led to an improvement, it is important to eliminate the factors step by step. If there is still unsatisfactory performance, it is recommended to determine the following benchmark values:

- How many items does the store have? How many variants?
- How many categories does the store have? How many category assignments?
- How many simultaneous accesses are there?
- At what point does the poor performance become noticeable?
- Can a time be defined here at which the problems occur?

Measuring performance via the network console

To ensure that the results are comparable, it is recommended to use the Shopware Demo Data Package as a test basis. Then you can determine the individual loading times via the network console of your browser.

Relevant is the loading time of the page itself - this is usually the first entry in the list. Then call up the start page, listing and detail page 5 to 10 times each and determine an average value from the individual execution times.

Measuring performance with Apache benchmark

Call via Linux shell:

```
ab -n 10 -c 1 http://www.domain.tld:80/{start page,category,listing}
```

Then take the median of the total time (connection times) as the value.

Analysis opportunities performance

Task	Ansprechpartner	Info
Identify problematic components	Customer / Hoster	Where exactly do performance bottlenecks occur? Web server, database server, PHP stack, etc.
SQL Slow Query Evaluation	Hoster	Which database queries affect the overall performance of the store?
Hosting platform analysis	Hoster / Customer	Is the hosting environment suitable for the size, traffic, of the store? Current / recommended server components in use? Dedicated server - No VHost or webspace package - No Shopware third-party applications running on the server?
Connections	Kunde	Are large amounts of data regularly added / changed due to the connection to an ERP system? Are other tasks regularly executed on the store server that could affect performance?

Optimize MySQL configuration

The default MySQL configuration of many distributions is not optimized for production use. The mysqltuner script provides **clues** as to which configuration parameters are not yet ideal.

```
wget http://mysqltuner.pl/ -O mysqltuner.pl
chmod +x mysqltuner.pl
./mysqltuner.pl
```

CLI Worker

By default, Shopware 6 uses the Admin Worker. However, it processes the message queue more slowly than the CLI Worker and also requires the administration to be open for a longer period of time. Therefore, we recommend disabling it in two simple steps for production systems.

The following settings are made directly on the server. Since the possibilities of the server configuration depend on the hoster, we explain this here generally. If you have questions about the operation of the server configuration, the support of your hoster should be able to help.

Step 1: Customize configuration

To disable the admin worker you have to make the change in the **z-shopware.yaml** file. You can find it in your Shopware installation under **config/packages/**. Disable the admin worker by setting the value **enable_admin_worker** to "**false**" and save the file. Your file should now look like this:

```
# config/packages/z-shopware.yaml
shopware:
    admin_worker:
        enable_admin_worker: false
```

Step 2: Execute CLI commands

In order for the Message Queue and the Scheduled Tasks to be executed now, the processes must be started via the CLI.

Message Queue:

```
bin/console messenger:consume default --time-limit=60
```

Scheduled Tasks:

```
bin/console scheduled-task:run --time-limit=60
```

We recommend the parameter **time-limit=60** for the above commands, so that the command is executed for a maximum of 60 seconds. Alternatively / additionally you can define a memory limit instead of a time limit, this is possible with the parameter **--memory-limit=512M**. More information can be found in our Developer Documentation.

It is important that the commands are executed regularly (e.g. every 60 seconds, see **--time-limit**) so that the message queue is processed continuously. This can be achieved, for example, by creating a **cron job** or a **service** on the server. Contact your hoster for this.

Advanced performance settings

The use of the following three technologies probably has the greatest impact on performance. However, configuration and maintenance require specialist knowledge and are actually only needed in very large systems with a lot of traffic.

ElasticSearch / OpenSearch

ElasticSearch or OpenSearch is an open source search engine and analytics solution specifically designed for fast and scalable search and analysis of large amounts of unstructured data.

You can find instructions on how to use ElasticSearch / OpenSearch in our Developer Documentation. Set up Elasticsearch - Shopware Developer

Session Handling

Shopware uses the session storage configured in PHP by default. For most installations, this is the file system. To reduce the load on the database and enable faster data processing, the use of Redis is recommended.

You can find instructions on how to use Redis in our developer documentation. Session - Shopware Developer

Flysystem

Flysystems allow you to store data securely, redundantly and performantly off-site. This can further reduce the load on your own server and provide better performance.

You can find instructions on how to use Flysystems in our developer documentation. Filesystem - Shopware Developer

Product representation in categories

In Shopware you can make various settings that influence the product representation on the category pages. In addition, the appearance of the information within a product box varies depending on the configuration of the product. In this article we will show you the setting options and give you information about the information in the product box.

Configuration options in the Admin

Settings

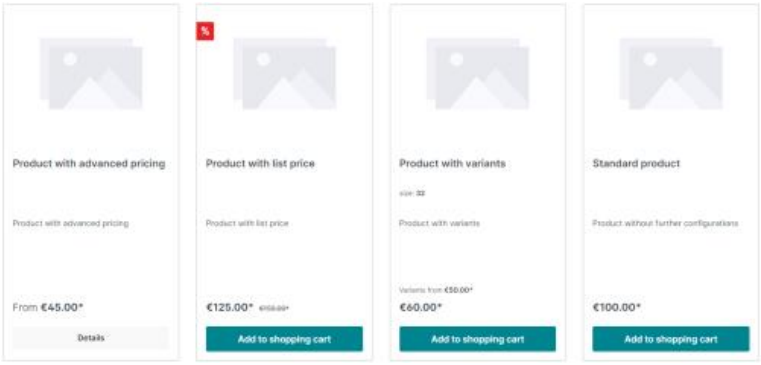
In the admin setting for the product representation are found in the Settings > Shop > Products section. Among other things, it is possible to specify whether a button should be shown on category overview to place the product directly in the shopping cart.
You can find out more details about this in the article Products.

Shopping Experiences

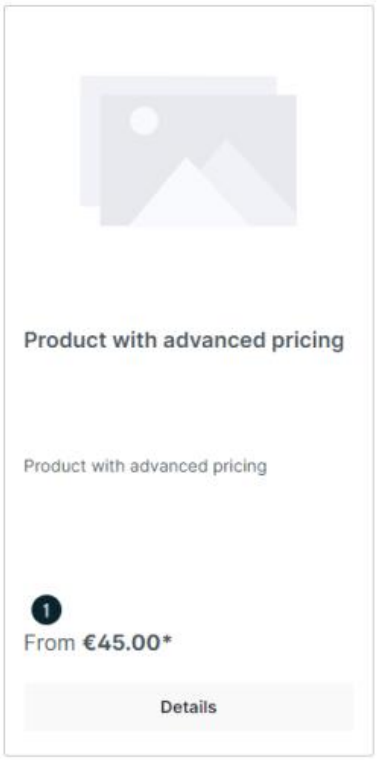
In Shopping Experience (Contents > **Shopping Experience**) of the type Category Pages you can define the general layout of the product boxes in the Product Listing block.
You can find more information about the configuration here in the subsection Product Listing.
You can see how the different settings are displayed in the storefront here.

Information in the product box

The information displayed about a product inside the product box depends on the type and configuration of the product.

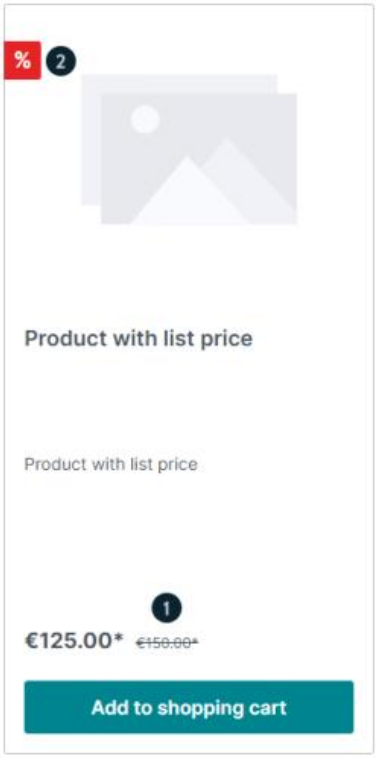


Advanced prices



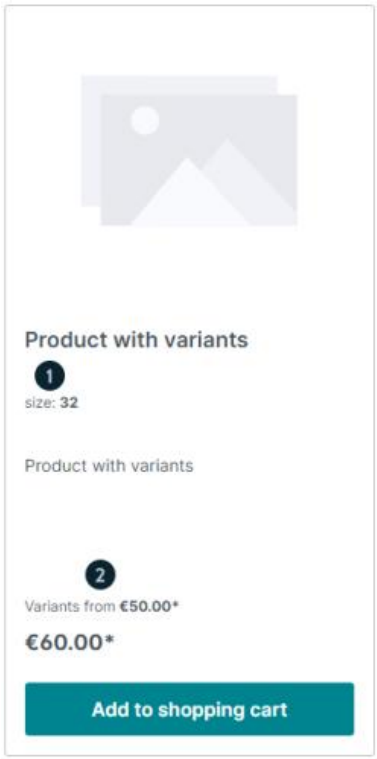
For products where a price scale has been created using the advanced prices, the lowest possible price is displayed with the addition **From (1)**. For these products, no button is displayed to add them directly to the shopping cart.
You can find more information about the advanced prices here.

List price



If a list price is maintained for the product that is higher than the current sales price, it is shown crossed out next to the **sales price (1)**. In addition, a **badge (2)** symbolising a discount is displayed.
The list price is maintained in the prices section of the product.

Variant information



For products with multiple variants, **information (1)** on the variant shown in the box is displayed.
If the displayed variant is not the cheapest possible variant, information on the **cheapest variant is also displayed (2)**.
Click on the **add to shopping cart button** to add the displayed variant to the shopping cart. To select another variant, click on another position in the product box (e.g. on the product picture or the product name).

You can find more information on variant configuration here.

Shopware CLI

General

Shopware offers the possibility to execute some functions via the console. The so-called "CLI" commands can be executed outside of script limitations (example: script runtime of the server) and are therefore recommended when processing large amounts of data. These commands are executed directly in the server's console, e.g. an SSH connection can be used for this purpose. Under Windows, for example, the programme "PuTTY", which is available free of charge, can be used for this; MacOS and Linux users can establish an SSH connection directly in the terminal.

After you have established the SSH connection, change to the Shopware installation directory.
There you can execute the commands as follows

```
php bin/console <command>
```

In this article we will explain the most important commands in more detail.
You can obtain a list of all commands by entering

```
php bin/console list
```

You can access the general help page for the CLI commands via

```
php bin/console --help
```

to call up the command. There is also a separate help page for most commands. You can call this up via

```
php bin/console <command> --help
```

Overview of all CLI commands

General

Command	Description
about	Provides general information about the Shopware installation
completion	Dump the shell completion script
help	Shows help information, can also be used in connection with another command. To do this, add a "--" before the help. See also in the first section General.
list	Lists all available commands

Administration

Command	Description
administration:delete-files-after-build	Deletes all uneccessary files of the administration after the build process.

App

Command	Description

app:activate	Activates an app
app:create	Creates an app skeleton
app:deactivate	Deactivates an app
app:install	Installs an app
app:refresh	[app:update] Refreshes an app
app:uninstall	Uninstalls an app
app:url-change:resolve	Resolves app url changes
app:validate	Validates an app

Assets

Command	Description

assets:install	Installs bundles web assets under a public web directory

Bundle

Command	Description
bundle:dump	[administration:dump:plugins|administration:dump:bundles] Dumps the bundle configuration for a plugin

Cache

Command	Description
cache:clear	Clear the cache
cache:pool:clear	Clear cache pools
cache:pool:delete	Delete an item from a cache pool
cache:pool:invalidate-tags	Invalidate cache tags for all or a specific pool

Command	Description
cache:pool:list	List available cache pools
cache:pool:prune	Prune cache pools
cache:warmup	Warm up an empty cache

Cart

Command	Description
cart:migrate	Migrate carts from redis to database

Changelog

Command	Description
changelog:change	Changes the changelog of a release
changelog:check	Checks the changelog for errors

Command	Description
changelog:create	Creates a changelog file
changelog:release	Creates a new changelog release

Commercial

To use the following CLI commands, the Commercial Plugin must be installed and active.

Command	Description
commercial:feature:disable	Disable a feature which is included in your plan
commercial:feature:enable	Enable a feature which is included in your plan
commercial:feature:list	List features included in your plan and their status
commercial:license:set	Set commercial licence host & key
commercial:license:update	Update commercial licence key

Command	Description
commercial:report-turnover	Reports the turnover of the specified timeframe

Config

Command	Description
config:dump-reference	Dump the default configuration for an extension

Customer

Command	Description
customer:delete-unused-guests	Delete unused guest customers

Dal

Command	Description
dal:create:entities	Creates the entity classes

Command	Description
dal:create:hydrators	Creates the hydrator classes
dal:create:schema	Creates the database schema
dal:refresh:index	Refreshes the index for a given entity
dal:validate	Validates the DAL definitions

Database

Command	Description
database:clean-personal-data	Cleans personal data from the database
database:create-migration	Creates a new migration file
database:migrate	Executes all migrations

Command	Description
database:migrate-destructive	Executes all migrations
database:refresh-migration	Refreshes the migration state

Debug

Command	Description
debug:autowiring	List classes/interfaces you can use for autowiring
debug:business-events	Dumps all business events
debug:config	Dump the current configuration for an extension
debug:container	Display current services for an application
debug:dotenv	Lists all dotenv files with variables and values

Command	Description
debug:event-dispatcher	Display configured listeners for an application
debug:messenger	List messages you can dispatch using the message buses
debug:router	Display current routes for an application
debug:translation	Display translation messages information
debug:twig	Show a list of twig functions, filters, globals and tests
debug:validator	Display validation constraints for classes

Docs

Command	Description
docs:app-system-events	Dump the app events

Command	Description
docs:generate-scripts-reference	Generate the script reference

Dotenv

Command	Description
dotenv:dump	Compiles .env files to .env.local.php

ES (Elastic Search)

Command	Description
es:admin:index	Index the elasticsearch for the admin search
es:admin:reset	Reset Admin Elasticsearch indexing
es:admin:test	Allows you to test the admin search index
es:create:alias	Create the elasticsearch alias

Command	Description
es:index	Index all entities into elasticsearch
es:index:cleanup	Clean outdated indices
es:reset	Reset the elasticsearch index
es:status	Show the status of the elasticsearch index
es:test:analyzer	Test the elasticsearch analyzer

Feature

Command	Description
feature:dump	[administration:dump:features|administration:dump:features] Dumps all features

Framework

Command	Description

framework:demodata	Generates demo data
framework:dump:class:schema	Dumps the schema of the given entity
framework:schema	Dumps the schema of the given entity

HTTP

Command	Description
http:cache:warm:up	Warm up the http cache

Import

Command	Description
import:entity	Import entities from a csv file

Import-Export

Command	Description

import-export:delete-expired	Deletes expired files

Lint

Command	Description
lint:container	Ensure that arguments injected into services match type declarations
lint:twig	Lint a Twig template and outputs encountered errors
lint:xliff	Lint an XLIFF file and outputs encountered errors
lint:yaml	Lint a YAML file and outputs encountered errors

Mailer

Command	Description
mailer:test	Test Mailer transports by sending an email

Media

Command	Description
media:delete-unused	Deletes all media files which are not used in any entity
media:generate-media-types	Generates media types for all media files
media:generate-thumbnails	Generates thumbnails for all media files

Messenger

Command	Description
messenger:consume	Consume messages
messenger:failed:remove	Remove given messages from the failure transport
messenger:failed:retry	Retry one or more messages from the failure transport
messenger:failed:show	Show one or more messages from the failure transport

Command	Description
messenger:setup-transports	Prepare the required infrastructure for the transport
messenger:status	Show the message count for one or more transports
messenger:stop-workers	Stop workers after their current message

Migration

Command	Description
migration:migrate basicSettings	Migrate basic settings and categories
migration:migrate cms	Migrate CMS layouts
migration:migrate customersOrders	Migrate all customers, orders and documents
migration:migrate media	Migrate all media and folders
migration:migrate newsletterRecipient	Migrate newsletter recipients
migration:migrate products	Migrate all product data and assiciated entities (associated entities from "media" included)
migration:migrate productReviews	Migrate product reviews

Command	Description
migration:migrate promotions	Migrate promotions
migration:migrate seoUrls	Migrate SEO URLs
migration:migrate customerWishlists	Migrate wishlists

In version 13.0.0 of the Migration Assistant, the CLI commands were adjusted. For more details on this and about migrating large data sets via the console, you can learn more here.

Number-range

Command	Description
number-range:migrate	Migrate the increment storage of a number range

Plugin

Command	Description
plugin:activate	Activate a plugin
plugin:create	Creates a new plugin

Command	Description
plugin:deactivate	Deactivates a plugin
plugin:install	Installs a plugin
plugin:list	Lists all plugins
plugin:refresh	Refreshes the plugin list
plugin:uninstall	Uninstall a plugin
plugin:update	Updates a plugin
plugin:zip-import	Imports a plugin from a zip file

Product-export

Command	Description

product-export:generate	Generates a product export file

Router

Command	Description
router:match	Help debug routes by simulating a path info match

S3

Command	Description
s3:set-visibility	Sets the visibility of all files in the s3 filesystem to public

Sales-channel

Command	Description
sales-channel:create	Creates a new sales channel
sales-channel:create:storefront	Creates a new storefront sales channel

Command	Description
sales-channel:list	Lists all sales channels
sales-channel:maintenance:disable	Disable maintenance mode for a sales channel
sales-channel:maintenance:enable	Enable maintenance mode for a sales channel
sales-channel:update:domain	Updates a sales channel domain

Scheduled Tasks

Command	Description
scheduled-task:register	Registers all scheduled tasks
scheduled-task:run	Runs scheduled tasks

Secrets

Command	Description

secrets:decrypt-to-local	Decrypt all secrets and stores them in the local vault
secrets:encrypt-from-local	Encrypt all local secrets to the vault
secrets:generate-keys	Generate new encryption keys
secrets:list	List all secrets
secrets:remove	Remove a secret from the vault
secrets:set	Set a secret in the vault

Sitemap

Command	Description
sitemap:generate	Generates sitemap files

Snippets

Command	Description

snippets:validate	Validates snippets

State-Machine

Command	Description
state-machine:dump	Dumps a state machine to a graphviz file

Store

Command	Description
store:download	Downloads a plugin from the store
store:login	Login to the store

Sync

Command	Description
sync:composer:version	Syncs the composer version with the shopware version

System

Command	Description
system:config:get	Get a config value
system:config:set	Set a config value
system:configure-shop	Configure shop
system:generate-app-secret	Generates a new app secret
system:generate-jwt-secret	Generates a new JWT secret
system:install	Installs the Shopware 6 system
system:setup	Setup the system
system:update:finish	Finishes the update process
system:update:prepare	Prepares the update process

Theme

Command	Description
theme:change	Change the active theme for a sales channel
theme:compile	Compile the theme
theme:create	Create a new theme
theme:dump	Dump the theme configuration
theme:prepare-icons	Prepare the theme icons
theme:refresh	Refresh the theme configuration

Translation

Command	Description
translation:extract	Extract missing translations keys from code to translation files.

Command	Description
translation:pull	Pull translations from a given provider.
translation:push	Push translations to a given provider.

User

Command	Description
user:change-password	Change the password of a user
user:create	Creates a new user

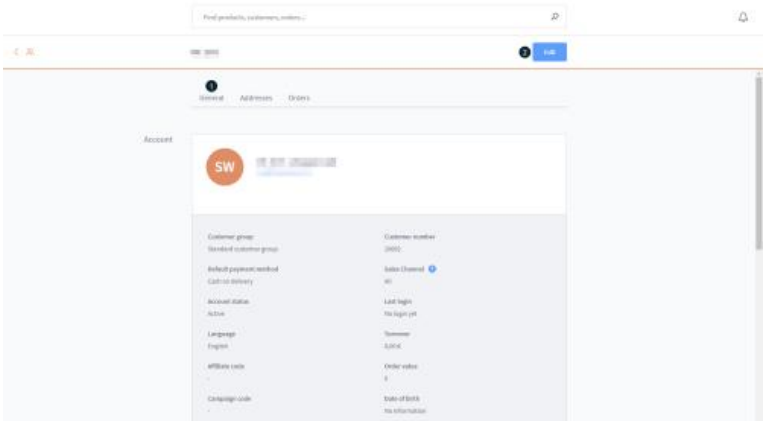
Customer's VAT ID

In this article we will give you some information on where the customer's VAT ID is used or can be included.

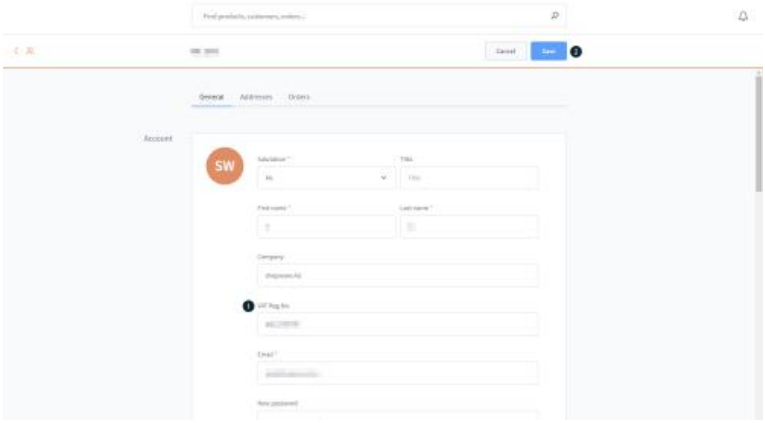
Please note that the VAT ID can only be entered by commercial customers. The corresponding input fields are hidden for private customers. To enable customers to register as commercial customers, activate the option *show selection between* commercial *and customer account* in the settings in the Login / Registration area.
Further information on this can be found in the documentation Login / Registration.

Show and edit VAT ID in the admin area

If you want to display or edit the VAT ID of a customer, first call up the customer details of this customer. This is possible either using the central search bar or the customer overview.



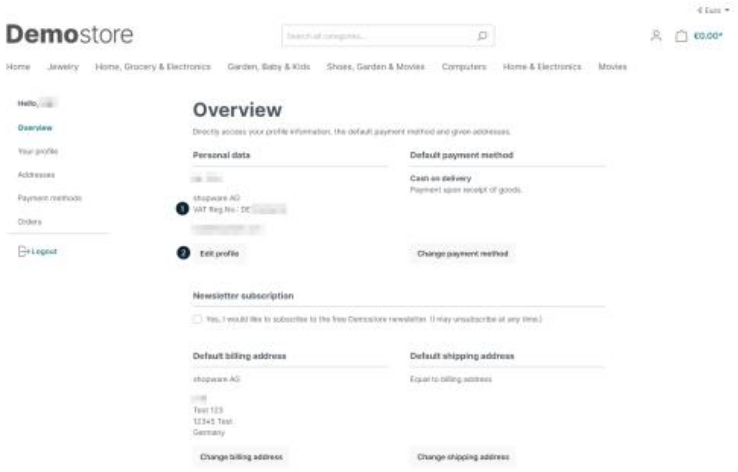
In the customer details, the ID is stored in the **General section (1)**. To see it, activate the **edit mode (2)**.



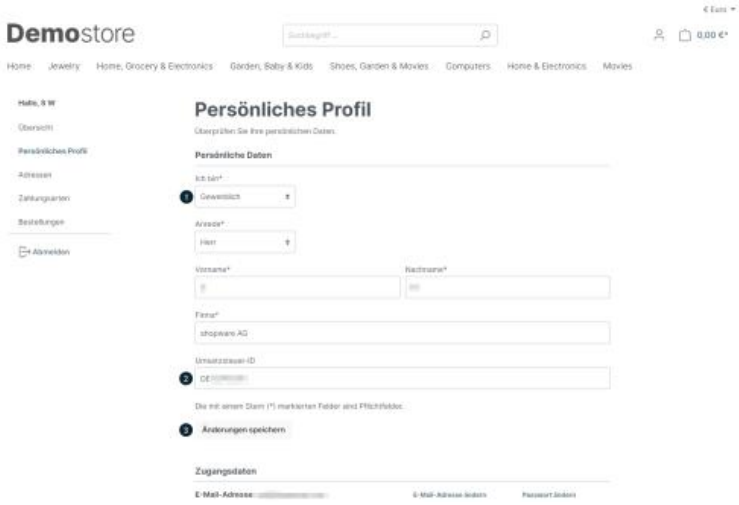
In the editing window you will find the **VAT ID (1)**. You can change the ID and save by using clicking on the **blue Save button (2)**.

Showing and editing the VAT ID in the customer account

In the customer account, the VAT ID is stored in the general profile information. The customer can see this from the **overview (1)**. If the customer wants to change the ID, this can be done by clicking on the button **Change profile (2)**.



Here, **commercial customers (1)** now have the option to adjust the **VAT ID (2)** and save the **change (3)**
.



Output VAT ID on the invoice

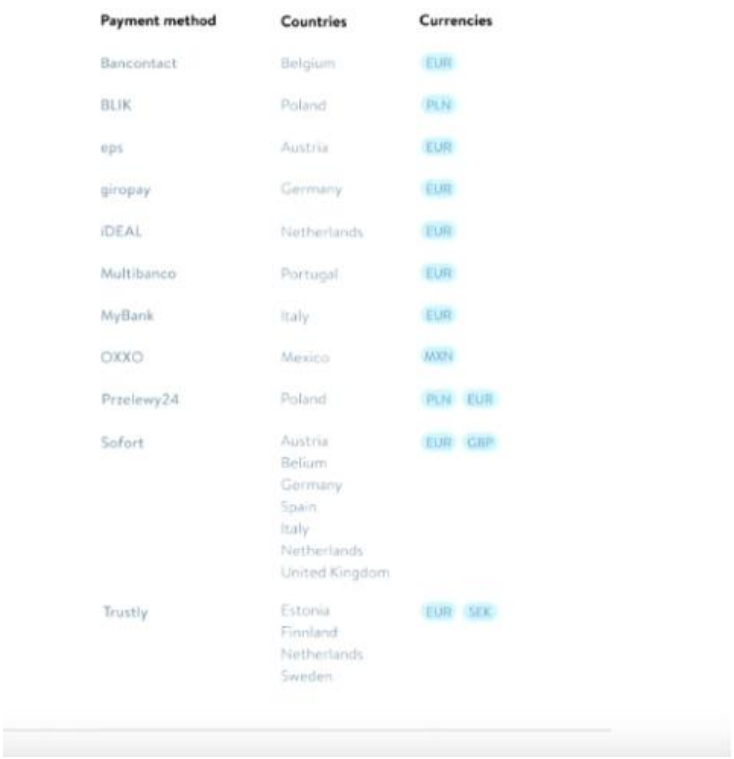
As of Shopware 6.3.5.0, the VAT ID is printed on the invoice. If you have made an adjustment to the document template in a previous version, it may therefore be necessary to reverse this change, otherwise the ID may be printed twice.

Migration Paypal Plus to Paypal Checkout

PayPal Checkout is the new complete solution from PayPal. It offers more payment methods, greater flexibility, and optimized user-friendliness compared to its predecessor PayPal PLUS. All this with the same future-proof technology.
You can find more advantages under:
https://www.paypal.com/merchantapps/appcenter/acceptpayments/checkout?locale.x=en_IN&country.x=IN

The Paypal Checkout

With Paypal Checkout you have a variety of new payment options that you can offer your customers in your shop. With the following payment methods you offer your customers more flexibility.

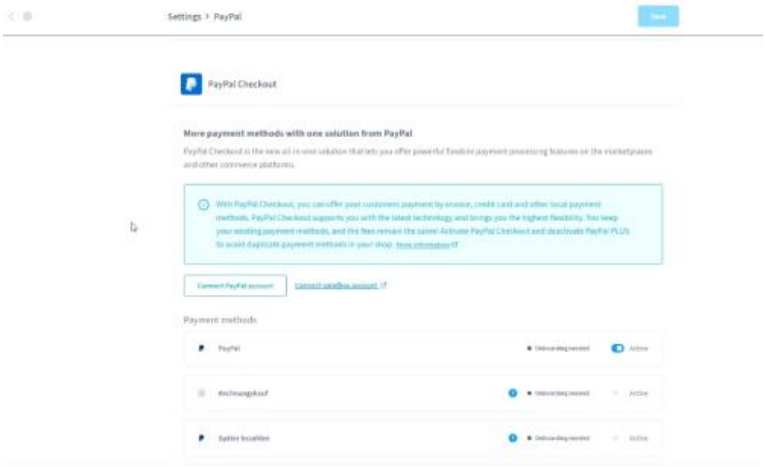


Payment method	Countries	Currencies
Bancontact	Belgium	EUR
BLIK	Poland	PLN
eps	Austria	EUR
giropay	Germany	EUR
iDEAL	Netherlands	EUR
Multibanco	Portugal	EUR
MyBank	Italy	EUR
OXXO	Mexico	MXN
Przelewy24	Poland	PLN EUR
Sofort	Austria Belium Germany Spain Italy Netherlands United Kingdom	EUR GBP
Trustly	Estonia Finnland Netherlands Sweden	EUR SEK

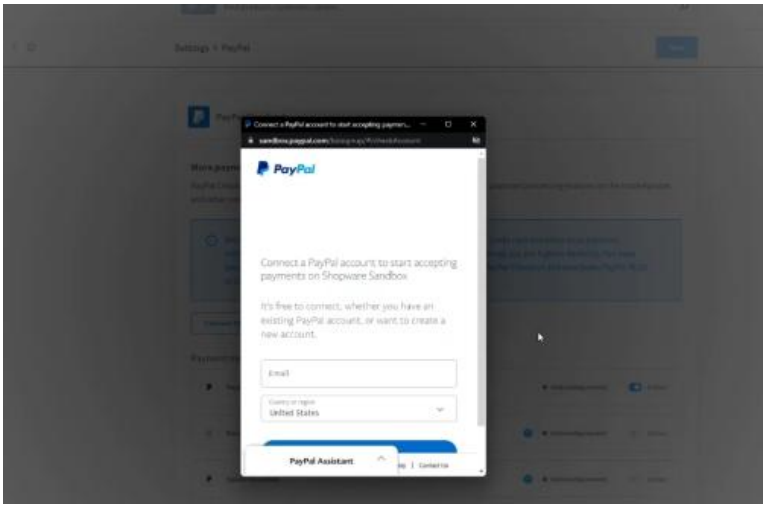
A Paypal account is not required for many of the payment methods shown.

Set-up in SW6:

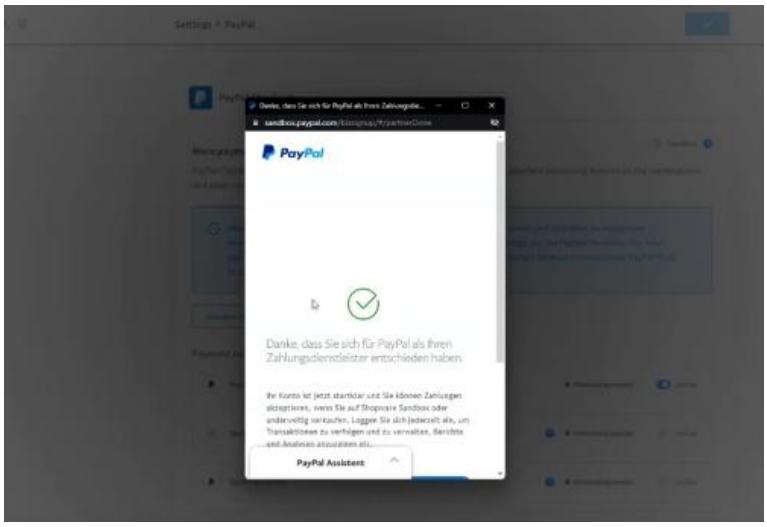
To start the changeover from Paypal-Plus to Paypal-Checkout, go to the Paypal settings. You can find them under **Settings > Extensions > Paypal**.



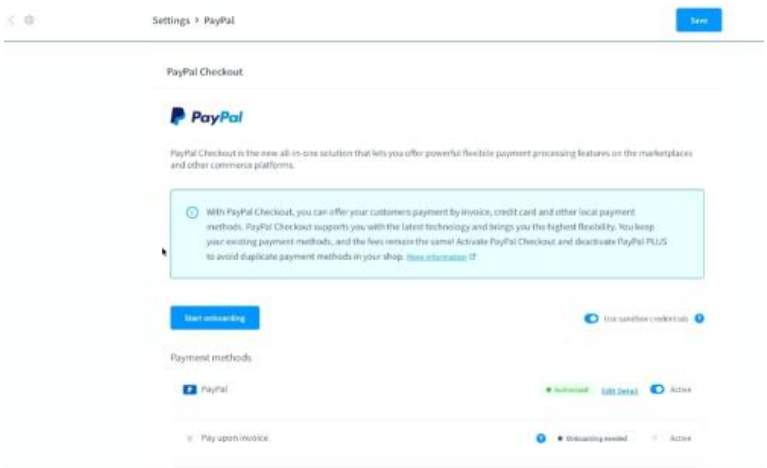
You now have two options to connect the Paypal account. If you are in a test environment and want to test the new payment methods, use the sandbox data you received from Paypal. To do this, click on the button "Connect Paypal sandbox account". In the next step, the Paypal Assistant will open automatically and guide you through the further steps to connect the account.



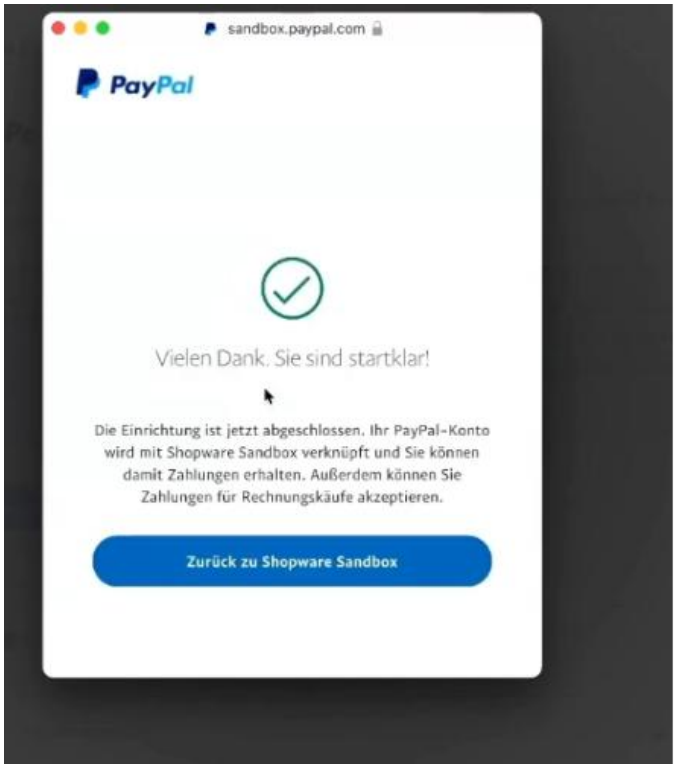
Log in here with your sandbox data and follow the next steps. After a successful connection, a message will appear informing you that your account is now ready to use the Paypal checkout.



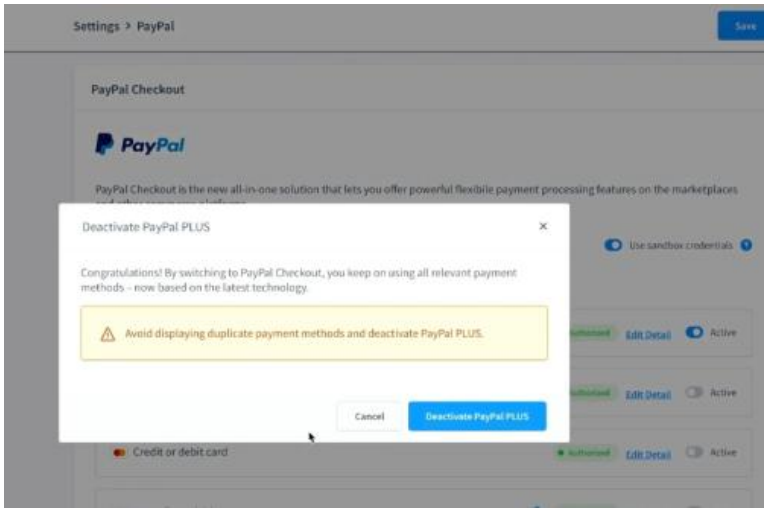
As you have connected with the sandbox data, you must activate the checkbox "Use sandbox data". After the PayPal account has been connected, you will be given the option to start onboarding.



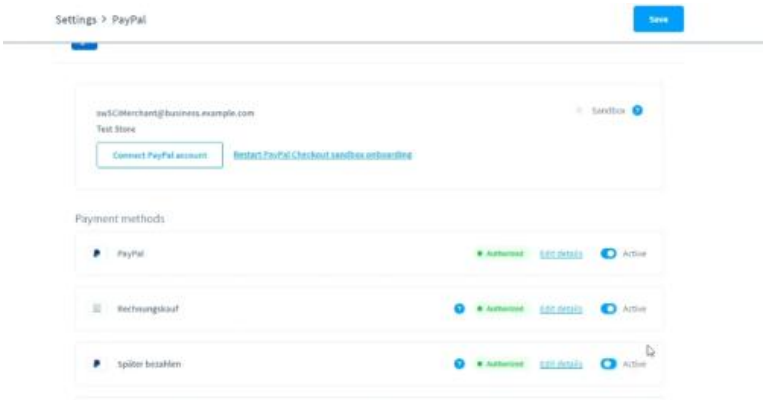
Without onboarding, only the normal Paypal payment method can currently be used; all other payment methods integrated by Paypal are not yet activated. By clicking on the button "Start onboarding", the Paypal Assistant opens automatically. Here you have to enter your access data again and connect the account. After a successful connection, you will receive a message that everything is done.



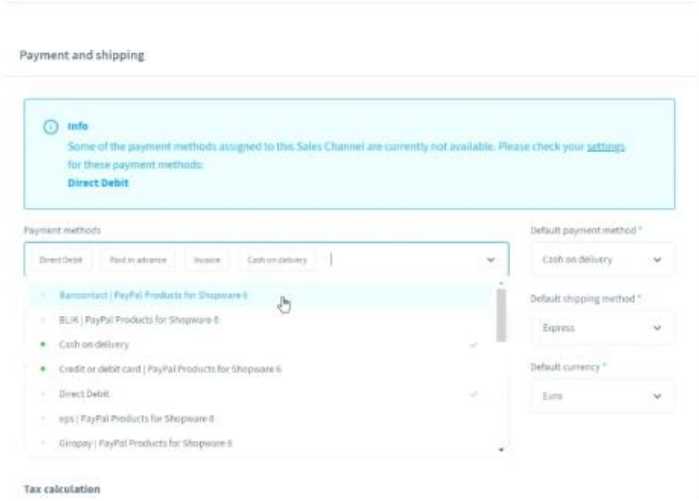
In the next step, you will receive the information that the conversion was successful and that you can now deactivate Paypal-Plus as it is no longer required.



The new payment methods are now available to you. In order to offer these to your customers in the shop, they must first be activated. This gives you the flexibility to decide which ones you would like to offer in the future. To do this, click on the "Active" slider.



After the payment methods have been activated, they only need to be assigned to the sales channel. You can do this under Sales Channels > Payment Types. You can see from the "green" dot whether this payment method is already active and can be used.



Security measures

The security of our applications and systems is our top priority. In this article, we provide a detailed look at the various security measures currently implemented in Shopware. A thorough knowledge of these measures is critical to ensure the integrity, confidentiality, and availability of our services. Below you will find a summary of the current security measures as well as the necessary details.

Rate limiter

Shopware 6 provides certain rate limits by default that reduce the risk of brute force attacks on pages such as login or password reset. The configuration of these rate limiters is done via the Shopware 6 bundle configuration in the file "shopware.yml", where different limiters can be defined for specific actions.
You can see what these are and how they can be configured here.

Storefront IP Whitelisting

In Shopware, you can temporarily disable sales channels to temporarily disable access for visitors and the API, and also enable maintenance mode that only displays a maintenance page. When using a proxy server, it is important to set the proxy IP as a trusted proxy in the .env configuration file or PHP settings to use the IP whitelist feature correctly.
You can find more information about this here.

Prevent XSS by HTML Sanitizer

With Shopware version 6.5, an HTML sanitizer has been implemented. This sanitizer improves the security, reliability, and usability of the editor by removing unsafe HTML code. It also sanitizes styles and attributes for consistent and correct code rendering regardless of platform and browser.
You can find more information here.

Prevent SQL Injection

Using user input to communicate with a database poses security risks because databases allow powerful commands that should not be executed by every website user, and the data in the database could contain sensitive information. A particularly dangerous security issue related to databases is the possibility of SQL injections, where an attacker can execute new SQL statements or modify existing ones to access unauthorized information. Doctrine DBAL and ORM cannot prevent such attacks if the developer is careless, and it is critical to understand the SQL injection issues and take appropriate action. The use of prepared statements to safely use user input in SQL or DQL queries is recommended, instead of dangerous string concatenation or quoting/escaping values.
You can find more information about this here.

API aware fields, entity write protection

Previously, a protection pattern was applied to entities to determine which fields are available through the APIs. By default, all fields are enabled for the /admin API, while for the /store-api and /sales-channel-api, you can specifically specify which fields should be visible. This is made possible by customizing the flags, where adding or removing flags affects the API visibility of the fields.
More information about this can be found here.
A reference of all available flags can be found here.

SameSite Cookies

The SameSite configuration in the Symfony FrameworkBundle replaces the sw_csrf Twig function and controls cookie security by default in modern browsers. Cookie security and SameSite settings can be customized in the framework.yaml file, disabling the SameSite protection feature if needed.
You can find more information about this here. hier.

GDPR compliance

The European General Data Protection Regulation (GDPR) came into force on May 25, 2018, replaced national data protection regulations and affects companies in the EU that work with personal data such as names, addresses and bank data. The aim of the GDPR is to promote consistent processing of personal data to ensure transparency and enhanced protection of consumer data.
This docu-article provides a summary on the processing of personal data in Shopware 6 to facilitate the creation of documentation and privacy statements for Shopware instances.

Shopware 6 Security Plugin

The Security Plugin provides an alternative way to get all the security-related improvements without the need to upgrade to the latest version of the Shopware platform.
You can find the plugin here.
You can find more information about it here.

Captcha

In Shopware you can decide which captchas should be used in your registration and in the store to make sure that the user is a human and not a bot or a script. You can rely on one captcha solution or choose several to be applied.
You can find more information about it here.

How to report bugs

You can find our GitHub Issues page here: https://github.com/shopware/shopware/issues

Why do we use Github Issues?

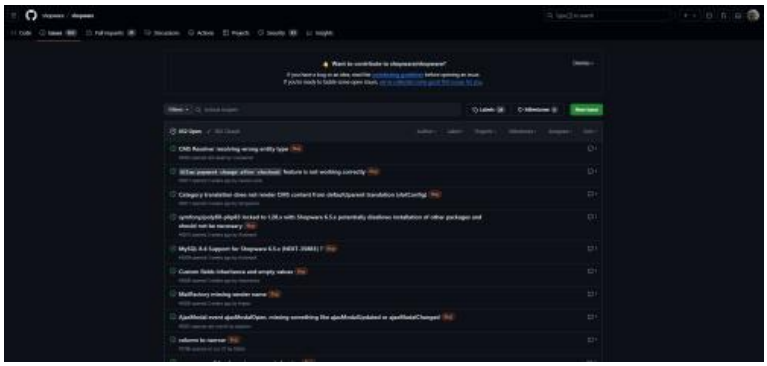
With GitHub Issues, you can easily report bugs and the development team can track them directly in the project. You can see the status of your reports and know when your issue is being worked on.

What do I need?

To view the issues in Github, you don't need anything at first. But if you want to create an issue yourself, or vote on issues that have already been created or comment on them, then you need a Github account. You can create one for free here.

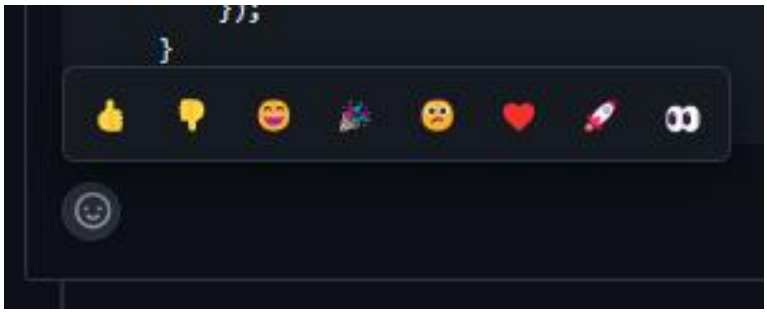
Has my problem already been reported?

Before you create a new bug report, you should first check whether the problem is already known. You can find all bug reports under the following link: https://github.com/shopware/shopware/issues



Here you will find an overview of all open bug reports. You can use keywords in the search field to search for specific issues. Leave the keywords **is:issue** and **is:open** in the search so that only bug reports that still have the status open are displayed. For example, if you want to find all open bug reports for searching in Shopware, use the following search term: **is:issue is:open search**

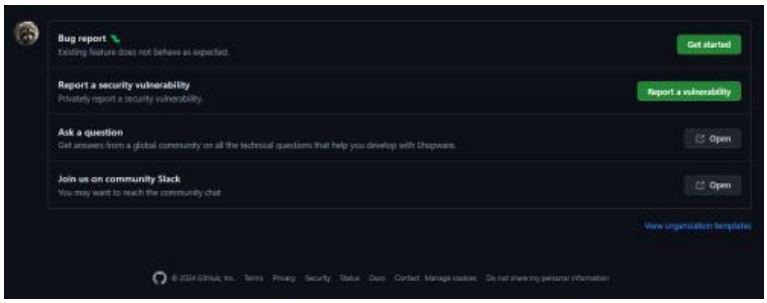
You can then open the issues found to see further information and any comments from other users.



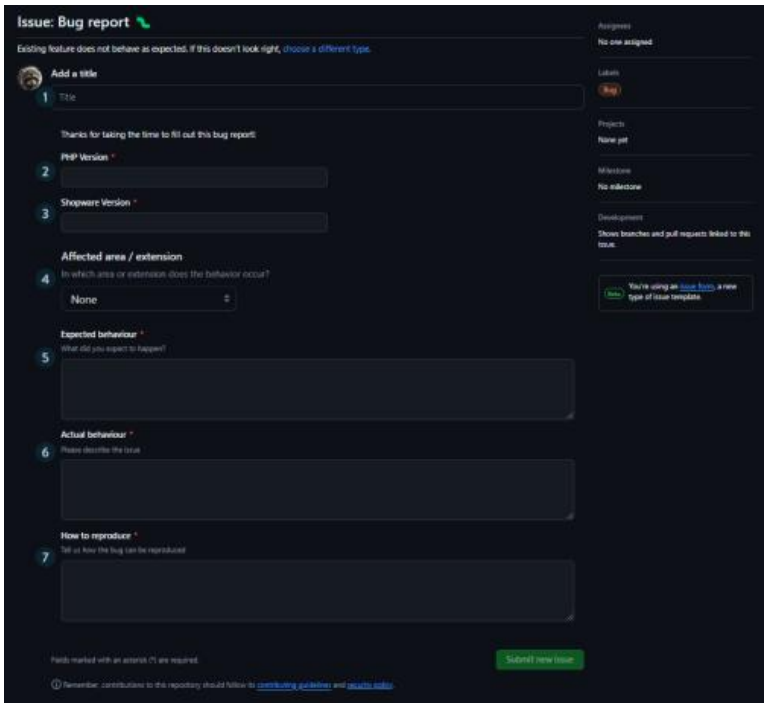
One of the factors that determines which issues are implemented promptly is the number of responses. Under each issue, you have the opportunity to vote for the ticket with a "thumbs up" and thus increase its relevance. You also have the opportunity to add important aspects that have not yet been taken into account by commenting on the issue.

How to create a new bug report?

To create a new bug report, click on **New Issue** in the issue overview at the top right.



On the next screen you will see the following options. If your problem is of course a critical security vulnerability, please report it in the **Report a security vulnerability** section. For all other bugs, click on the **Get started** button next to Bug report.



Title (1): Enter a meaningful title for the issue here. Remember that this is the title that is displayed in the issue overview. It should therefore already contain everything important.
PHP version (2): It is always possible that different PHP versions behave differently. For many problems it is therefore important for our developers to know the PHP version used.
If you do not know which Shopware version your current installation is running on, you can create a php file in the public directory of your Shopware installation with the name "phpinfo.php" and the following content:

```
<?php
phpinfo();
phpinfo(INFO_MODULES);
?>
```

You can then simply call up this file with the browser and read out the version.
Shopware version (3): The currently used Shopware version is of course also very important in order to be able to reproduce the problem in a targeted manner.
Affected area / extension (4): Select here which area or extension you think the issue belongs to.
Expected behavior (5): Describe the function where you have identified the problem and describe what you would expect it to do.
Actual behavior (6): Describe how the function currently works contrary to your expectations or what does not work with the function.
How to reproduce (7): Create as detailed a step-by-step guide as possible on how to reproduce the problem. The more detailed you describe the problem, the easier it is for the developers to reproduce and fix it.

What about feature requests?

The Issues section in Github is exclusively for reporting bugs. If you would like to send us ideas and suggestions for new features, we have a separate area for this purpose. You can find it under https://feedback.shopware.com/.

Where can I find my old bug reports?

All open bug issues from the issue tracker are also synchronized to Github. You will therefore also find them in Github. Tickets from the issue tracker that have already been closed can still be viewed on issues.shopware.com for the time being. However, the function to create a new issue there is no longer available.

Examples

Here you can find application examples.

Dynamic Access - Example configuration

The Dynamic Access extension offers you from Shopware version **6.4.6.0** in cooperation with the Rule Builder the possibility to hide certain contents of your store depending on the rules.

In our example configuration, we support an online store that offers souvenirs for Germany, Austria and Switzerland. Accordingly, our customers come from these three countries and should be shown different categories with different articles.

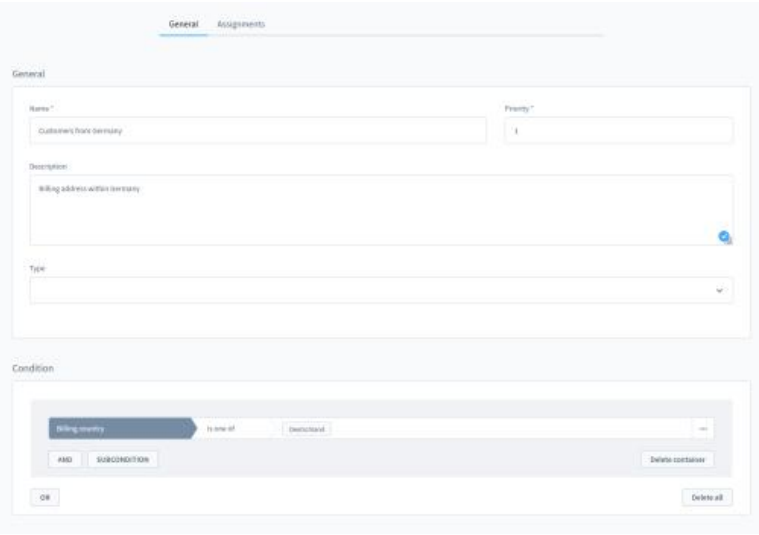
For example, we would like to offer customers from Germany only the specialties from the countries Austria and Switzerland, but not the specialties from our own country. Accordingly, the view should also affect logged-in customers from Austria and Switzerland.

Example 1

At first we create three rules below **Settings > Rule Builder**.

In our example, we name the rules **Customers from Germany**, **Customers from Austria** and **Customers from Switzerland**. Within each rule, we need a condition that identifies the customer according to the country of origin. In this case, we use the condition **Billing country > Is one of** and add the country of the corresponding rule here.

For the rule **Customers from Germany** this looks as follows:

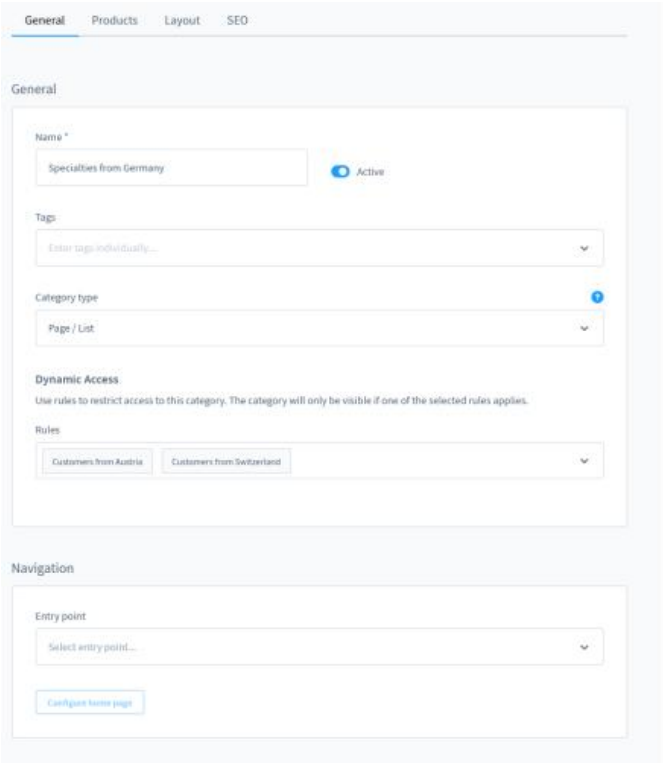


Within our store we create below **Catalogues > Categories** the following three new categories, which should be displayed later depending on the billing country. The three categories will be created below the main category of our store:

- Specialties from Germany
- Specialties from Austria
- Specialties from Switzerland

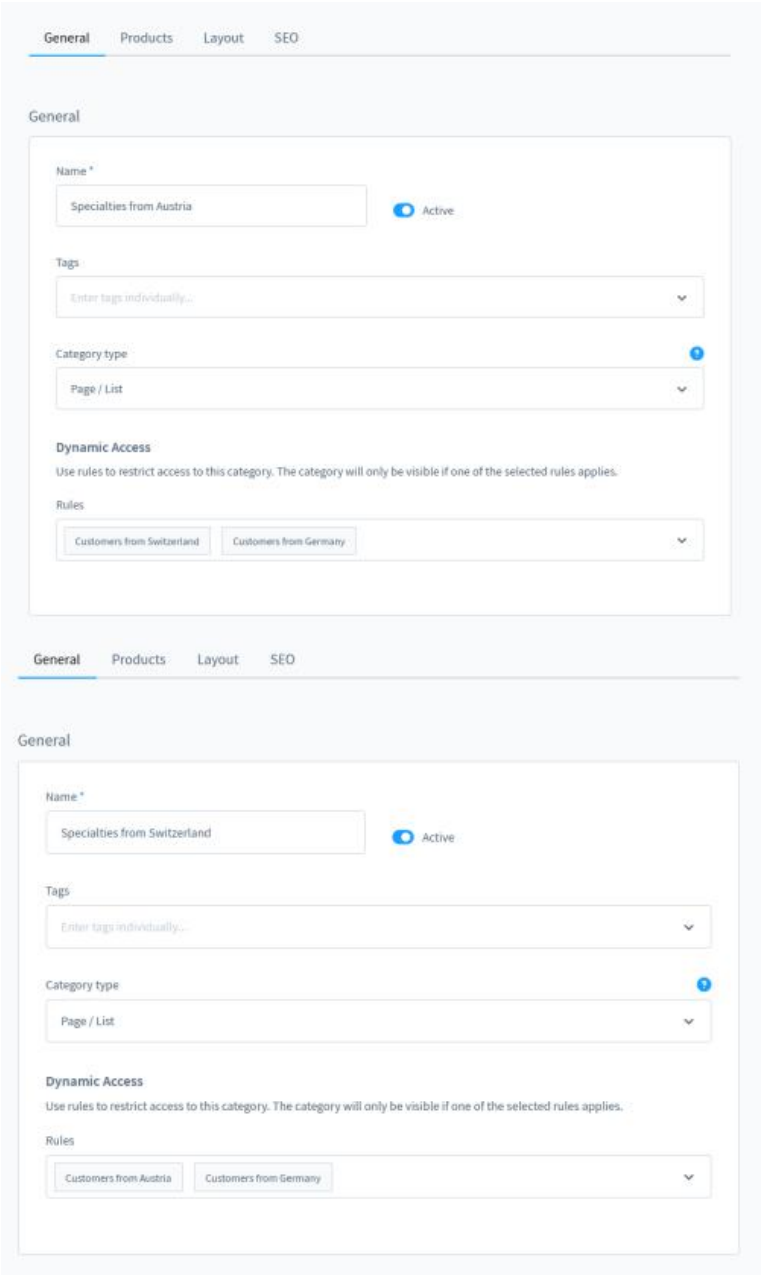
Next, we perform the configuration of the new category **Specialties from Germany**.

Within this category, under the **General** tab, we find the **Dynamic Access** item. In this field, all the rules of the **Rule Builder** are now available to us. In order to determine which customers should have access to this category, we now select our created rules **Customers from Austria** and **Customers from Switzerland** here and save.



From now on, this category will be displayed only for logged-in customers who have set Austria or Switzerland as the billing country.

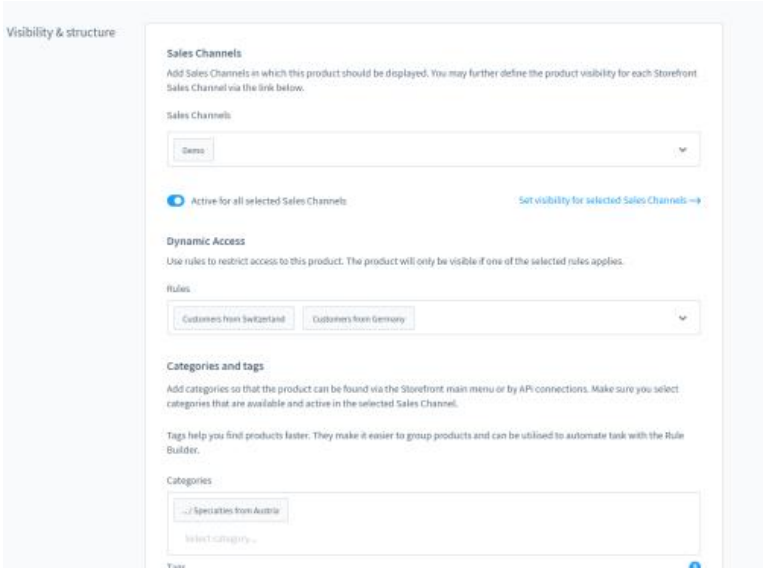
Finally, we can adjust the configuration for the categories **Specialties from Austria** and **Specialties from Switzerland** and store the desired rules in the **Dynamic Access** field.



As requested, from now on the categories will be displayed according to the billing address of the logged in customer. As a customer who is not logged in, none of the categories will be displayed.

In order for the products within the categories to be displayed only to the corresponding customers via the search, we still have to assign the **Dynamic Access** rules to the corresponding products via **Catalogues > Products**. Otherwise, it would still be possible for all items to be accessible via the search, which is not desired in our example.

To do this, we simply open the products in question and select the corresponding rules under the General tab under the item **Visibility & structure > Dynamic Access**:

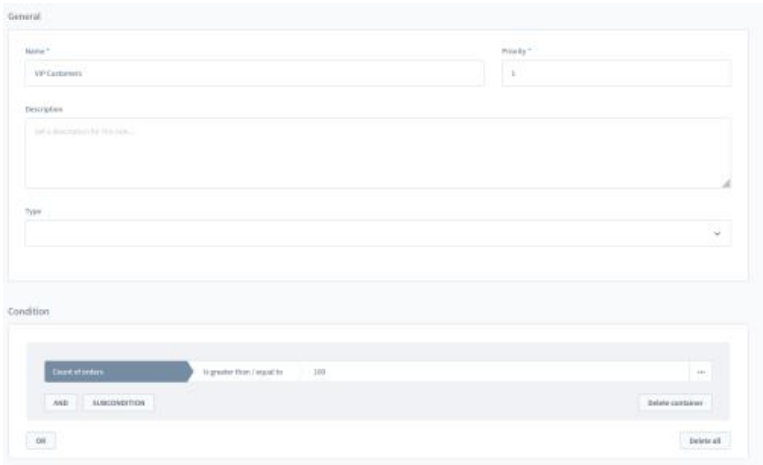


Thus, we have achieved that depending on the billing country, different categories are displayed to our customers in the store. We could now add another category to which we do not store a **Dynamic Access** rule, so that this is then available to customers who are not yet logged in.

Example 2

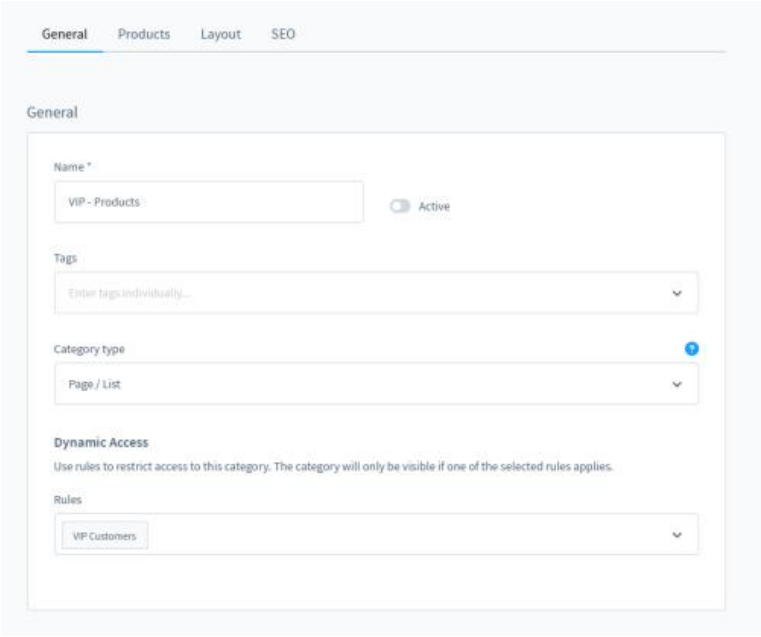
Another example is the creation of a category (e.g. VIP), which is only displayed to customers who have already placed x orders or who belong to a certain customer group.

In this case, the first thing we need to do is to create another rule in the **Rule Builder**. Conceivable here would be the condition **Count of orders > Is greater than/equal to > 100**.



We can now assign this new rule to any category or any article again, as described in example 1, and thus make it available only to certain customers.

For a newly created category, this could then look as follows:



This category is thus only displayed to customers who have already placed at least 100 orders.

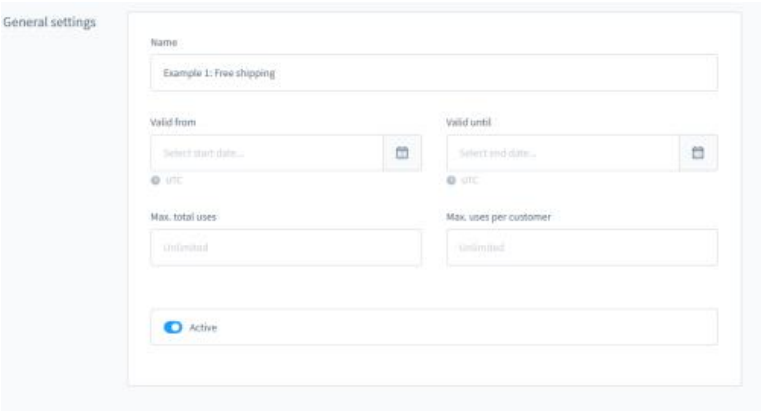
Based on the examples, we can see that the Dynamic Access extension allows us to show and hide a wide variety of content relatively quickly and easily. With the help of the Rule Builder, this can be mapped for a wide variety of scenarios.

Promotions - Examples of use

In this article we will explain you how to create different discount promotions using examples.

Example 1: Free shipping

In the first example, we'll create a discount promotion that will charge all items as free shipping for all customers. To do this, create a new promotion under **Marketing > Promotions**.



Name: The name of the promotion.
Valid from / Valid until: The validity will be permanent in this example.
Max. total uses / Max. uses per customer: The number of total usage and the usage per customer also remains unlimited in our example.
Active: We set the discount promotion to active.

After you have saved the promotion, the additional item **Promotion codes** appears, which we leave set to **No promotion code required**, since the promotion should be valid at any time.

Next, under the **Conditions** tab, select the sales channel for which you want this promotion to be valid.

Finally, add a discount under the **Discounts** tab and save the promotion. In our example, the added discount looks like this:

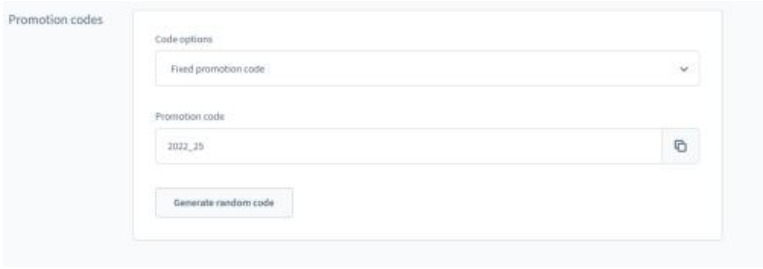
Apply to: Shipping costs
Type: Percentage
Value: 100

From now on, a voucher equal to the shipping cost will be automatically added to the shopping cart for each purchase.

Example 2: 25% discount on all items

As in example 1, you create a new promotion here as well. We will name the promotion in this case "Example 2 - 25% off all items".

Unlike our first example, however, we will change the **code options** type to **Fixed promotion code** and store the code **2022_25**. This code will later activate the 25% discount in the shopping cart.

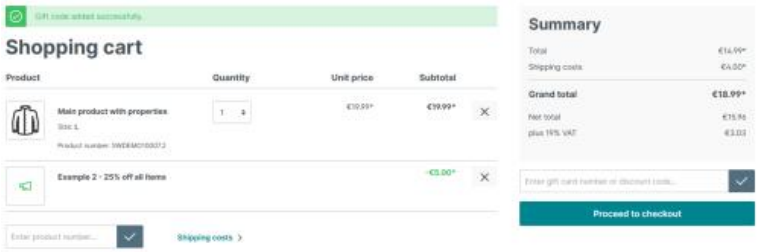


On the **Conditions** tab, we again select the sales channel(s) for which the promotion should be usable. Below the **Discounts** tab, you finally define the following discount:

Apply to: Cart
Type: Percentage

Value: 25

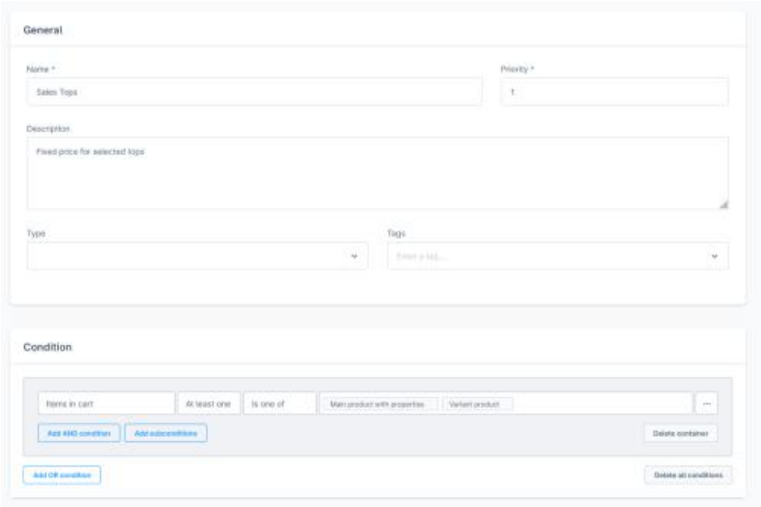
After entering the promotional code, the 25% will be deducted from the shopping cart.



Example 3: Fixed price for certain items

In the next example, we want to add a discount promotion that sets a fixed price for certain items.

To define which items are eligible for this promotion, you first need to create a new rule under **Settings > Rule Builder**. In this case, we call the rule **Sales Tops** and define the desired articles via the condition **Items in cart > Aa least one > Is one of**. For this example, a dynamic product group would also have been an alternative.



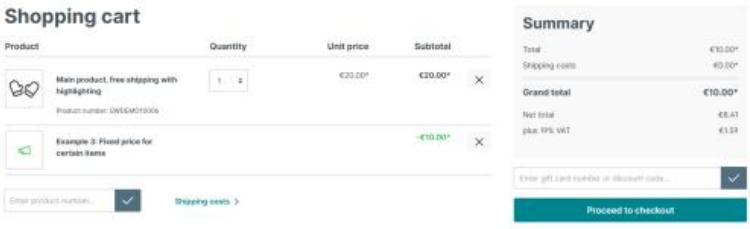
Next, you create a new promotion via **Marketing > Promotions**. In our case, it is called **Example 3: Fixed Price** and can be activated using the promotion code **ALLfor10**. Don't forget to define the sales channel next via the **Conditions** tab.

To make the promotion valid only for the previously defined items, we still need to make settings below the **Discounts** tab. At this point we store the following:

Apply to: Cart
Apply only to selected products: Activate
Product rules: Here we now select our rule, which we created at the beginning in the Rule Builder (Sales Tops).
Apply to: All items
Type: Fixed item price
Value: 10

If you now use the promotion code **ALLfor10** and there is one of the defined items (sales tops) in the

shopping cart, the price of each applicable item will be reduced to 10€.

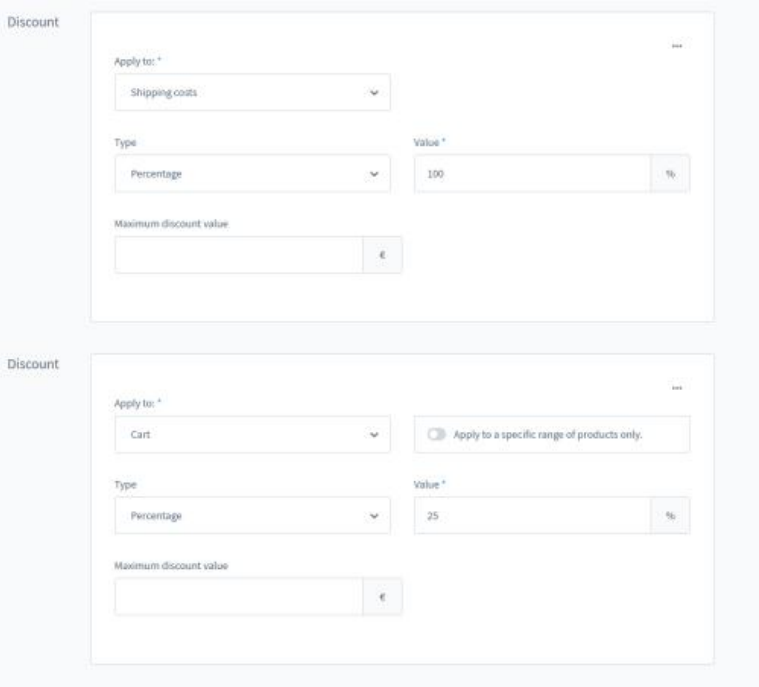


Example 4: Multiple discounts

Using the multiple discounts it is possible that different discounts are granted by one and the same promotion code.

Using the **Discounts** tab within a created promotion, you can add and define multiple discounts. For example, you could add free shipping (see example 1) and an additional 25% off the shopping cart (see example 2), which can be activated with a promotion code.

This could look like this:



Example 5: VIP customers

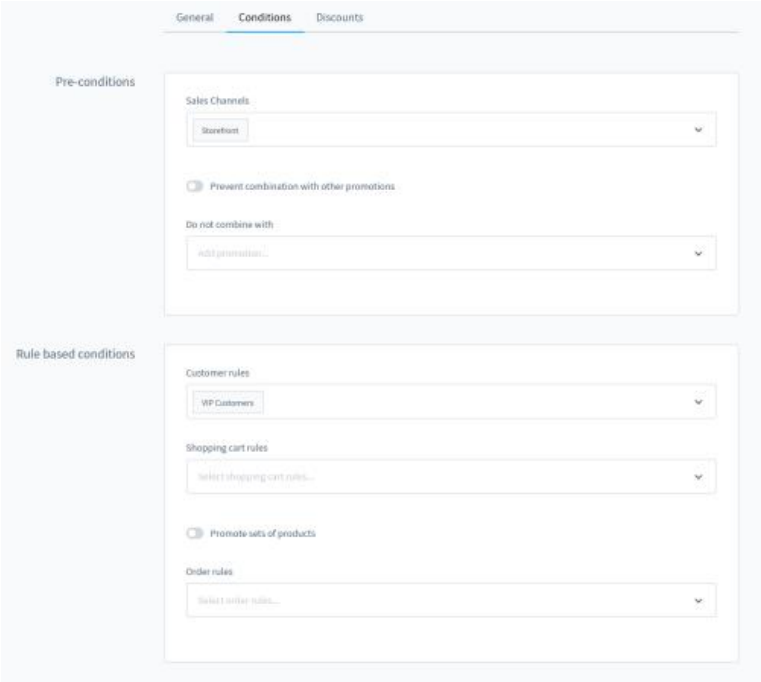
In example 5, we use the **conditions** within a discount promotion for the first time. In this case, we want to address a specific target group of customers who will then benefit from your promotion.

In this specific case, we create a promotion for VIP customers. In our example, VIP customers are customers who have already placed more than 100 orders and therefore automatically receive a 5% discount on their shopping cart.

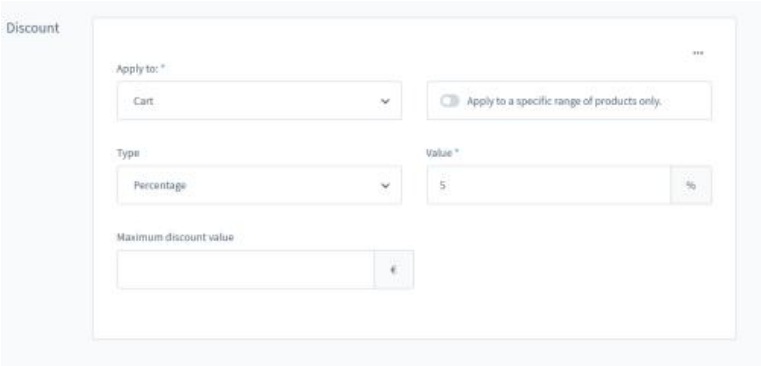
We define the VIP group itself again via **Settings > Rule Builder**. For this we create the following rule there:

Name: VIP customers
Condition: Count of orders is greater than /equal to 100

In the next step, we create a promotion under **Marketing > Promotions**. To ensure that the promotion is always executed, we do not use a promotion code. Under the **Conditions** tab, select the desired sales channel and define the VIP Customer under **Rule based conditions > Customer Rules**.



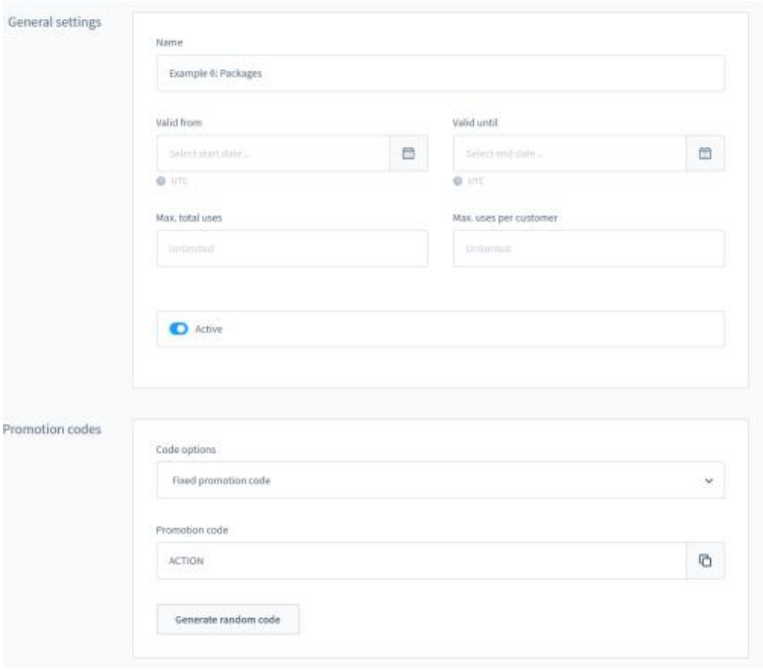
In order for the 5% discount to be granted, you must lastly enter a percentage shopping cart discount of 5% under the **Discounts** tab.



Example 6: Packages

We would like to create a package promotion in this example. In detail, this means buy 3 specific items and get each item for €10 instead of €20.

For this we create a new promotion below **Marketing > Discounts** called **Example 6: Package** and assign the promotion code **ACTION**.



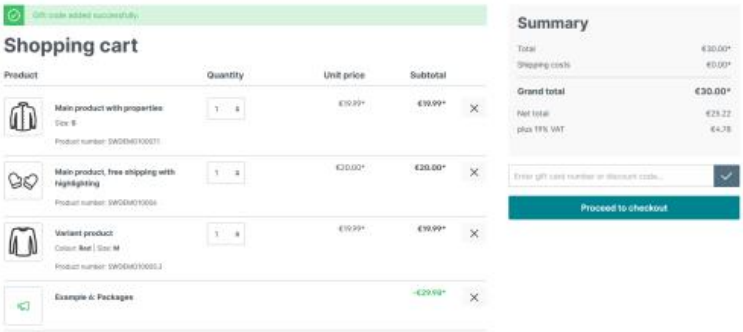
Below the **Conditions** tab, we define the desired sales channel and a **Set Group 1**, a kind of collection of items to which this promotion should apply. To do this, we store the following values:

Promote sets of products: Active
Mode: Quantity
Value: 3 (i.e. a group consists of 3 items)
Sorting: Price, ascending (i.e. if more than 3 items are selected, packaging price ascending)
Product rules: Sales tops (a previously created rule in the Flow Builder that includes specific items).

The price of 10€ per item must now be defined under the **Discounts** tab. At this point we add the final discount according to the following pattern:

Apply to: Set-Group-1
Apply only to selected products: Active
Apply to: All items
Maximum amount of usages: Unlimited
Type: Fixed item price
Value: 10

After entering the voucher in the shopping cart, each product of this set group will now be reduced to the deposited value of 10€.

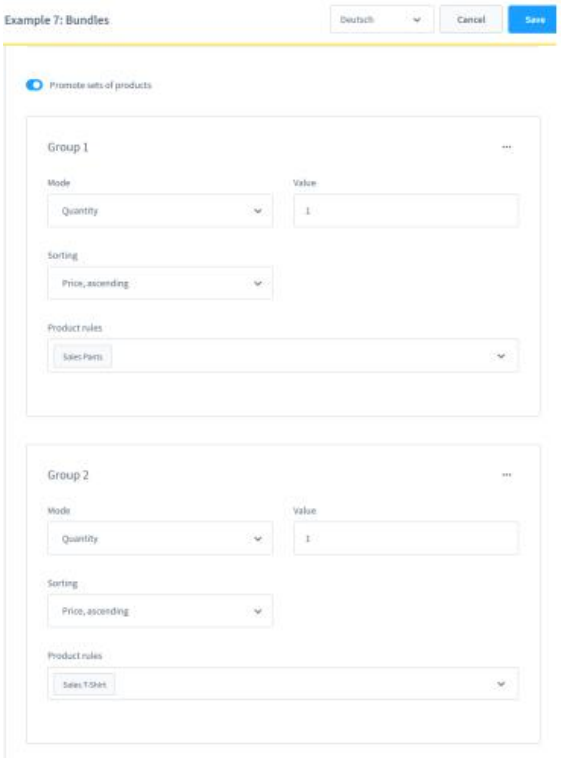


Example 7: Bundles

In example 7, we would like to let our customer choose a combination from certain items on offer. This combination in turn will then be assigned a fixed sales price. In the example, we will create a bundle of pants and t-shirt.

As described in Example 3, we create a product rule called **Sales Pants** and **Sales T-shirts** via **Settings > Rule Builder** and define the desired items within the product rule.

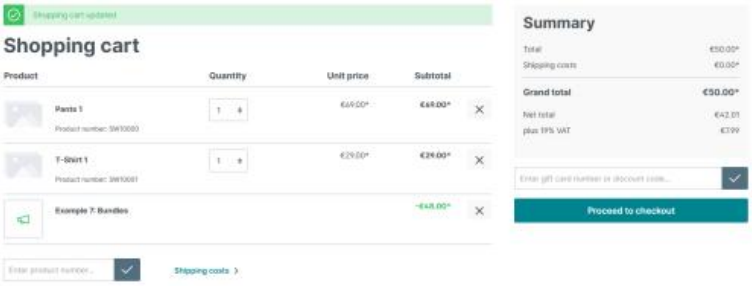
Next, we create a new promotion called **Example 7: Bundles** under **Marketing > Promotions**, assign a promotion code under the **General** tab, and assign our sales channel under the **Conditions** tab. In addition, at this point we need to activate **promote sets of products** again and this time define Set Group 1 (Sales Pants) and Set Group 2 (Sales T-Shirts) as conditions.



After we have stored the condition to be fulfilled, we must now finally store the desired fixed price for the set under the **Discount** tab. This can look like this:

Apply to: Entire set
Type: Fixed price
Value: 50

In the shopping cart, after entering the coupon, the price will be reduced to the configured value.



Example 8: Buy 3 Pay 2

In this example, we want to provide the customer with the option that when buying 3 T-shirts, the cheapest T-shirt is always free.

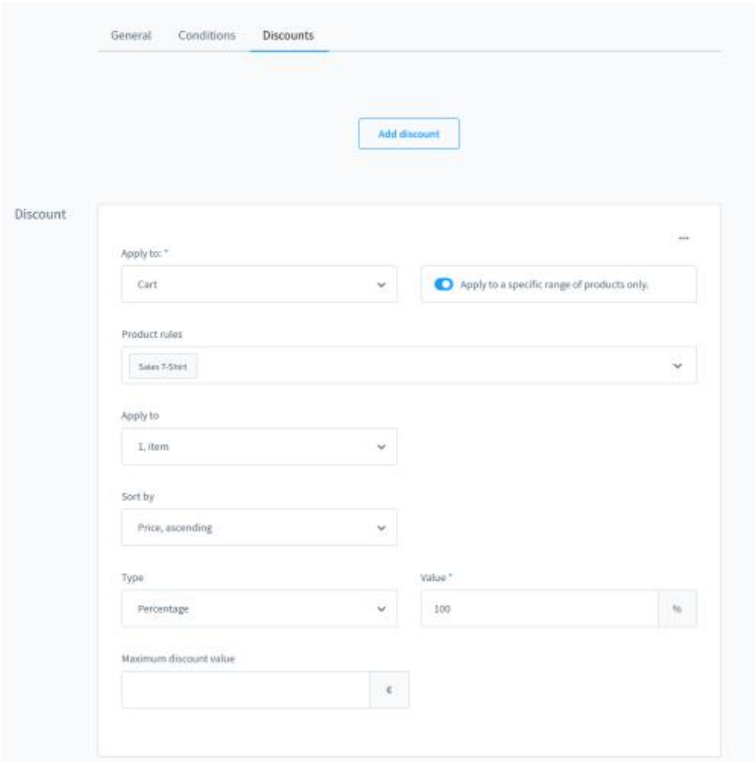
To do this, we create a new promotion (**Marketing > Promotions**) with the name **Example 8: Buy 3 Pay 2** and activate again under the tab **General** the item **Promotion code > code options > Fixed promotion code**. We use **buy3** as the promotion code in our example.

Under the **Conditions** tab, we activate **Promote sets of products** and select the following condition:

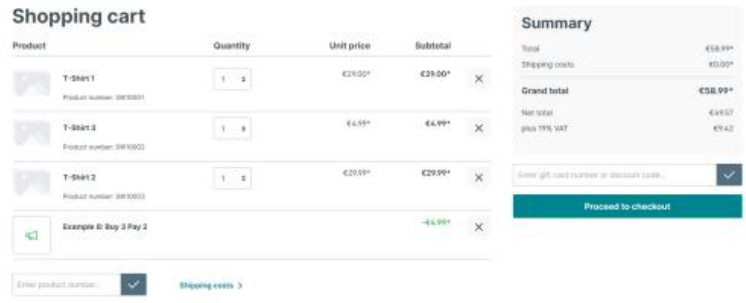
Mode: Set
Value: 3
Sort order: Ascending
Product rules: Sales T-Shirt (Product rule defined in example 7).

Next, using the **Discounts** tab, we define the discount on our cheapest product. The following settings are necessary for this:

Apply to: Shopping Cart
Apply to a specific range of products only: Active
Product rules: Sales T-Shirt
Apply to: 1. item
Sort by: Price ascending
Type: Percentage
Value: 100

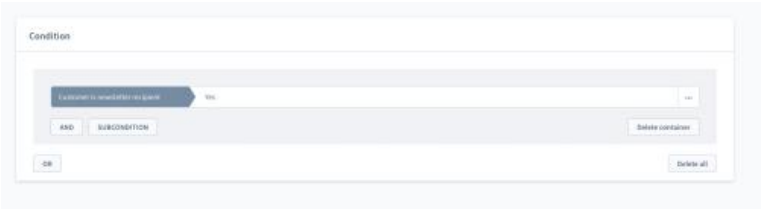


In the shopping cart, the voucher will then take effect as desired:



Example 9: Discount for newsletter recipients

In this example we will show you how to create a discount that is only valid for your newsletter recipients. First create a new promotion (**Marketing > Promotions**) with the name "Discount for newsletter recipients". Under the tab **Conditions** you use a customer rule and create a new rule with the following condition:



After that you use the **Discounts** tab to define the discount. In this example, we give a 10% discount on the entire shopping basket with a maximum discount value of 30 euros. The following settings are

necessary for this:

Apply to: Shopping cart
Apply to selected products only: Inactive
Type: Percentage
Value: 10
Maximum discount value: 30

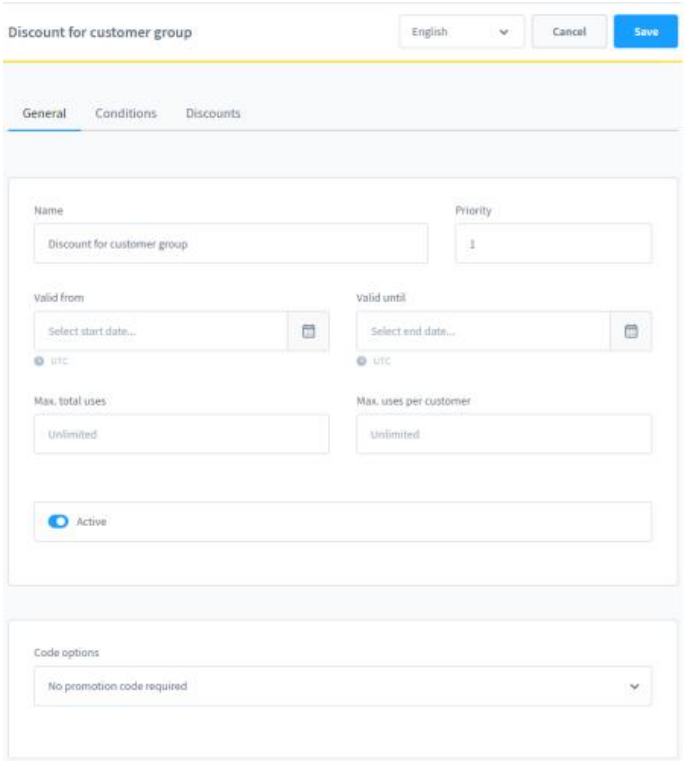
Example 10: Discount for members of a customer-group

In this example we will show you, how to set up a discount for a whole customer-group.

First set up a new promotion under (**Marketing > Promotions**) with the name "**Discount for customer group**".
Priority: e. g. **1**.
Valid from and until: leave open
Max. total uses: leave open
Max. uses per customer: leave open.

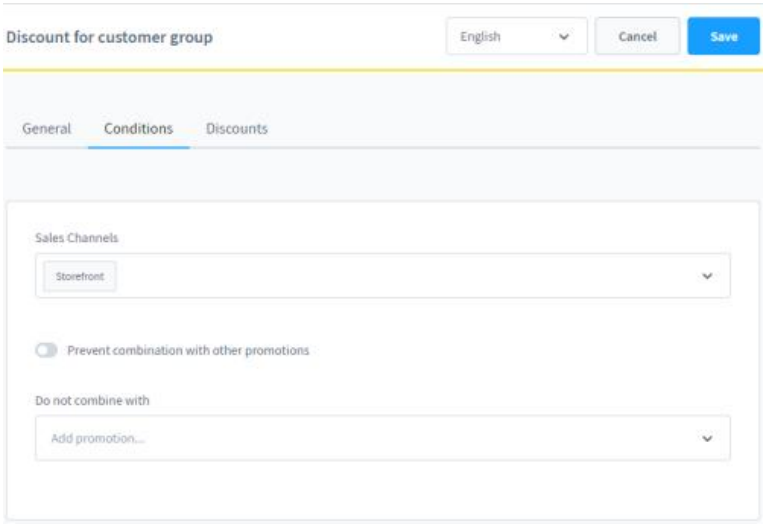
Set the switch "active" to on.

Leave **Promotion codes** unused.



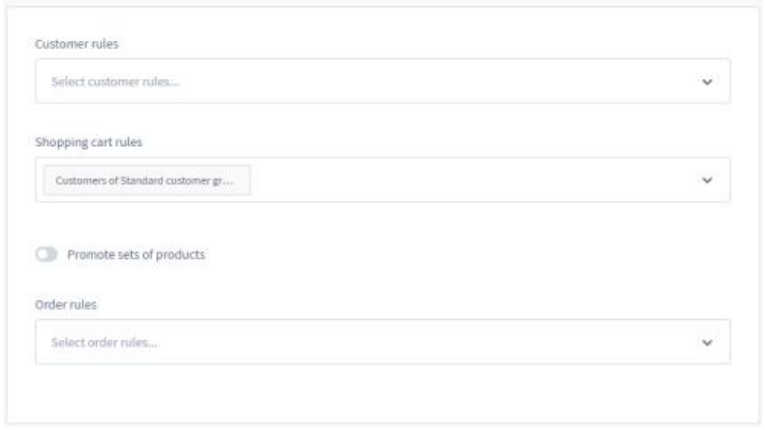
In the tab **Conditions** set the following settings:

In **Preconditions:**



Sales Channels: Enter the sales channel/s in wich the promotion should be used.
Prevent combination with other promotions: leave off.
Do not combine with: leave open.

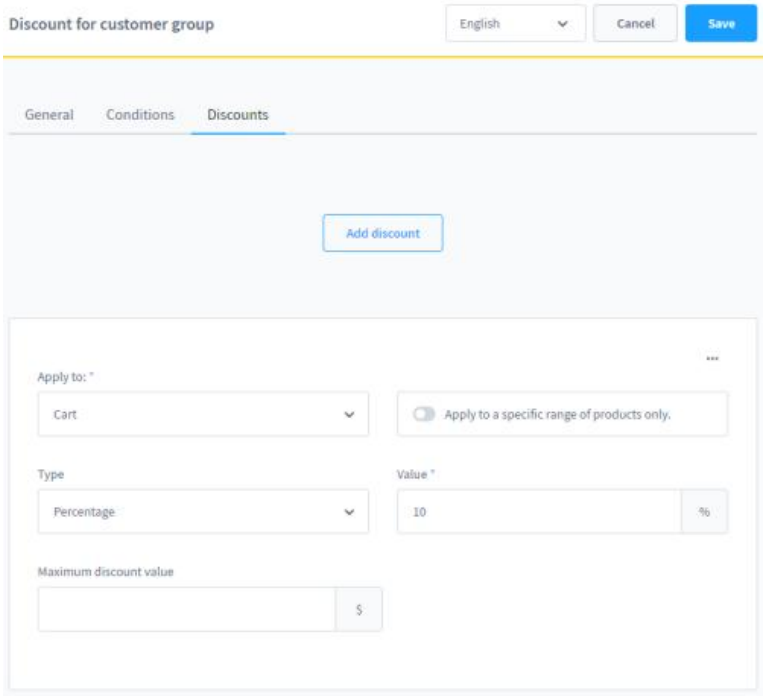
Within **Rule based conditions:**



Customer rules: Set up a rule wich sets a flter on the customer group/s.

Shopping cart rules: leave open
Promote sets or products: leave off
Order rules: are not used

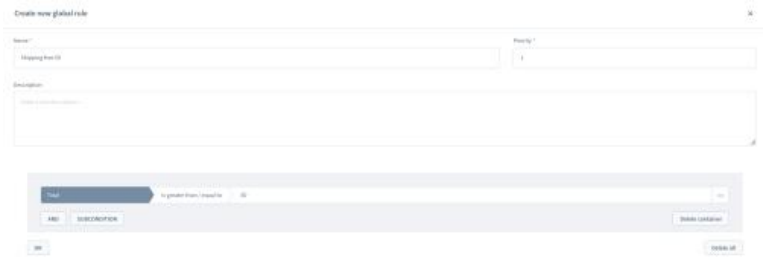
In the tab **Discounts** set the following:
Define a new discount.



Apply to: set to Cart
Apply to a specific range of products only: leave off
Type: Percentage
Value: define the value wich sets the percentage of the discount. e.g. 10
Maximum discount value: leave free

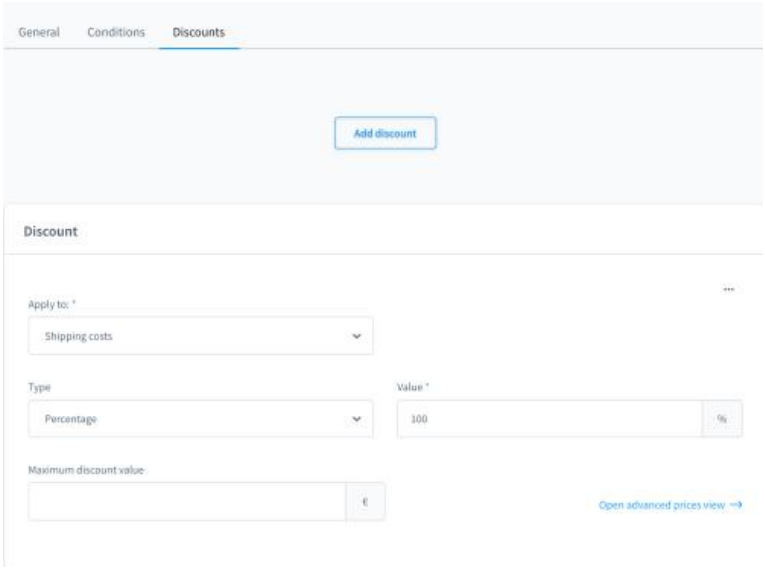
Example 11: Shipping free above basket amount x

If you want your customers to receive free shipping when the shoppin cart value is above a certain amount, you can set the following discount rule.



- **Name:** free shipping above X (set your own desciption)
- **Priority:** 1 (if you wish to prioritise when using several shipping methods, please adjust the value accordingly)
- **Conditions**:
  - Saleschannel: Define in wich channels the discount should be set.

- Customer-rule: Leave free.
- Shoppingcart-rules: Set a rule with the following definitions:
  Total > **Is greater than/ equal to** > shopping cart amount e.g. 50
- Order Rules: Leave free

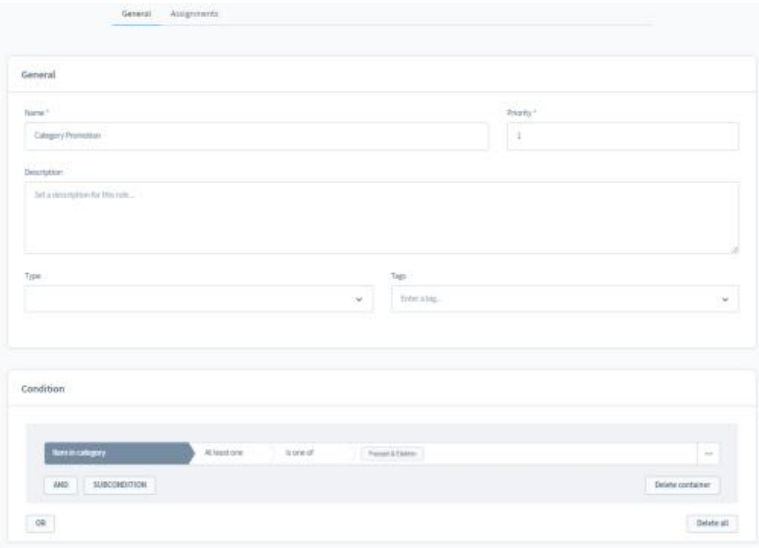


- **Discounts**
  In the next step, you must navigate to the area **Marketing > promotions** in your administration.
  - Define a new discount
  - Apply to: shipping costs
  - Type: Percentage
  - Value: 100 (%)

If you want, you can define several discounts in response to the shopping cart value.
For example: above 25 EUR/$/£ > 50% discount and above 100 EUR/$/£ > 100% discount on shipping costs.
Important: When serveral discounts are set, set the condition "Do not combine with" regarding to the discount amount and the highest discount with the highest priority.

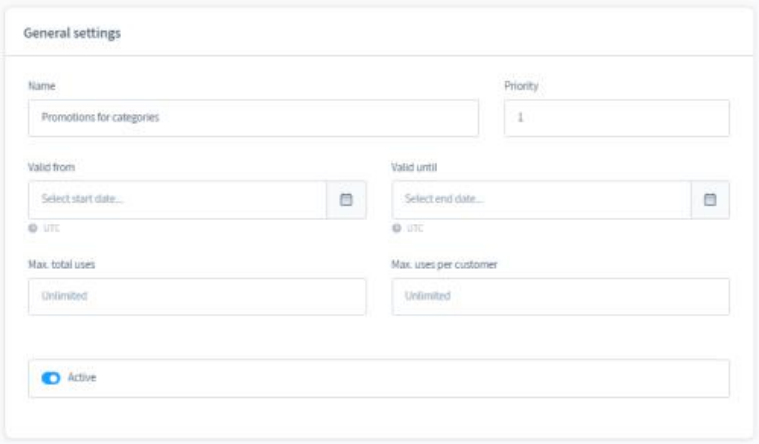
Example 12: Discount promotion for products of a certain category

If you want to discount products of a certain category, you can also use a rule from the Rule Builder.
To do this, first create the corresponding rule in the Rule Builder. This looks like this:



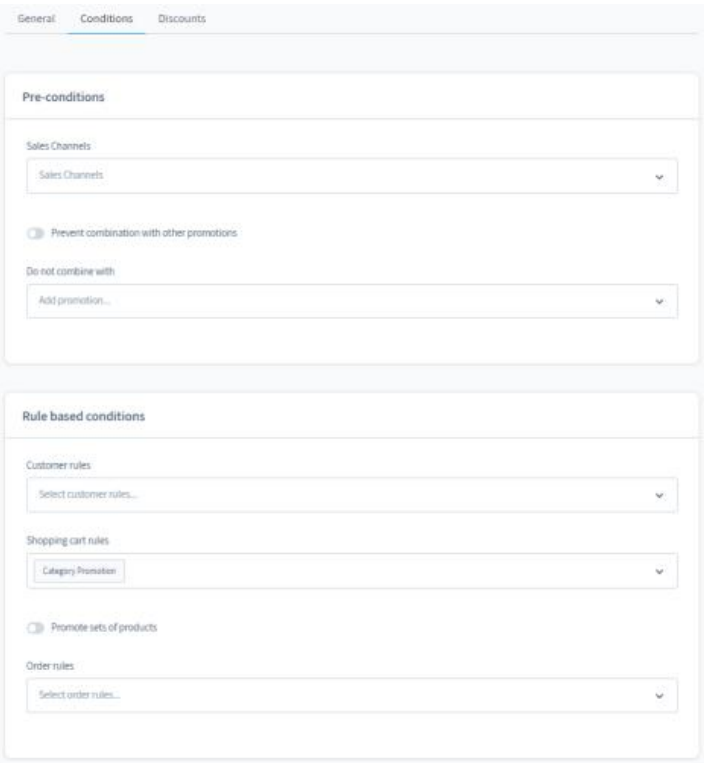
- **Name:** Categorie Promotion (Can be chosen by yourself)
- **Priority:** 1 (If you wish to prioritise the use of several rules, please adjust the value accordingly.)
- **Conditions:**
  - Item in category| At least one | is one of | Freizeit & Elektro (desired category)

Then create a new discount under Marketing > *Discounts & Promotions*.



- **Name:** Promotion for Categories (Can be chosen by yourself)
- **Priority**: 1 (If you wish to prioritise the use of multiple discount promotions, please adjust the value accordingly.)
- **Valid from/ until**: Here you can optionally enter a date range in which the discount can be valid. If the discount is to apply generally, this can also be left blank.
- **Max. total uses / Max. uses per customer:** Here you can optionally specify how often the discount can be used by customers. If the discount is to apply generally, this can also be left blank.

After you have created the discount, you can now select the condition previously created in the rule builder in the Conditions tab.

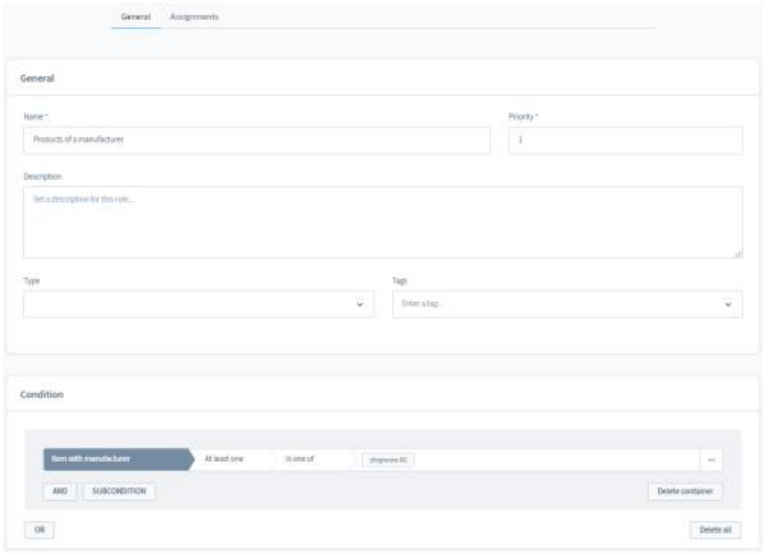


- **Sales Channels**: specify here all sales channels for which the discount is to apply.
- **Shopping cart rules:** In the shopping cart rules, you select the rule that you have previously created in the Rule Builder.

Finally, you can enter the actual discount to be granted to the customer in the Discounts tab if all conditions have been met.

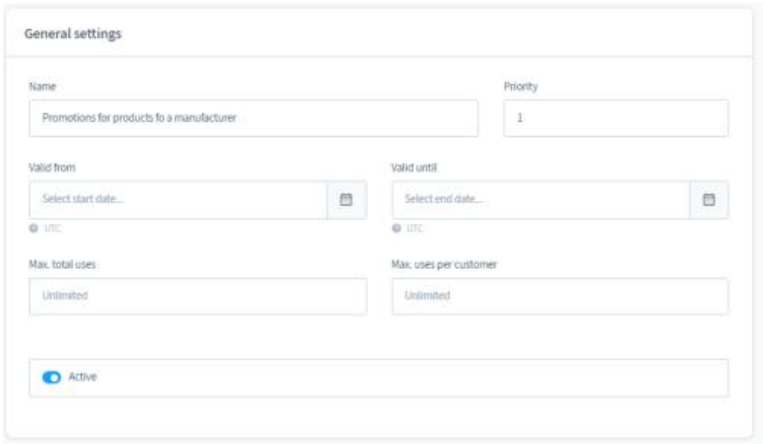
Example 13: Discount promotion for products of a specific manufacturer

If you want to discount products of a specific manufacturer, you can also use a rule from the Rule Builder. To do this, first create the corresponding rule in the Rule Builder. This looks like this:



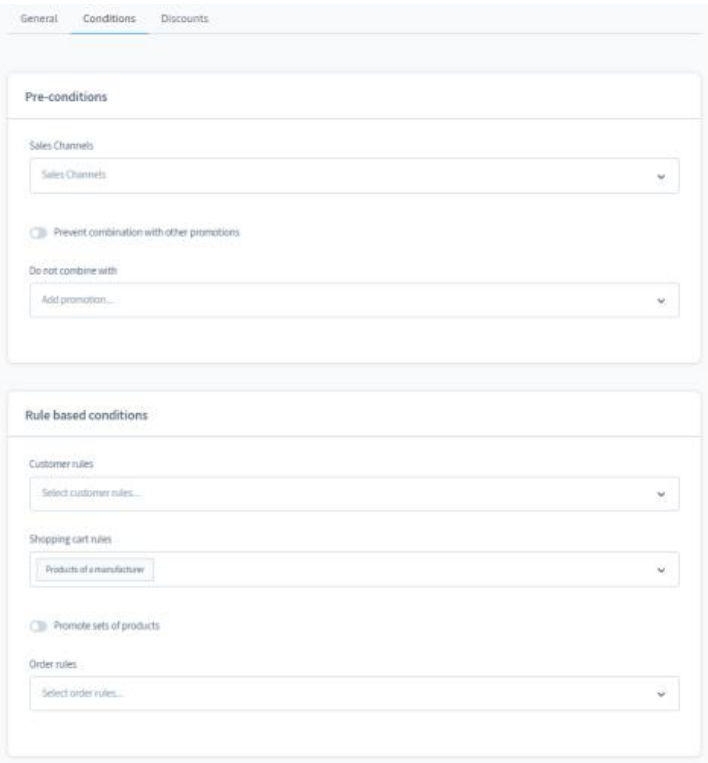
- **Name:** Products of a manufacturer (Can be chosen by yourself)
- **Priority:** 1 (If you wish to prioritise the use of several rules, please adjust the value accordingly.)
- **Conditions:**
  - Item with manufacturer | At least one | is one of | Shopware AG (desired manufacturer)

Then create a new discount under Marketing > *Discounts & Promotions*.



- **Name:** Promotions for products of a manufacturer (Can be chosen by yourself)
- **Priority**: 1 (If you wish to prioritise the use of multiple discount promotions, please adjust the value accordingly.)
- **Valid from/ until**: Here you can optionally enter a date range in which the discount can be valid. If the discount is to apply generally, this can also be left blank.
- **Max. total uses / Max. uses per customer:** Here you can optionally specify how often the discount can be used by customers. If the discount is to apply generally, this can also be left blank.

After you have created the discount, you can now select the condition previously created in the rule builder in the Conditions tab.



- **Sales Channels**: specify here all sales channels for which the discount is to apply.
- **Shopping cart rules:** In the shopping cart rules, you select the rule that you have previously created in the Rule Builder.

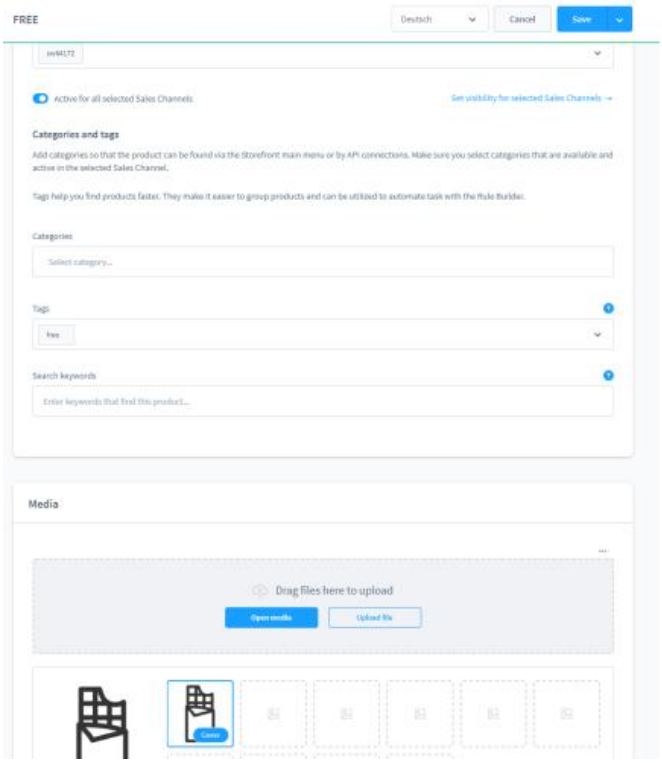
Finally, you can enter the actual discount to be granted to the customer in the Discounts tab if all conditions have been met.

Example 13: Free article

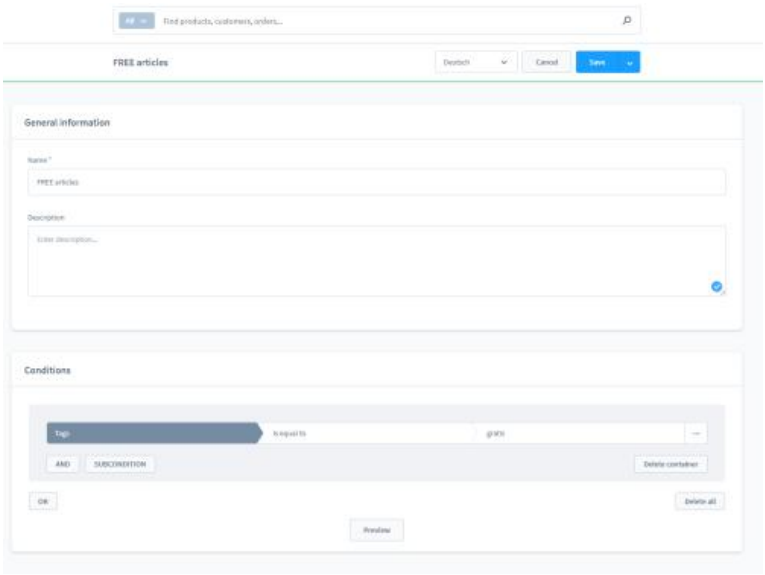
We are often asked about the possibility of processing free items through the discounts as well.

In order for us to get the free items uniquely determined, it is necessary to define them via a dynamic product group.

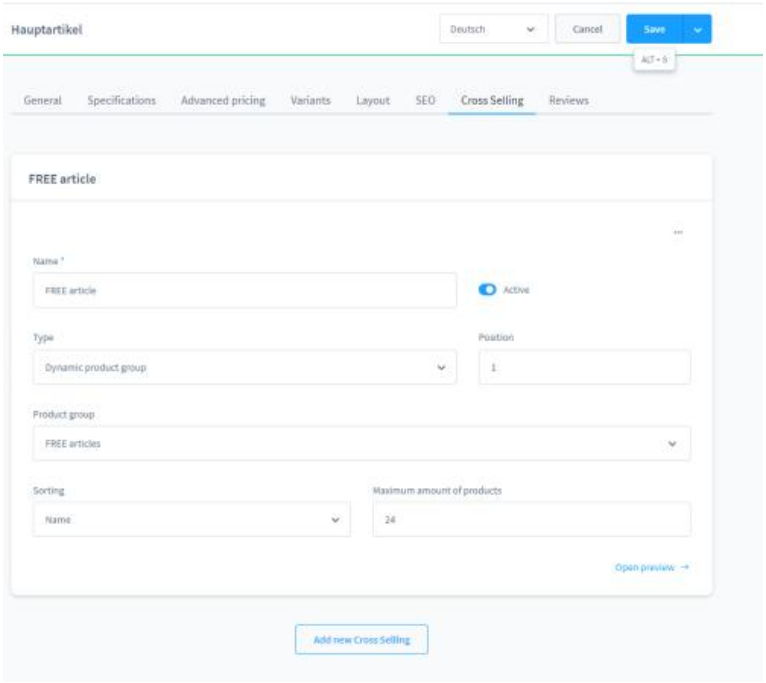
For this our free article gets the tag free in the first step. The tag can be chosen arbitrarily and the tag can also be assigned to several articles.



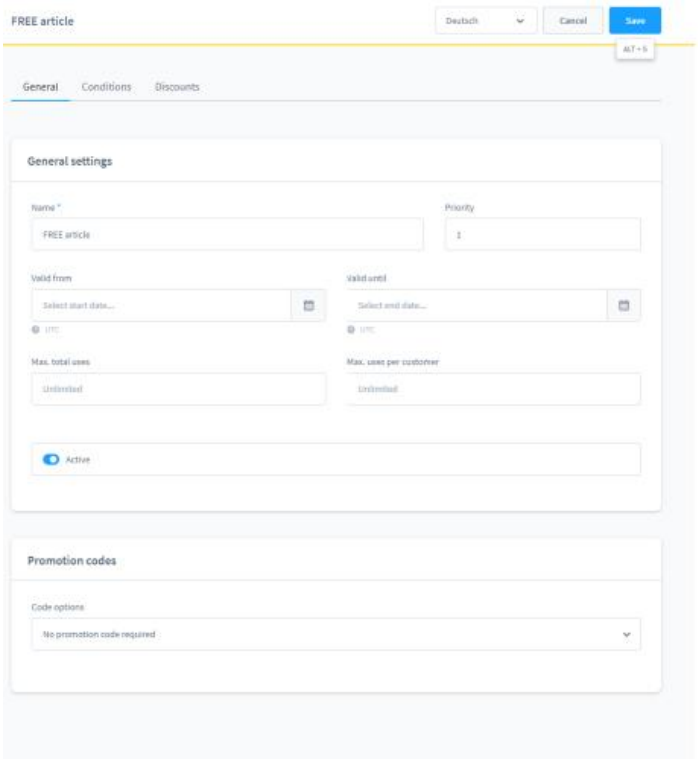
Below **Catalogues > Dynamic product groups** we now create the Free Items group, which contains the following condition.



This product groups will later all articles, which are to provide even a free article, as Cross Selling deposited, so that the article is displayed automatically additionally with the article. With the desired articles this could look then as follows:

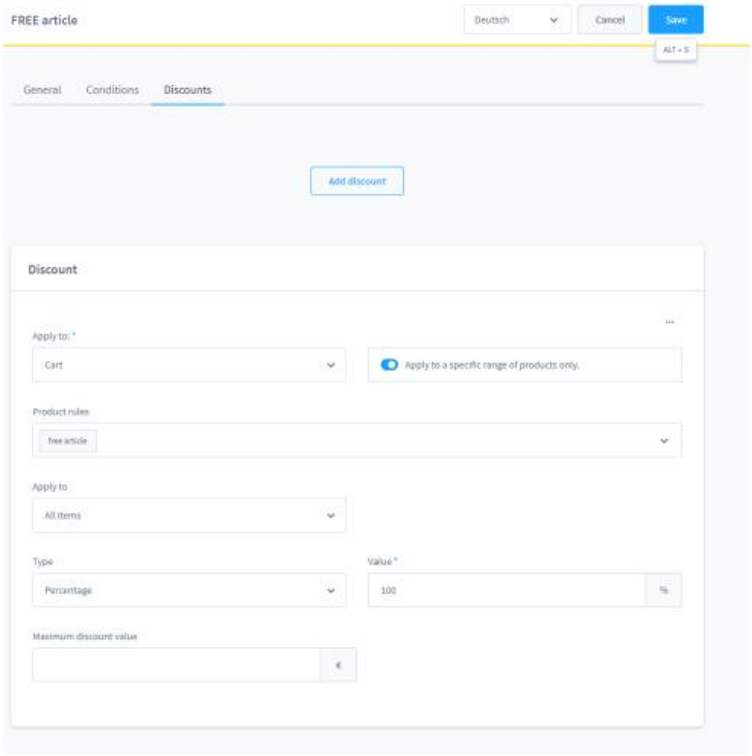


Lastly, we will create the discount you want below **Promotions**.

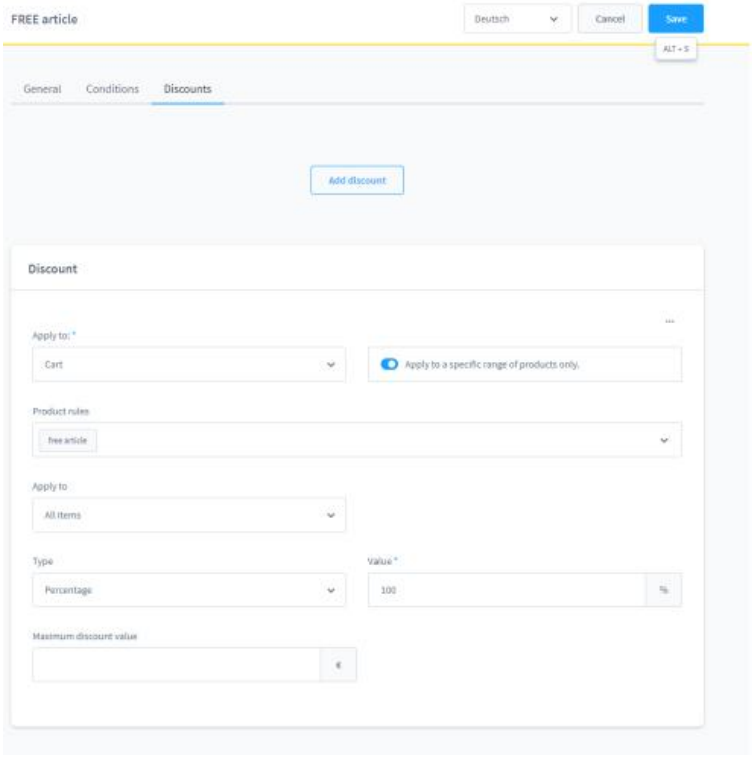


Below the **Conditions** tab, we just need to select the valid sales channel.

Below the **Discounts** tab we select the following configuration:



The selected product rule **free article** is composed as follows and can be created either beforehand below **Settings > Rule Builder** or directly within the **Product rules** field:



Now, if we go to one of the items that has our Cross Selling configuration stored, we will get the following screen and we can add the free item to the cart for free:

Main article

Shopware Kleidung

495,95 €*

Content 1

Prices incl. VAT plus shipping costs

Größe

Größe

Configure product

Per unit surcharge

Product price 495,95 €*

Subtotal 495,95 €*

Summary

Total price 495,95 €*

Share your configuration

One time link Share

1 Add to shopping cart

Product number: SWDEMO10001

**Final prices may differ, due to possible recalculations in the shopping cart.

Description Reviews

Product information "Main article"

Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

Material:	Kunststoff

1 Add to shopping cart

Product number: SWDEMO10001

**Final prices may differ, due to possible recalculations in the shopping cart.

Description Reviews

Product information "Main article"

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Material:	Kunststoff
Zielgruppe:	Frau, Kinder, Mann

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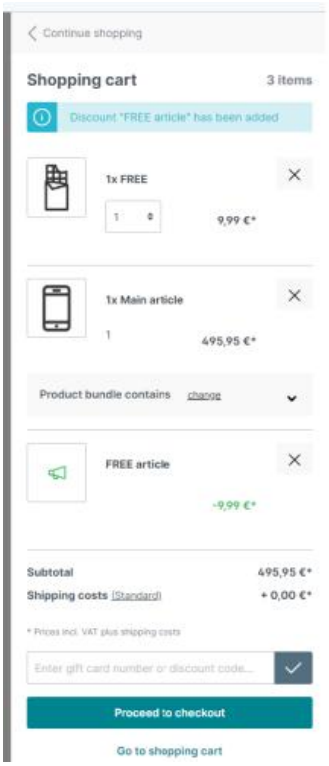
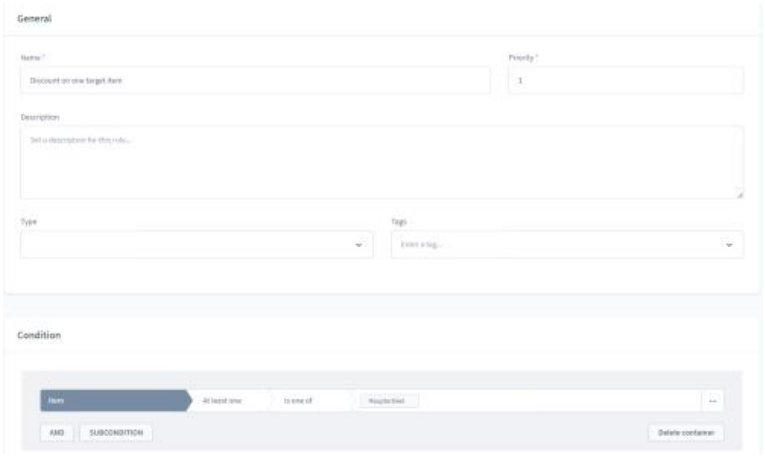


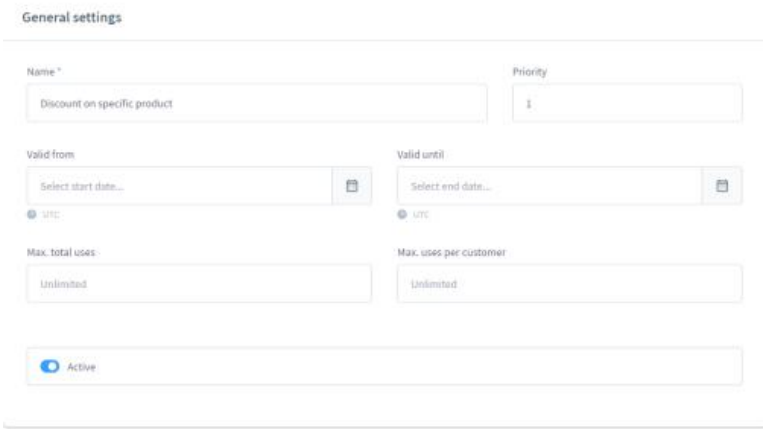
Example 14: Discount on one target item

If you want to discount a specific product, you can also use a rule from the Rule Builder.
To do this, first create the corresponding rule in the Rule Builder. This looks like this:



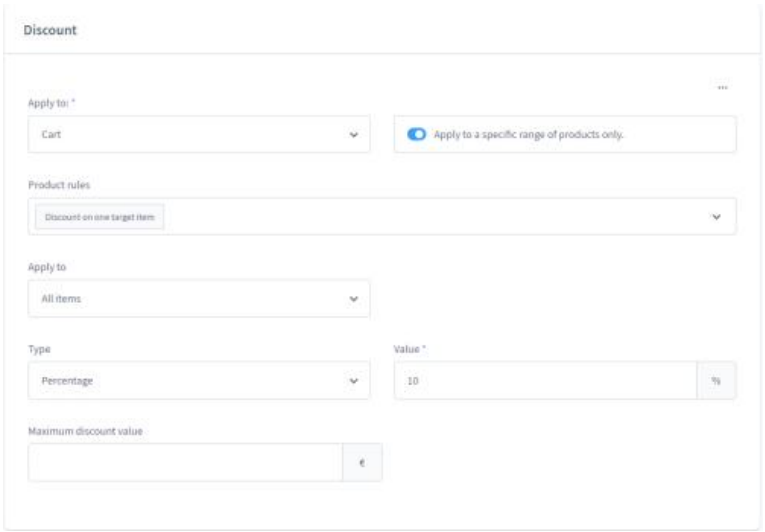
- **Name:** Discount on one target item (Can be chosen by yourself)
- **Priority:** 1 (If you wish to prioritise the use of several rules, please adjust the value accordingly.)
- **Conditions:**
  - Item| At least one | is one of | Hauptartikel (desired item)

Then create a new discount under Marketing > *Discounts & Promotions*.



- **Name:** Discount on specific product (Can be chosen by yourself)
- **Priority**: 1 (If you wish to prioritise the use of multiple discount promotions, please adjust the value accordingly.)
- **Valid from/ until**: Here you can optionally enter a date range in which the discount can be valid. If the discount is to apply generally, this can also be left blank.
- **Max. total uses / Max. uses per customer:** Here you can optionally specify how often the discount can be used by customers. If the discount is to apply generally, this can also be left blank.

In the tab **Discounts** set the following:
Define a new discount.



Apply to: set to Cart
Apply to a specific range of products only: on
Product rules: Select the previously created rule
Type: Percentage
Value: define the value wich sets the percentage of the discount. e.g. 10

Maximum discount value: leave free

Rule Builder - Example rules

In this article, we will explain different ways of using the Rule Builder using some example rules.

Shipping

Freight forwarding

If certain products are shipped by a forwarding agent and you want to use your own shipping method, you can solve this by using the tags on the product.
First, create a tag for the desired products, e.g. with the title "shipping company". You can find more information about the tags on products here.
You can integrate these tags in the Rule Builder via the condition *Position with tag*.

In our example the rule is as shown below:

- **Name:** Forwarding
- **Priority:** 1 (if you wish to prioritise when using several shipping methods, please adjust the value accordingly)
- **Type (optional)**: shipping method (if you want to use the rule in other areas as well, you can add more types or leave the selection blank)
- **Conditions**:
  - Position with tag | All | Is one of | Forwarding

You can now select this rule in the desired shipping method in the item availability rule.

If you want to block other existing shipping methods if there is at least one product with the tag "Forwarder" in the shopping cart, you can add the rules used for the other shipping methods.
Add an AND link and enter the following in the now additionally available condition

- Position with tag | At least one | Is none of | Forwarder

Cash on delivery

If you want to use the cash on delivery service of DHL or another shipping service provider, it is not sufficient to have a **cash on delivery** shipping method. Since payment is also processed via this cash on delivery service and a payment method and a shipping method are always required for an order, it is necessary to create both a new payment method and a new shipping method.
First, you create a **payment method** and a **shipping method** for cash on delivery. These can be called, for example, both *cash on delivery* or *DHL cash on delivery*.

You then create a new rule for the availability rule in the Rule Builder:

- **Name:** Cash on delivery
- **Priority:** 1 (If you wish to prioritize the use of several shipping methods, please adjust the value accordingly.)
- **Type *(optional)*:** Shipping type (if you want to use the rule in other areas as well, you can add more types or leave the selection empty)
- **Conditions:**
  - Payment method | Is one of | Cash on delivery (Name of the Payment method)

You can now select this rule in the desired Cash on Demand shipping method in the availability rule item.

You then add the additional charges for Cash on Demand shipping to the price matrix of the shipping method.

Shipping by postal code

If you want to allow or deny shipping for certain zip codes, you can implement this with the Rule Builder.

First, you create a shipping type for the postal code shipping. This could be called, e.g., **postal code**.
Then you create a new rule for the availability rule in the Rule Builder:
In our example, the rule looks like this:
Name: Postal code

Priority: 1 (if you want a prioritization when using multiple shipping methods, please adjust the value accordingly)

Type (optional): Shipping type (should you wish to use the rule in other areas as well, you can add more types or leave the selection blank).

Conditions:

Shipping address: Zip code | Alphanumeric | Is one of | Postcode (The zip code of the delivery address)

You can now select this rule in the desired shipping type Postal code in the item availability rule.

Calculate shipping for labelled products only

You would like to send some products by default shipping and some of them are marked in an additional field with an active special shipping checkbox because they require a different shipping method (e.g. by forwarding agent, courier, hazardous goods, etc.). If the cart only contains unchecked products, default shipping is used. As soon as a product is added to the cart with the special shipping checkbox ticked, the default shipping costs are omitted, but the shipping costs are calculated for each labelled item.

For this example, we need an additional field set with an additional checkbox field. The name special dispatch is used in the example. You can find out more about editing custom fields here.

First of all, you need a rule that ensures that default shipping is not available if the goods contain at least one product with special shipping ticked. To be able to check this, you need the technical name of the checkbox in order to make the selection. Create the rule for deactivating standard shipping in the Rule Builder:

- **Name:** No default shipping
- **Priority:** 1 (if you wish to prioritise when using multiple shipping methods, please adjust the value accordingly)
- **Type *(optional)*:** Shipping method (if you also want to use the rule in other areas, you can add further types or leave the selection empty)
- **Conditions:**
  - Position with custom field | All | Special shipping (enter technical name) | is equal to | (checkbox empty)

If you have entered the correct field via the technical name, the name that you have assigned for the display in the admin is usually displayed. You set this rule as an availability rule in default shipping.

You need a second rule to activate the special shipping:

- **Name:** special shipping
- **Priority:** 2 (the priority must always be higher than for default shipping)
- **Type *(optional)*:** Shipping method (if you also want to use the rule in other areas, you can add further types or leave the selection empty)
- **Conditions:**
  - Position with custom field | All | Special shipping (enter technical name) | is equal to | (checkbox ticked)

You enter this rule as an availability rule in the special shipping method.

If you now add products to the cart, the correct shipping method will be selected. But the amount of the shipping costs does not change or is incorrect, regardless of whether you have one, two or three products with the special shipping checkbox ticked in the cart. Why is that?

The price matrix must be created accordingly so that only the special shipping products are taken into account to calculate the shipping costs. A rule is required that specifies when which amount is to be charged. The following rule must be created with the adjustments in the quantity as often as you need quantities in your shipping price matrix:

- **Name:** Special shipping quantity 1 (2,3,4,5 ...)
- **Priority:** 1 (please check whether the prioritisation for the price matrix needs to be adjusted)
- **Type *(optional)*:** Shipping method (if you also want to use the rule in other areas, you can add further types or leave the selection empty)
-

Conditions:

- Total number of all products | Is equal to (for the last quantity, use greater than or equal to) | 1 (2, 3, 4, 5, ...) **Filter** position with custom field | Special shipping (enter technical name) | Is equal to | (Checkbox checked)

Then open your shipping method for special shipping products to enter a Price matrix by rules. Click on **Add price matrix**. In **Create a price matrix based on predefined cart properties and/or custom built rules. Please choose:** select the rule "Special shipping quantity 1" in the **Choose a custom rule** combo box. Then, add the other quantities and the respective shipping costs.

After making fundamental changes to the configuration such as this, it is advisable to clear the cache before testing the functionality in the storefront.

Payment methods

Payment method depending on customer group

If you want to release a certain payment method only for a certain customer group, you can create a rule with the condition **Customer group**.

In our example the rule is as shown below:

- **Name:** Customer group retailers
- **Priority:** 1 (if you wish to prioritise when using several shipping methods, please adjust the value accordingly)
- **Type (optional):** payment method (if you want to use the rule in other areas as well, you can add more types or leave the selection blank)
- **Conditions:**
  - Cumstomer group| Is one of | Retailer

You can now select the rule in the desired payment method in the item availability rule.

It is also conceivable to add a further condition to the rule above, e.g. to make the payment method additionally possible only from a certain purchase value (e.g. 250€).
In this case, add another condition using the AND link and insert the following in the second condition

- Price shopping basket goods | greater than/equal | 250

Promotions

Discount from basket value x

If you want your customers to receive a discount from a certain shopping cart value, you can use a condition of the type **Cart amount** or G**oods price**. The difference between the two conditions is that the shopping basket value is calculated including shipping costs and less any discounts and the price of the

goods in the basket is the sum of the prices of all the products in the basket.

The rule could be as shown below:

- **Name:** Discount from basket value x
- **Priority:** 1 (if you wish to prioritise when using several shipping methods, please adjust the value accordingly)
- **Conditions:**
  - Cart amount | greater than/equal | 100

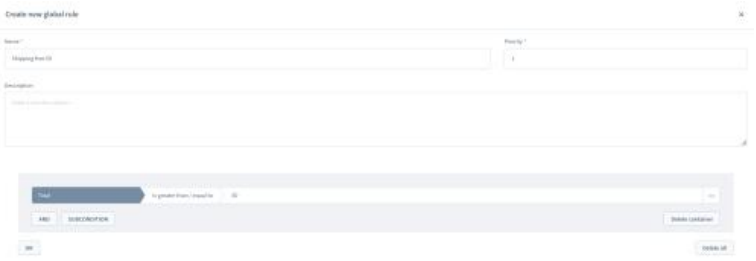
or

- **Conditions:**
  - Goods price | greater than/equal | 100

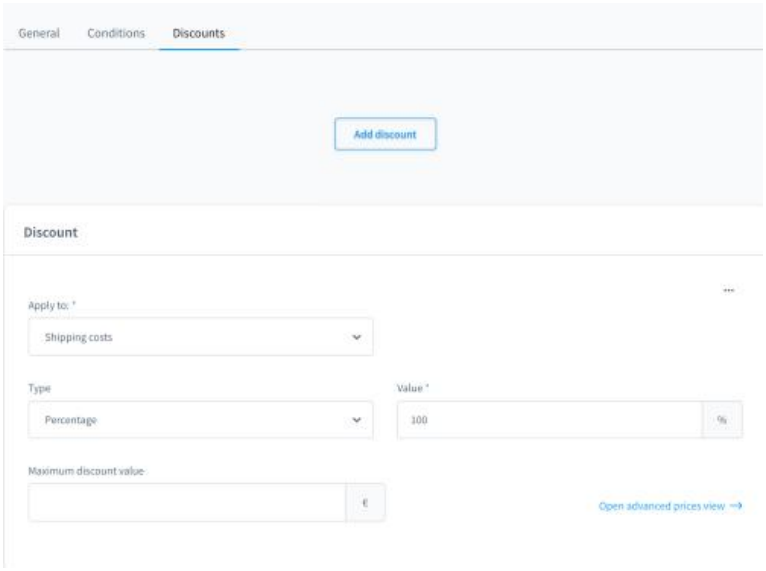
You can now select the rule in the desired discount action in the tab Preconditions in the item Baskets.

Free shipping above basket amount x

If you want your customers to receive free shipping when the shopping cart value is above a certain amount, you can set the following discount rule.



- **Name:** free shipping above X (set your own desciption)
- **Priority:** 1 (if you wish to prioritise when using several shipping methods, please adjust the value accordingly)
- **Conditions**:
  - Saleschannel: Define in which channels the discount should be set.
  - Customer-rule: Leave free.
  - Shoppingcart-rules: Set a rule with the following definitions:
    Total > **Is greater than/ equal to** > shopping cart amount e.g. 50
  - Order Rules: Leave free



- **Discounts**
  In the next step, you must navigate to the area **Marketing > promotions** in your administration.
  - Define a new discount
  - Apply to: shipping costs
  - Type: Percentage
  - Value: 100 (%)

If you want, you can define several discounts in response to the shopping cart value.
For example: above 25 EUR/$/£ > 50% discount and above 100 EUR/$/£ > 100% discount on shipping costs.
Important: When serveral discounts are set, set the condition "Do not combine with" regarding to the discount amount and the highest discount with the highest priority.

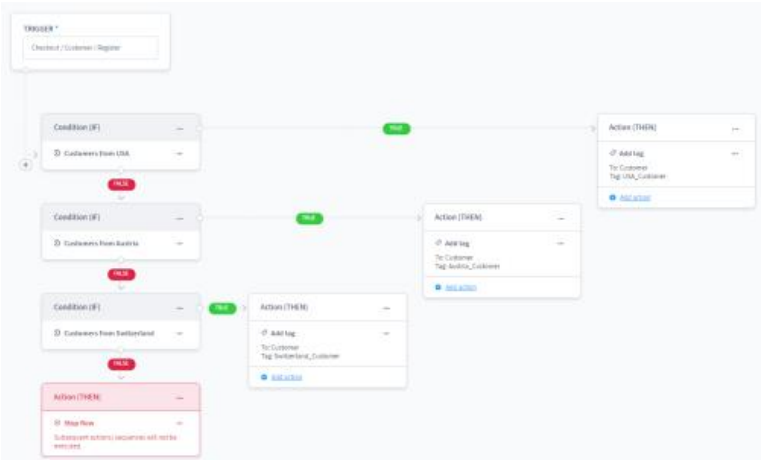
Flow Builder - Example flows

In this article, we will explain various uses of the Flow Builder using some sample flows.

Customer

Tag new customers

In this example, new customers are to receive a tag indicating which country they come from.
For this purpose, the trigger Checkout / Customer / Register is selected because it is triggered as soon as a customer registers. Then it is gradually checked whether the customer comes from the USA, Austria or Switzerland, and, if necessary, a corresponding tag is added to the customer.
No tag is assigned if the customer does not come from one of these countries.



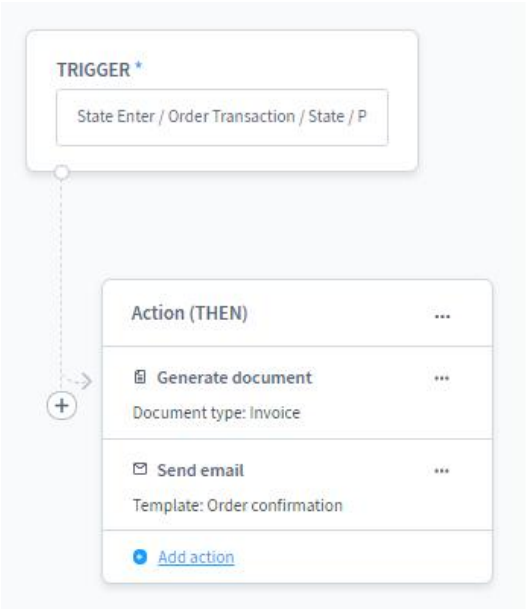
Item orderable only once per customer

In this example, a selected article is to be orderable only once for the customer.
For this, a rule must first be created in the Rule Builder that detects whether the item in question is in the shopping cart when the order is placed. This would look like the following:
Item in cart > is one of > desired item.
Next, in the Flow Builder, you add a condition to the existing "Order placed" flow, selecting the rule you created above. In case the condition is met, you store the action "Assign tag" and assign a tag with any name to the customer.
Now every customer who buys this item will be assigned the tag. With the extension Dynamic Access you can hide the article for customers with this with further rules from the Rule Builder. Without extension it would be possible to disable the shipping method when customers with this tag add the item to the cart again.

Documents

Send documents automatically

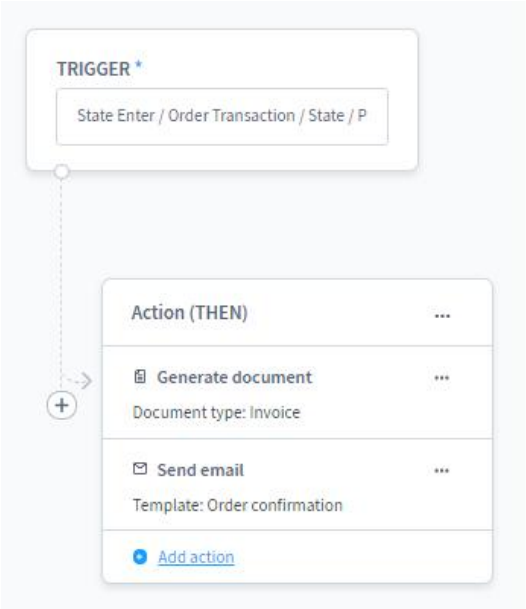
In this example, the invoice is to be sent automatically with the confirmation mail. To do this, you use the trigger **Checkout / Order / Placed**. This trigger is activated as soon as an order is placed in your shop.
First, you must create the document that is to be sent automatically. In this example, you first select **generate documen**t as the action and then select **invoice** as the document type.
This document will be attached to the automatic notification in the next step. Below the action **generate document**, add another action **send email** and select **default** as the recipient so that the customer receives the email. For the email template, select **order confirmation** to send an order confirmation and select the desired **document** to be attached to the email.



Notification

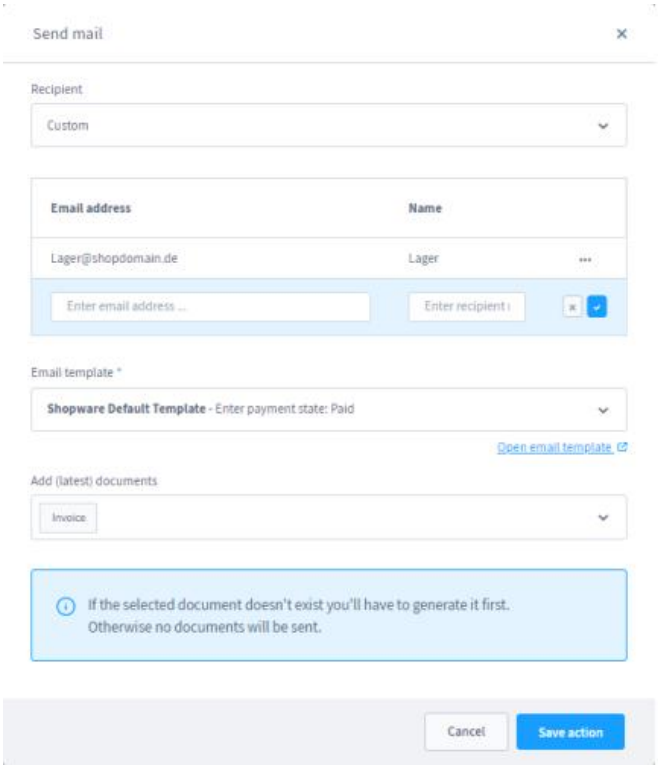
Notify the warehouse of a paid order

In this example, you send a mail to the warehouse as soon as an order has been paid for so the warehouse can dispatch the goods. The first step is to select **State enter / Order transaction / State / Paid** as the trigger state. This trigger is triggered as soon as the payment status changes to **paid**.
Next, you decide whether the warehouse should also receive the customer's invoice and/or delivery note. In this case, you first select **create document** as the action and select the corresponding document. In our example, you send an invoice and therefore select **invoice**. As a subsequent action, you select **Send email** so that an email will be sent to the warehouse.



In the **Send email** action configuration, select **custom** recipient as the recipient. This allows you to specify an individual **email address** to which the email will be sent. Then enter the email address of the

warehouse or the responsible employee. You can select any template as the email template or create one yourself for this standard email. In our example, we send the default template for **Enter payment state: Paid**. Finally, you select which document is to be sent. In our example, the invoice is sent along. However, you can also select several documents (e.g. invoice and delivery note) to be sent along.

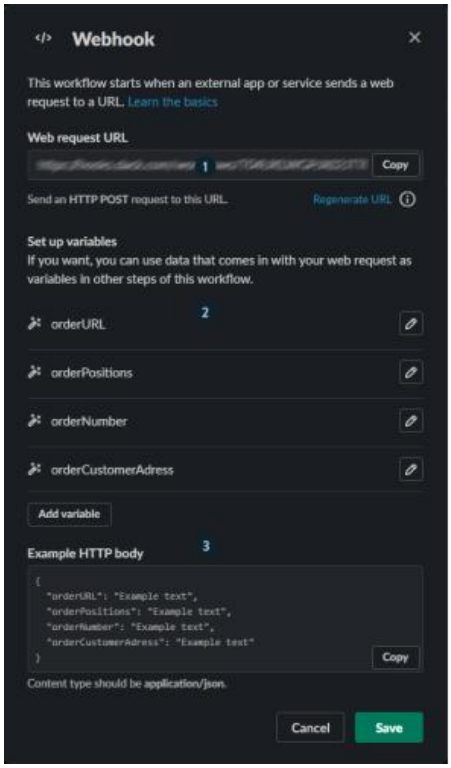


Please note that it is essential that the documents that are to be sent along were automatically generated in the previous step.

Notification to an external platform (Slack)

In this example, we will show you how to send notifications to an external platform such as Slack using Flowbuilder. For this example, you need the extension **Flow Builder Professional for Shopware 6,** which includes the action Webhook.

Slack:
To do this, first, create a new workflow in Slack. You can find all information about the workflows in Slack and how to find the Workflow Builder here.
In the Workflow Builder, you first create a new workflow. Every workflow needs a trigger and at least one action, which is called a **step** in Slack. You select **webhook** as the trigger, as we will use this in the Shopware Flow Builder.



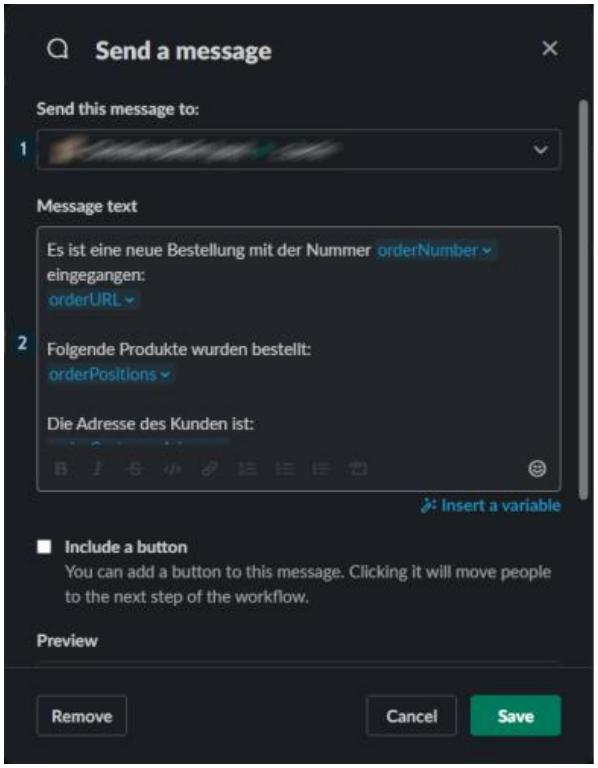
URL of the web request (1): The target address needed for the webhook in Shopware Flowbuilder is displayed here. You should always save this address. This address is not yet displayed when you call up the trigger for the first time. It will only be displayed once you have completed and published the workflow.

Variables (2): It doesn't matter how you name the variables. In this example, however, we use the following:

- **orderURL:** Here, we will insert the URL to the order.
- **orderPositions:** Here, we will insert a listing of all positions from the order.
- **orderNumber:** Here, we will insert the order number of the order.
- **orderCustomerAdress:** Here, we will insert the customer address.

HTTP sample text (3): We will need this sample text later in Shopware Flowbuilder to transfer the variables with the webhook. You should therefore also save this text.

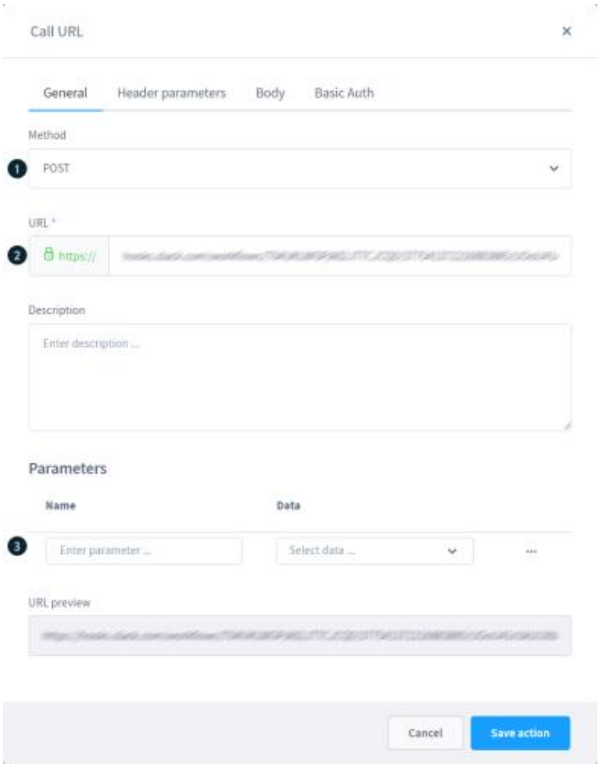
Next, you add a step to the workflow that should be executed as soon as the trigger takes effect. In our example, we choose the **send message** step to send a user or Slack group a message with the new order.



Send this message to (1): Select the users or the Slack group to which the message should be sent.

Message text (2): Here you can design the message text. Click on Insert a variable at the bottom right to add your previously created variants. In our example, we insert a heading and have the content of the variables displayed, which we will later fill with the order content in Shopware Flowbuilder.

In Shopware Flow Builder
In the Shopware Flow Builder, you can either edit the existing flow for incoming orders or create a new one and select **Checkout / Order / Placed** as the trigger. If, for example, you only want to create the Slack message for orders that have already been paid for, you can also select **State Enter / Order Transaction / State / Paid** as the trigger.
If you do not want to specify any further conditions for creating a Slack message, select **Call URL (Webhook)** as the action.



Method (1): Choose the POST method here, as we want to transmit information to Slack.
URL (2): Enter the target URL here. This was created in the Slack configuration under the item **URL of the web request**.
Parameters (3): Since Slack expects the parameters in the body, you can still leave the parameters empty here.

In the Body tab, select the **BodyType: Raw** and copy the **HTTP example** from Slack into the code.

```
{
 "orderURL": "Sample text",
 "orderPositions": "Sample text",
 "orderNumber": "Sample text",
 "orderCustomerAdress": "Sample text"
}
```

You now replace the content of the variables with Shopware variables that you also know from the email templates. For our example, the code would look like this:

```
{
 "orderURL": "http://doku1.test.shopware.in/admin#/sw/order/detail/{{ order.id }}",
 "orderPositions": "
 {% for lineItem in order.LineItems %}
 {{ lineItem.payload.productNumber }} - {{ lineItem.label }}

 {% endfor %}",
 "orderNumber": "{{ order.orderNumber }}",
 "orderCustomerAdress": "{% set billingAddress = order.addresses.get(order.billingAddressId) %
 {{ billingAddress.company }}
 {{ billingAddress.firstName }} {{ billingAddress.lastName }}
 {{ billingAddress.street }}
 {{ billingAddress.zipcode }} {{ billingAddress.city }}
 {{ billingAddress.country.translated.name }}"
}
```

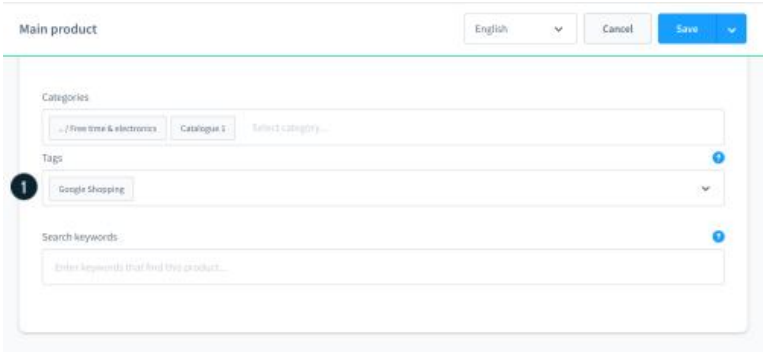
After saving this configuration, the workflow should be correctly integrated. As soon as an order is received in your shop, a corresponding message is automatically generated in Slack.

Tags - Examples

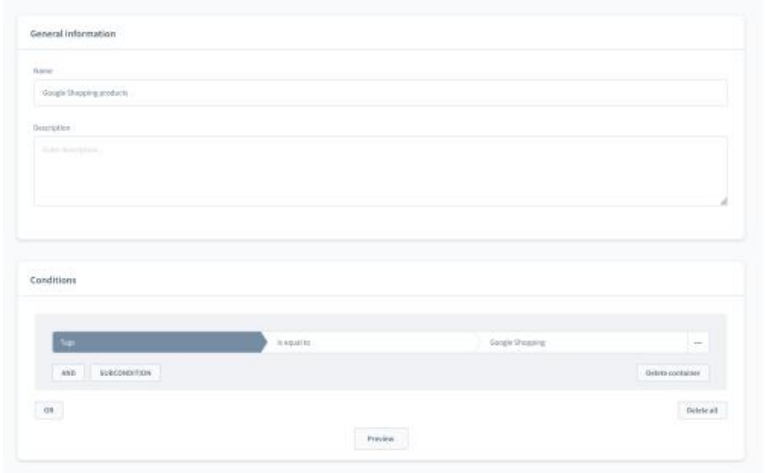
You can use tags to store keywords in various areas (products, categories, media, customers, orders, shipping methods, newsletter recipients, landing pages).
The tags can be used for different purposes, depending on the application and requirements.

Example 1: Google Shopping products

You can store a corresponding tag for the products that you want to export to Google Shopping. This makes it easier for you to find the right products in the dynamic product group. Simply set the tag "Google Shopping" as a filter.

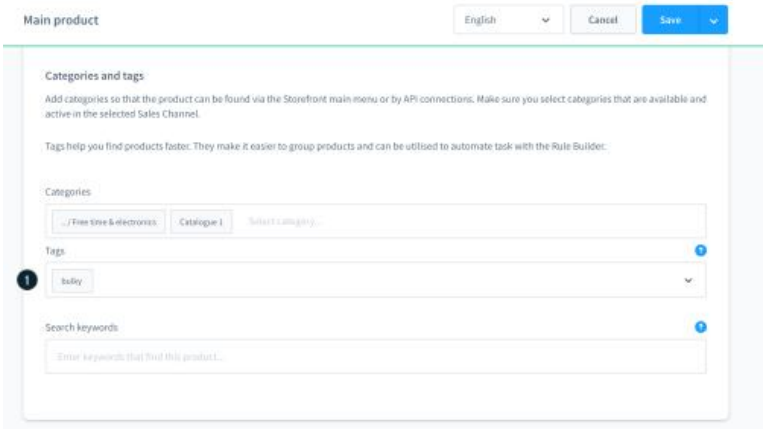


First create a tag **(1)** for the products that you want to export to Google Shopping.



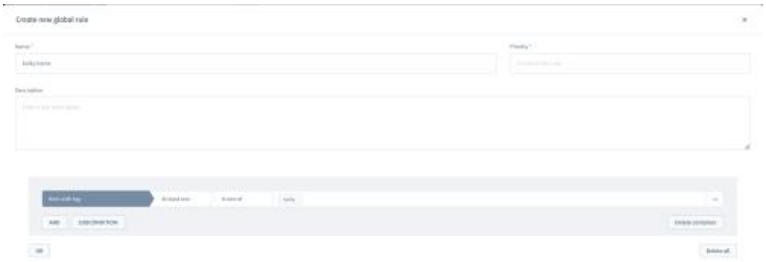
Products in export feeds, such as Google Shopping, are selected via dynamic product groups. Therefore, first create a dynamic product group in which you select all products with the tag "Google Shopping". Then define the following rule: Tags | Same | Google Shopping

Example 2: Bulky goods



Tags are also useful for products that require bulky goods shipping.
If you store the keyword "bulky goods" **(1)** for products, you can query them using the correct rule in a shipping type.

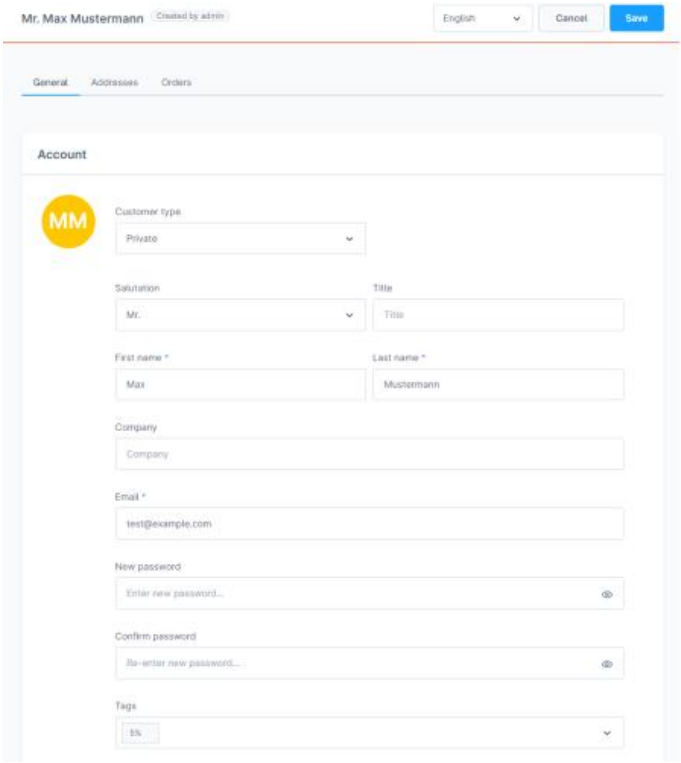
Create or edit your shipping type "Bulky goods shipping" and store an availability rule.
In the next step, create a rule: As a condition looks like this: Item with tag | At least one | Is one of | "bulky".



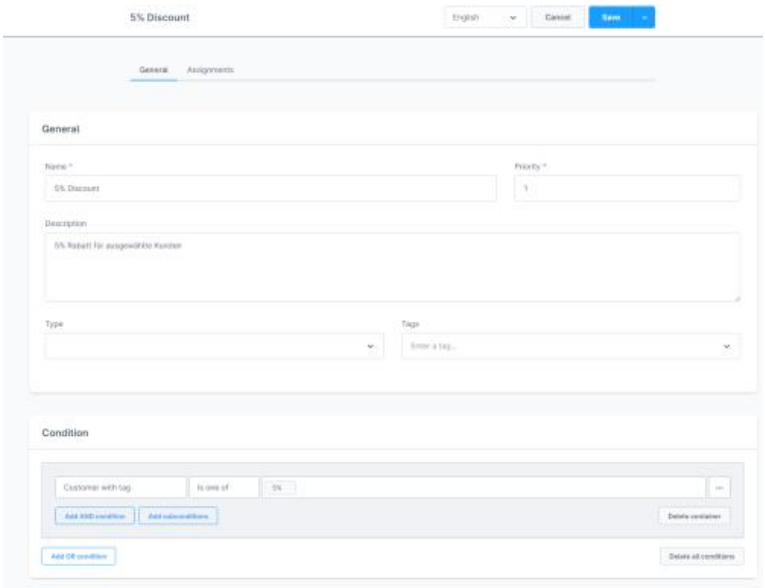
Example 3: Special customers for a discount promotion

If you assign a TAG to certain customers, you can link these customers or tags to a discount promotion. This way, all customers with a certain tag automatically receive a discount defined by you.

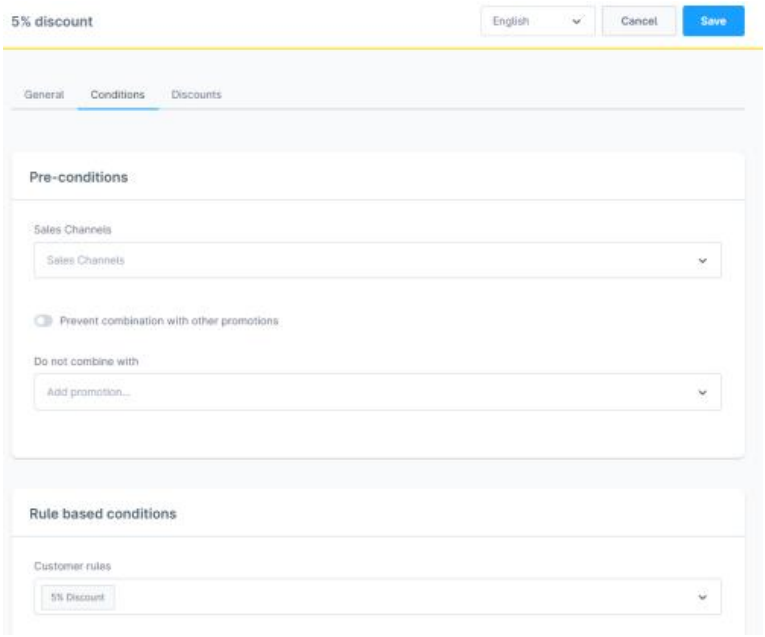
In the first step, assign a TAG to the desired customer.



Next, under **Settings > Rule Builde**r, create a rule that filters for customers with this TAG.



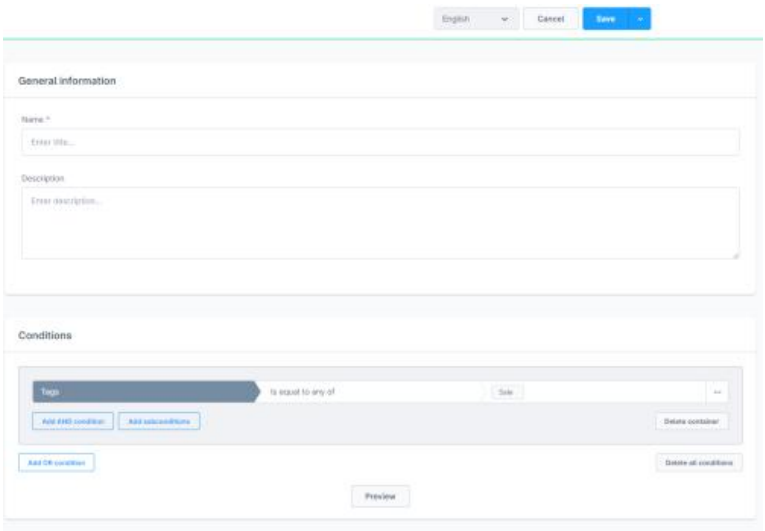
In the last step, you can now create a discount promotion (**Marketing > Promotions**) in which you select this last rule as the customer rule.



Example 4: Dynamic product groups based on tags

You can also use tags assigned to products within dynamic product groups (**Catalogues > Dynamic product groups**).

For example, if you only want to combine certain products into a dynamic group, you can assign the same TAG to these products and then create the following rule within the dynamic product groups:



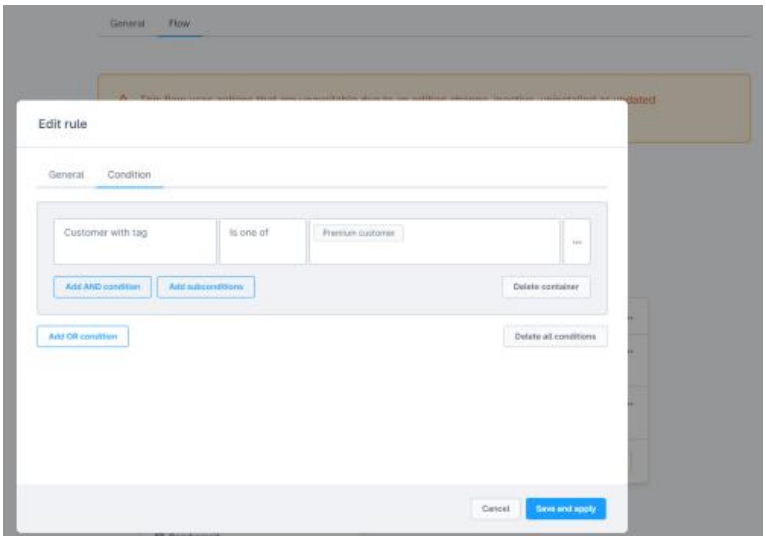
In our example, all products that have the TAG **Sale** are combined into one group.

This dynamic group, in turn, could be assigned to a category, for example, through which you would like to sell discounted products.

Example 5: Tags within the Flow Builder

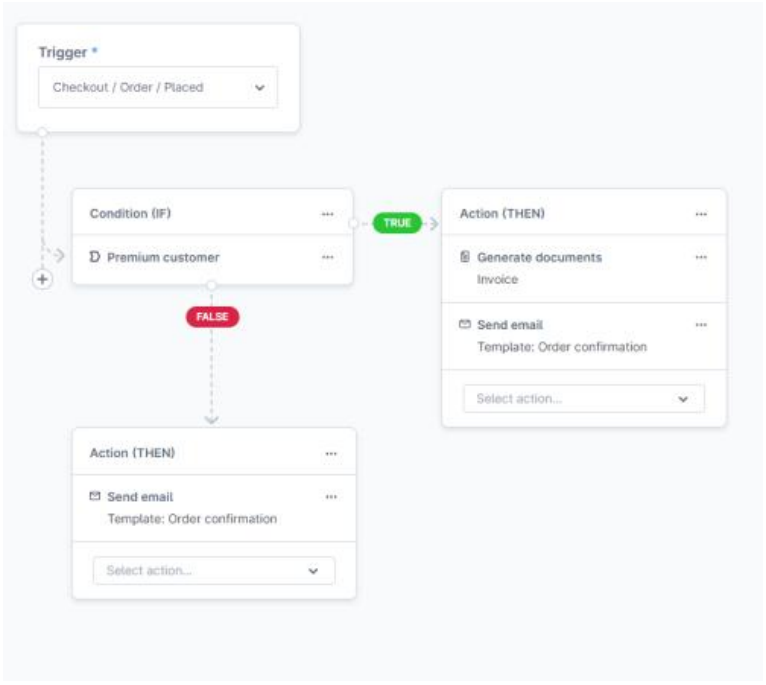
You can use the Flow Builder (**Settings > Flow Builder**) to include conditions that take into account, among other things, stored TAGS for customers or products.

For example, you want to send a very special order confirmation to your premium customers who all have a stored TAG? Then simply edit the flow **order placed** and add a condition, which could look like this:



Depending on the TAG, an e-mail order confirmation defined by you can be sent or other actions can be carried out.

This could look like this, for example:



Advanced Search - Examples

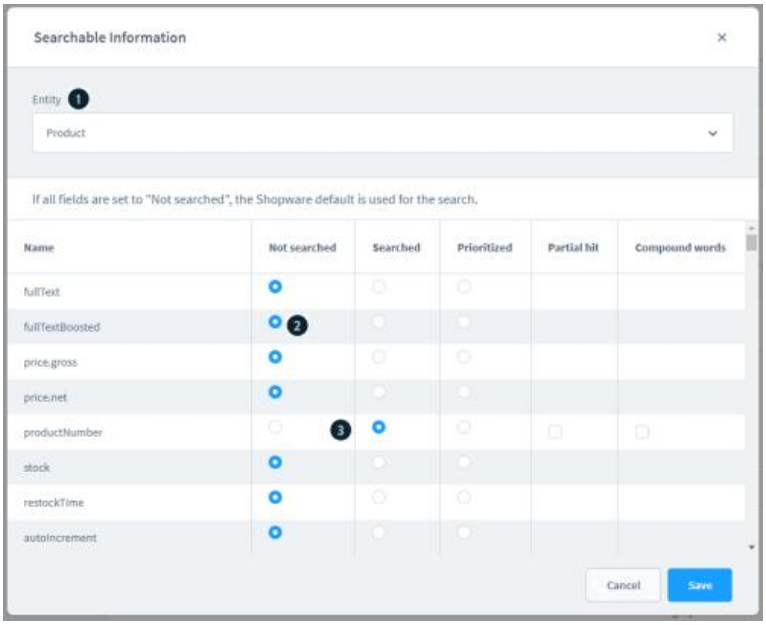
In this article, we show you, how the different settings in the advanced search work in the storefront.

To use these examples, you need to have a version of elastic search or opensearch active in your environment and configured in your .env file.
Also you have to install and activate the Advanced Search extension.

Productsearch

To enable the search for your customers, you need to enable some settings in the advanced search configuration. You find them in **Settings > Extensions > Shopware Advanced Search.** Here you can decide which content should be available for a search in the storefront.

Click on the link **Define Search Indexes ->** to enter the settings.

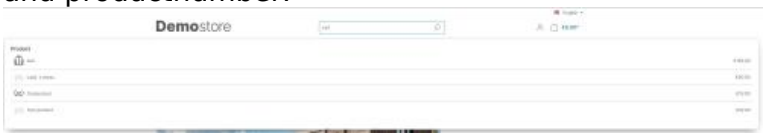


Choose "Product" (default) in the dropdown field **Entity(1)** and a list of fields, that are related to the product section appears, that can be used in the search index. Including the product name, product number, and description. At start, all fields are set to **Not searched(2)**. To activate a field set it to **Searched(3)** and it will be addet to the index.

In our example we have activated the fields productNumber and name.

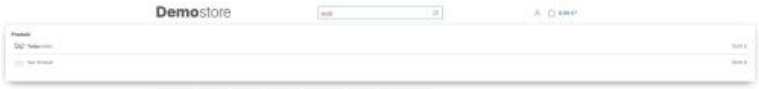
In this case a search in the storefront will list the products in a search by name

and productnumber.



If you activate the checkbox **partial Hits** the list will contain products where the entry is part of the name. Otherwise, only products where the name starts with the entry will be found.

If the checkbox Compund words is active, the list of matches will contain products, where the entry matches over several words in the name.



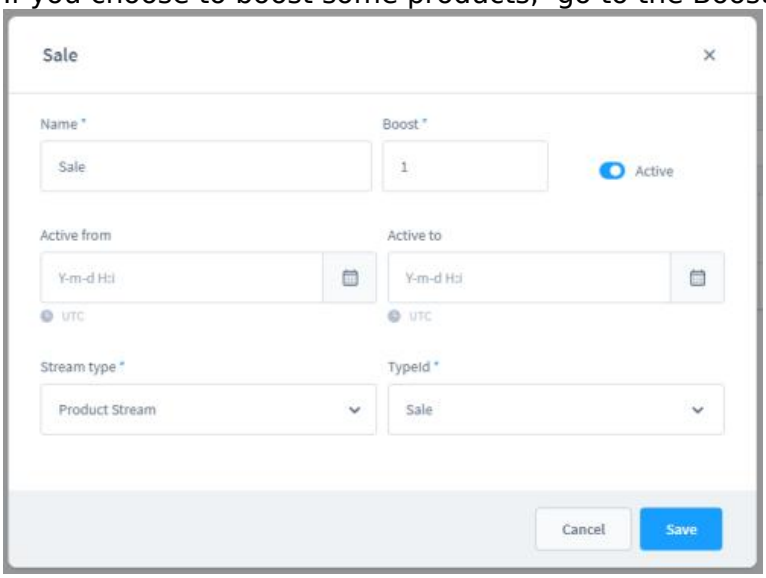
Manufacturer search

If you also configured some fields in the manufacturer section, the list of matches also contian the names of **manufacturers(1)** that match the entry.

If you click on the name of the manufacturer, the products assigned to him will appear.

Boosting

If you choose to boost some products, go to the Boost section and define a new Boost.



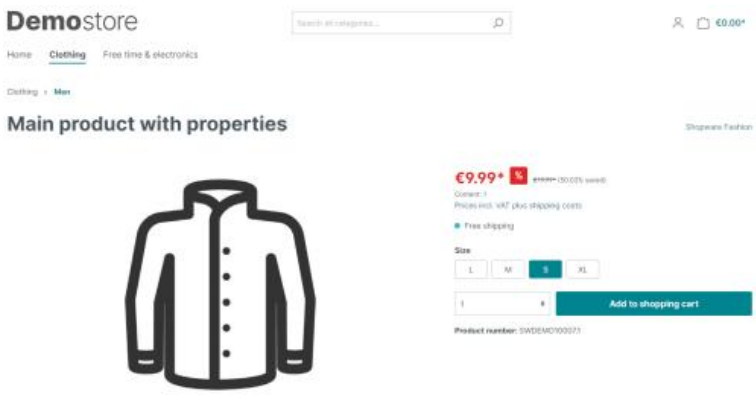
As an example we use a dynamic product group(product stream) that lists all products that are on sale.
 This dynamic product group was defined before and filters all products that have a list price or are on clearance sale.
In the configuration of the boosting choose the **Stream type** Poduct Stream and in the dropdown **TypeId** select the dynamic product group(in our case "Sale").

Save the configuration and now all rpc und nun werden bei einer Suche in der Storefront die Produkte aus der angegebenen Dynamischen Produkte bevorzugt in den Suchergebnissen ausgegeben.

In our example, the product "Main product with properties" has a list price, and is, therefore, part of the boost and is placed before all other matching products.

More specifically the list price was added to the variant in size "S" so it will be highlighted when you click

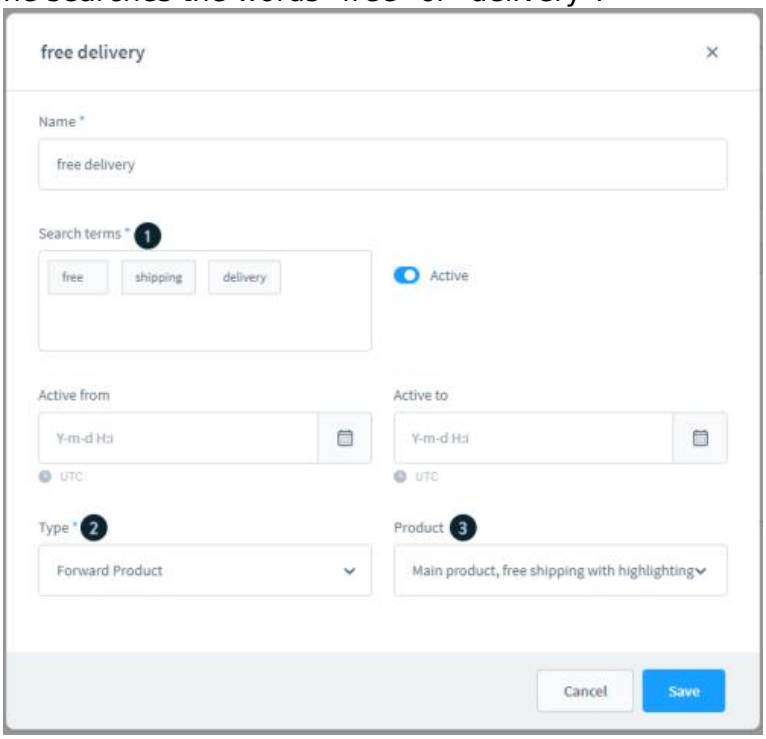
on it.



Actions

If a customer has to be lead to a specific product or link, when a certain searchword is entered, you can use an action to implement a route to a specific product or link.

In our example a customer should be lead to the product "Main product, free shipping with highlighting" if he searches the words "free" or "delivery".



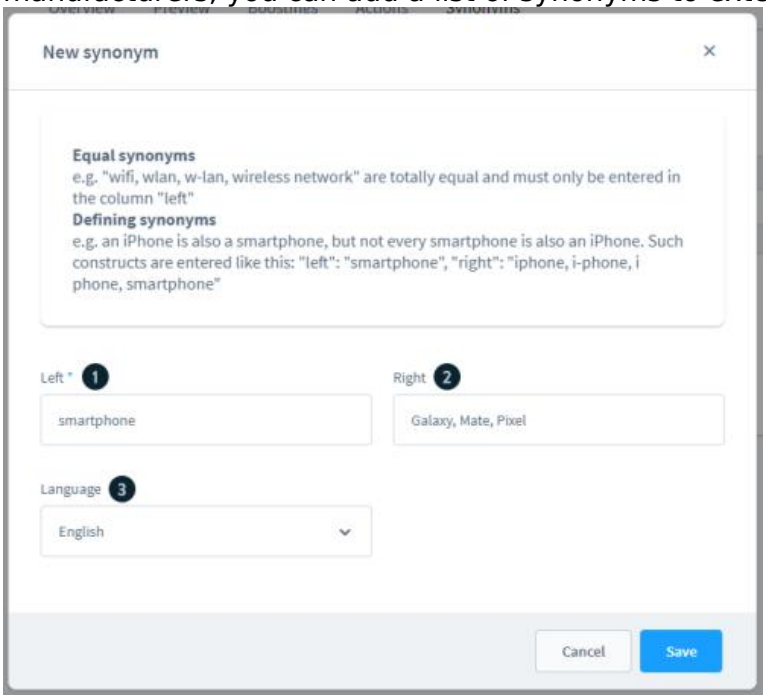
In the field **Search terms(1)** define the relevant words, that could be used in the Search, and lead to the Product. In the field **Type(2)** choose "Forward Product" and in the field **Product(3)** the Product that should appear.

If a customer searches the keyword "free" in the storefront, there will be a suggestion on the right side. Also, the product appears in the list on the left side.

Synonyms

You can use synonyms to guide the customer if his searched term is not specific. For example, he searches

"smartphone" and the matches only list iPhones but if you also want to list smartphones from other manufacturers, you can add a list of synonyms to extend the search.



In the **left(1)** column, you can enter possible keywords that customers might use in the search. In the **right(2)** column fill in search words, which will find possible matches for your products.
Separate your entries by a comma. You can set up lists synonyms for different **languages(3)**.

Orders

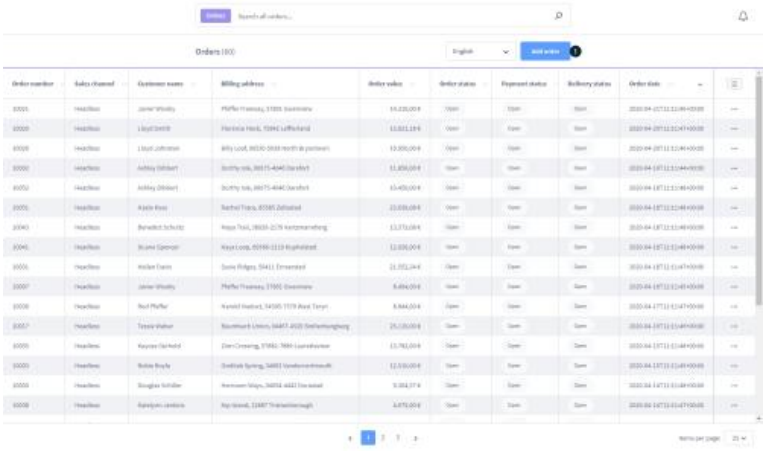
Here you will find all tutorials & FAQs that deal with the topic of orders.

Create an order in admin

There may be situations where you may want to enter an order manually for the customer. For this there is a module in the administration where you can create orders.

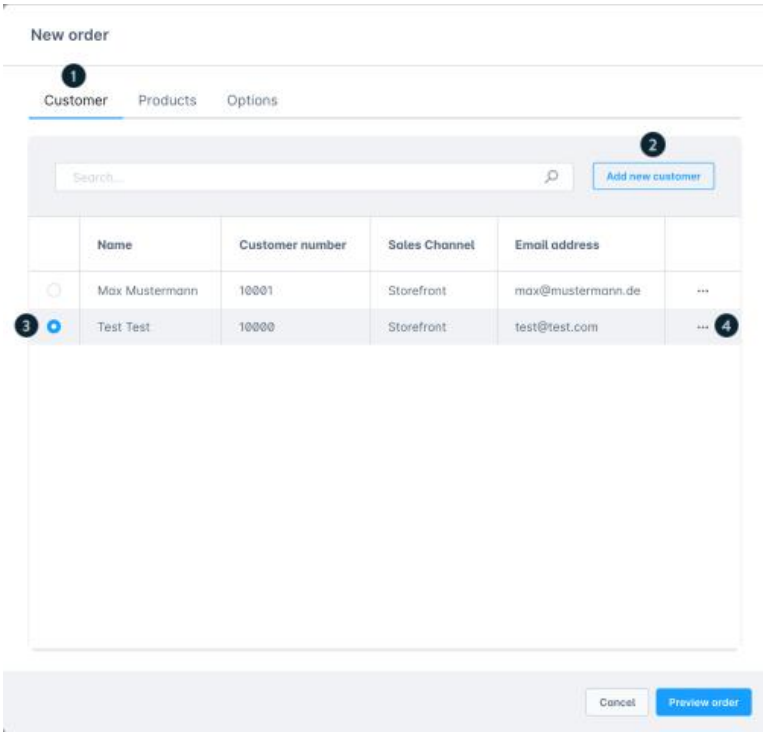
General

In the order overview you can use the button **Add order (1)** to open the mask for creating a new order.



Create order

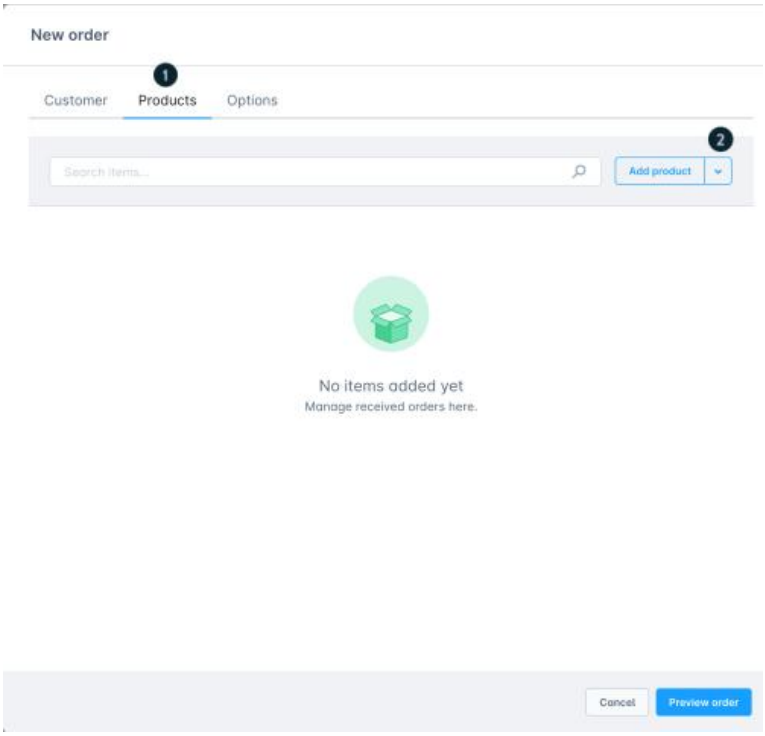
Select customer



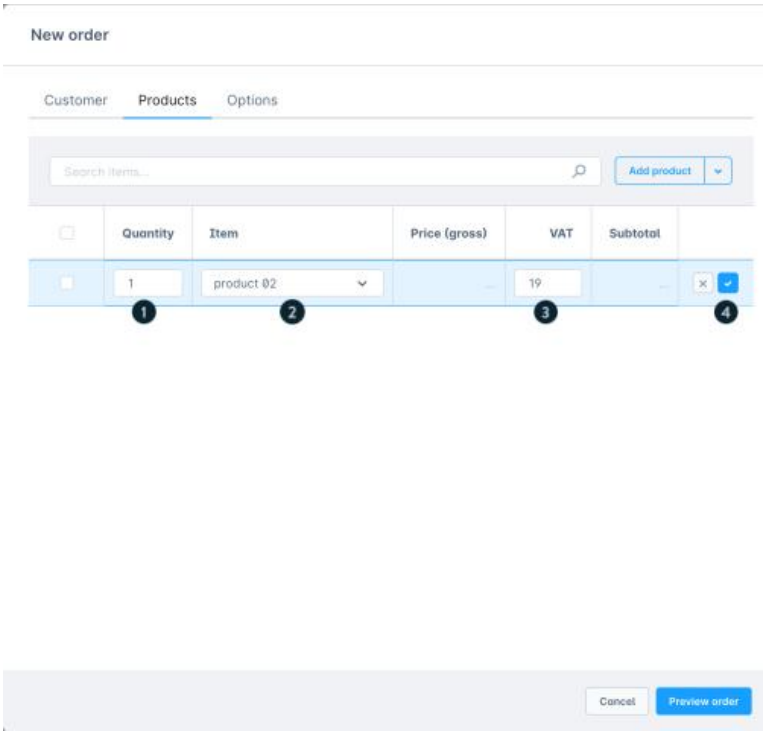
When you create a new order, you must first select an entry from the customer list **(3)** in the **Customers area (1)**. In addition to the name, the customer number, the sales channel and the e-mail address are displayed in the customer list.
Alternatively, you can create a new customer directly from the menu **(2)**. You can also call up the customer directly via the edit icon **(4)**.

Products

In the section **Products (1)** you can add items or products for the order. Please note that the search field only searches the items of this order. You will learn how to add items in the next sections.



Add product

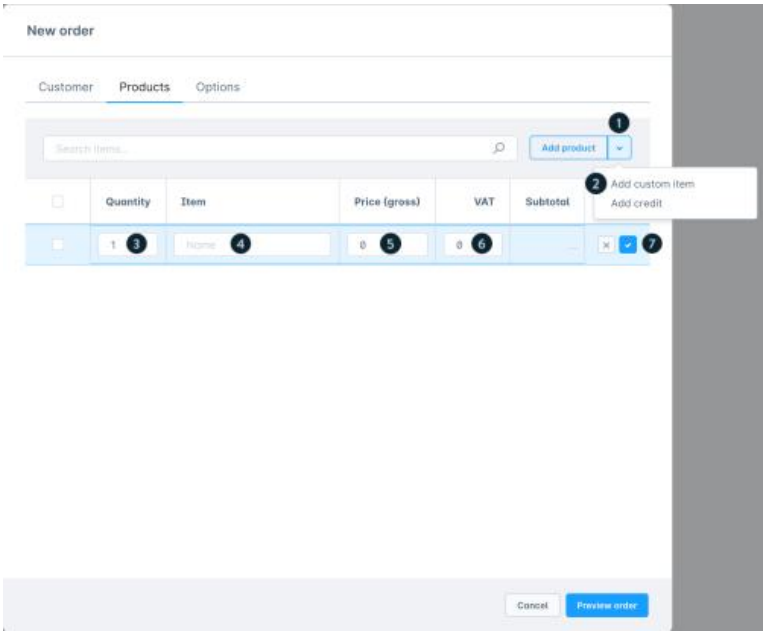


To add a product to the order, it is first necessary to add a new order item. This is possible via the **Add product** button.
After the line has been added, you can select the desired product **(2)**. To do this, double-click on the line and editing is now possible. The price of the product will be determined automatically at first, but can be changed later. Whether the price column is displayed in gross or net depends on the customer group to which the customer is assigned. Based on the price and the quantity **(1)**, the total price is calculated.
The default tax rate of the product is entered as the tax rate **(4)** after the line item is created. After

creating the item it is possible to change the tax rate.
By clicking the button with the checkmark **(4)** you can confirm your entries and the record will be saved.

Add custom line

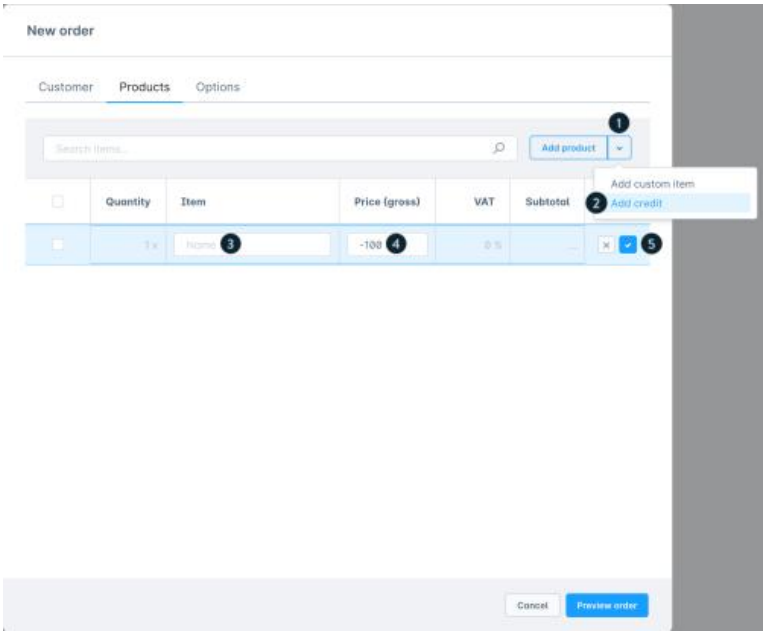
An empty position is used to add a product that does not exist in the shop. This allows you to quickly add an item without having to create a product in the shop first.



You can add an empty position in the **drop-down menu next to the "Add Product" button (1)** by clicking on the item **Add empty position (2)**. You can then edit the added row by double-clicking on it.
As **name (4)** enter a name for the item, this name will later be displayed in the order confirmation and on the order documents.
To ensure that the **gross price (5)** is displayed correctly, you must first define **the tax rate (6)** for the item.
After you have added the **quantity (3)**, you can save your entries by clicking the **button with the check mark (7)**.
The total price will then be calculated automatically.

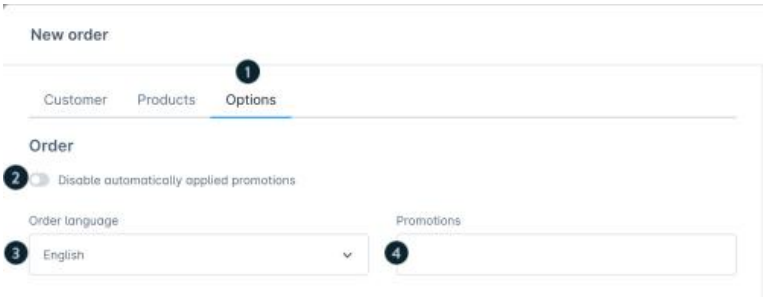
Add credit note

You can create an item with this function, which you can use to store a manual credit note (independent of a possible existing discount campaign) for the order.

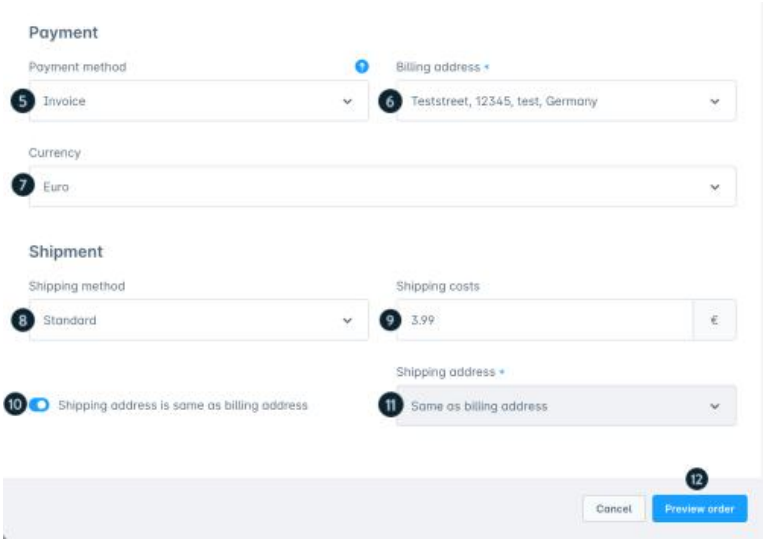


You can add a credit note in the **drop-down menu next to the "Add Product" button (1)** by clicking on the item **Add credit (2)**. You can then edit the added row by double-clicking on it.
In the column **Name (3)** you enter a name for the credit note. If possible, this should be meaningful, as it will be printed on the documents for the order later. The last information required is the value that the credit memo should have. This is stored in the column **gross price (4)**.
The tax rate is determined automatically on the basis of the product items stored in the purchase order. It is therefore not possible to adjust the tax rate manually.
Finally, you save your entry by clicking on the **tick button (5)**.

Options



Options (1): There you can configure the order, payment and shipping.
Automatic discounts (2): Specify whether discounts should be applied automatically.
Order language (3): Here you can define in which language the emails and documents should be created.
Discount (4): If you want to grant a discount to the order, you can store the discount code here.

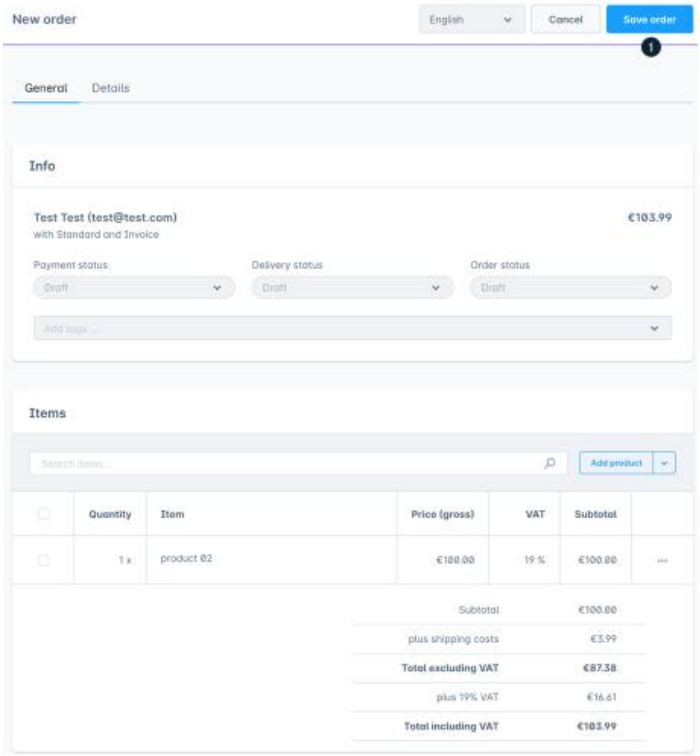


Payment method (5): Define the payment method to be used. You can choose from the payment types available for the sales channel
If a payment method is not listed, please check that the payment method "Allow as subsequent payment method" is marked and assigned to the sales channel.
A PayPal payment can be called up in the customer account after the customer has created the order. You can find further details in the section Paying for orders with PayPal
Billig address (6): Type in the billing address.
Currency (7): Select from the currencies released for the sales channel.
Shipping method (8): Select a shipping method from the settings available for the sales channel.

Shipping costs (9): Here you can enter an individual shipping cost amount. The currency will be adjusted automatically once you have selected a currency.
Shipping address is the same as billing address (10): Activate this option if you want to use the billing address.
Shipping address (11): If you check the previous option, the billing address will be used automatically. If you have not activated the previous option, you can select a different delivery address here.

When you have entered all the information, click on **Preview (12)**.
Note: The order is not yet saved!

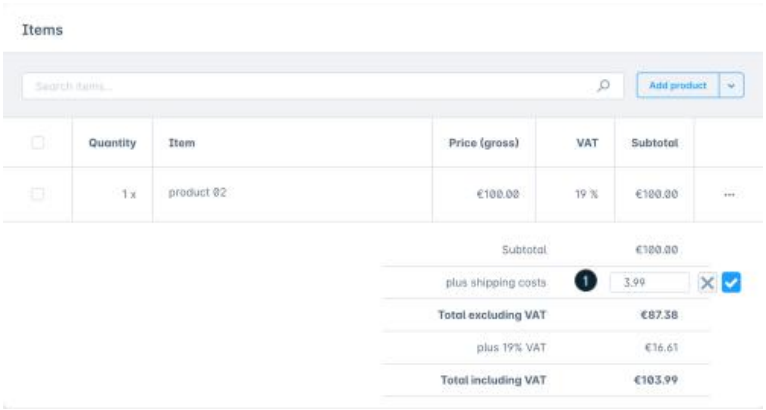
Save order



To finally create the order, click on the button **Save order (1)**. After the order has been saved, the order confirmation e-mail will be sent to the e-mail address stored in the customer account.

Manually change shipping costs

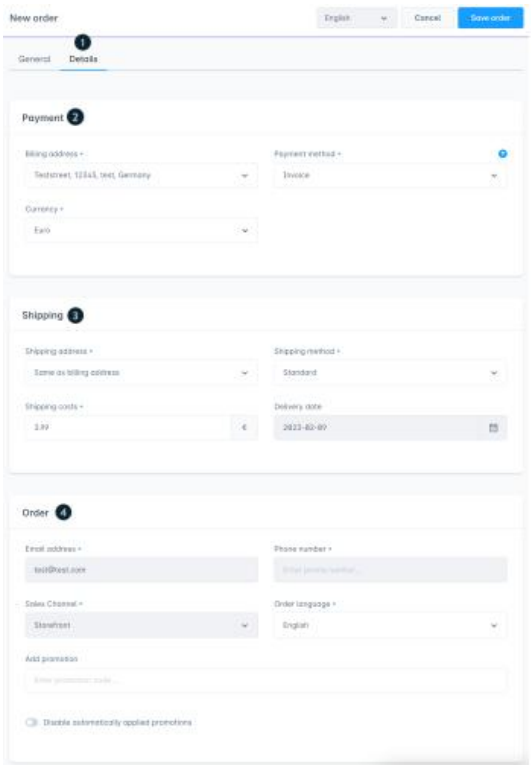
In the upper section Details you can choose which shipping method should be used for the order. The corresponding shipping costs are automatically stored. However, in some cases it may be necessary to calculate shipping costs that differ from the standard. For this purpose you have the ability to change the shipping costs for this order.



To adjust the shipping costs, double click on the entry with the **shipping costs (1)** below the order items. This will open the edit mode where you can enter the desired shipping costs.

Details

In the upper area Details you first enter the general information about the customer and the order.

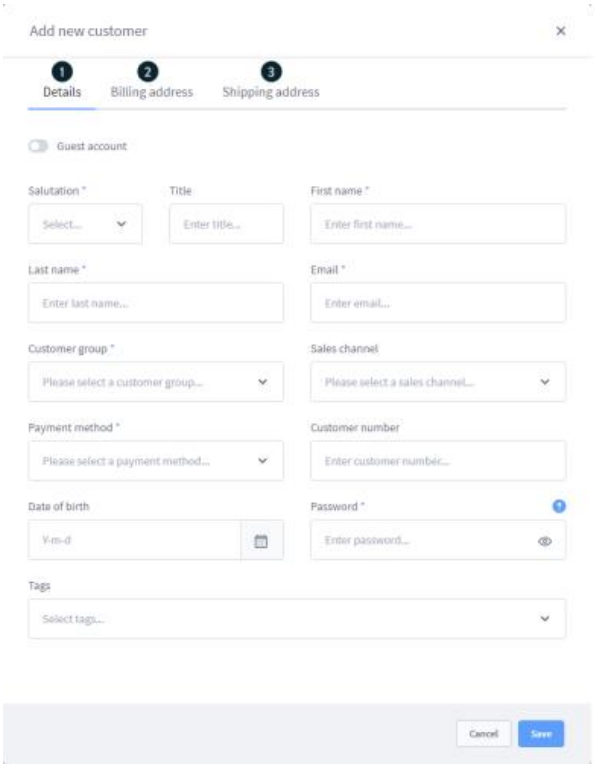


Once you have saved the order, in the **details section (1)** you will find all the important information about **payment (2), shipping (3)** and general information about the **order (4)**.

Further functions

Create customers

If you want to create an order for a person who is not yet a customer, you do not have to switch to the customer overview first. You can directly call up a modal with all necessary functions by clicking on the button **Create customer**.



In the tab **Details (1)** you enter the general information about the customer.
Here you can determine whether the customer should only be stored as a guest. In this case it is not necessary to assign a password. However, the customer will not be able to log in to the account on the web store.

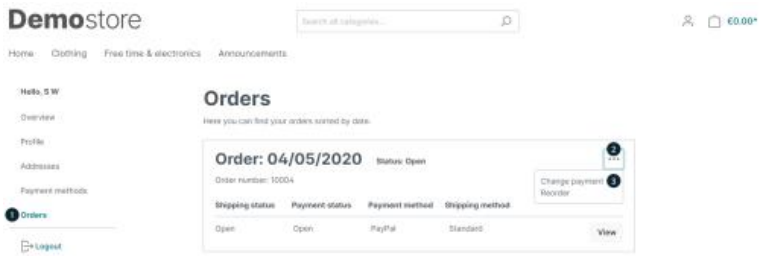
Under **billing address (2**) you can enter all necessary details about the billing address.
The same applies to the **delivery address (3)**. If this is the same as the billing address, you can confirm this by clicking the button corresponds to billing address. In this case you do not need to enter the details a second time.

Delete position

The option to delete an item from the order is displayed as soon as you click the checkbox at the beginning of the desired item.
The checkbox in the header line allows you to select all items.

Paying for orders with PayPal

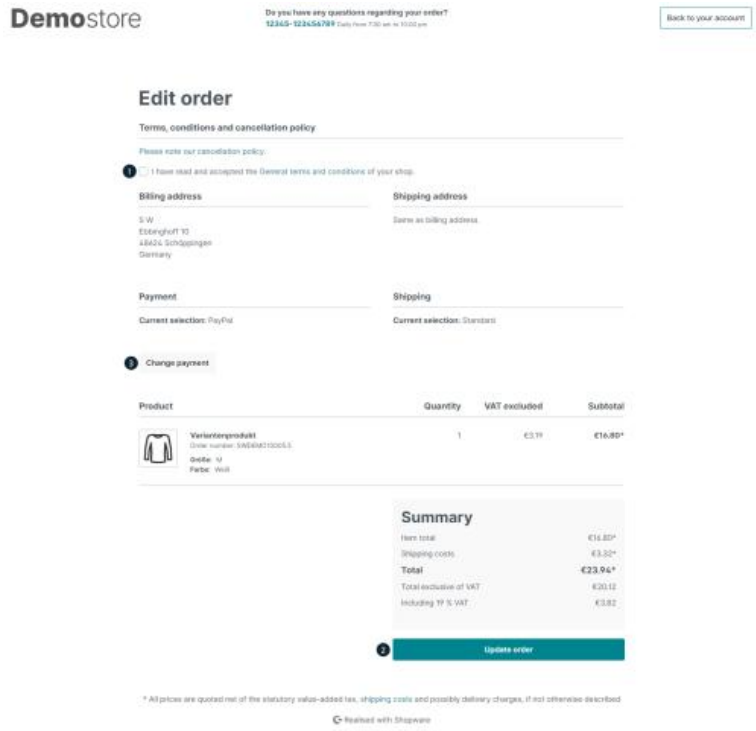
If you create an order for a customer in the admin and the customer wants to pay with PayPal, the payment process has to be done after the customer has created the order.
For this purpose the customer has the possibility to access the PayPal payment process through his shop account.
How this is possible is described below.



The first step is for the customer to call up the order in his customer account through the menu **Orders (1)** . In the order, he then clicks on the **"..." menu (2)** in the top right-hand corner and selects **Change payment method (3)**. This opens the view for editing the order.

The name for the menu item "Change payment method" can be adapted using the text module "account.orderContextMenuChangePayment"

Alternatively, the order can be opened for processing through the link in the order confirmation e-mail.



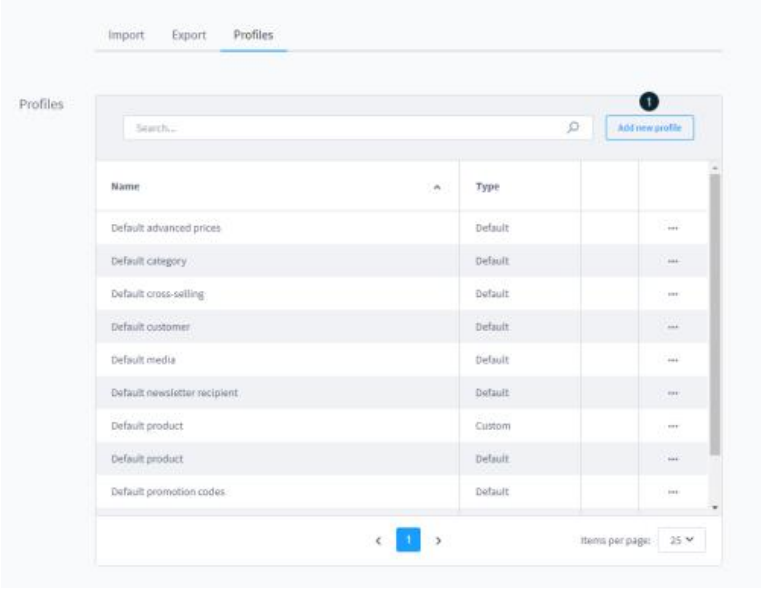
Should PayPal already be selected as payment method, it is sufficient to **accept the terms and conditions (1)** and then click on the button **Confirm change (2)** to call up the PayPal payment window.

If PayPal is not yet selected as payment method, this can be changed by clicking on the button **Change payment method (3)**.

Export orders

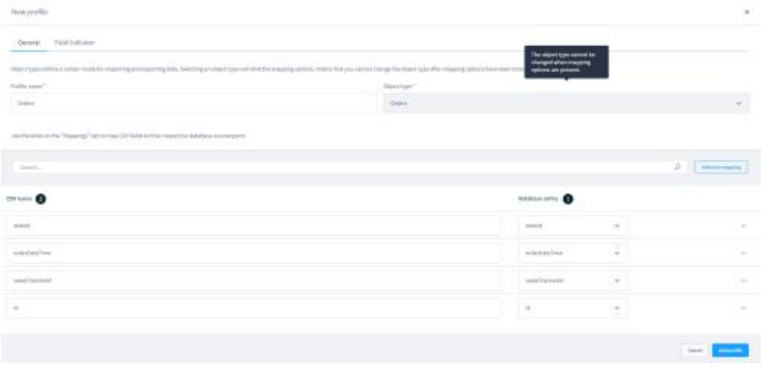
Step 1: Create a new profile

To export orders from your shop, you need a corresponding profile. You must create this manually. To do this, navigate to the **Settings > Import/ Export > Profiles**.



In the list you will see all the profiles you have already created as well as the standard profiles. Next, add a new profile **(1)**.

Edit profile

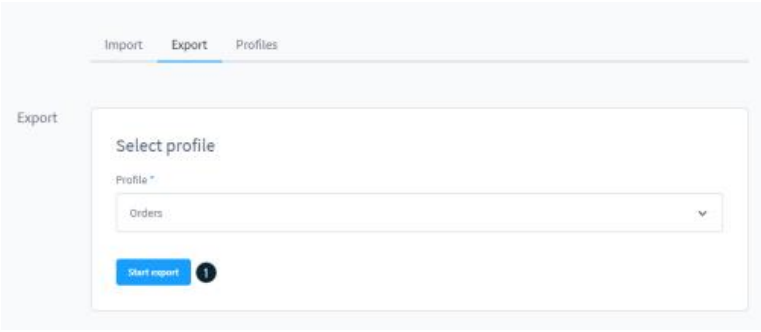


For exporting orders, the profile must contain the following mandatory fields:

id, **salesChannelId**, **orderDateTime**, **stateId**.

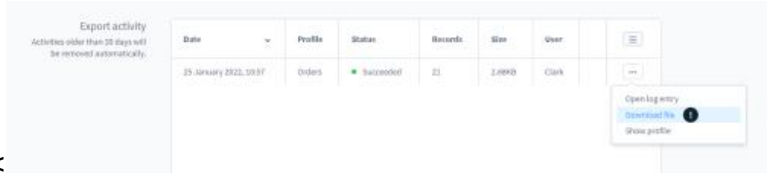
You cannot export orders without these mandatory fields. So first of all, add these mandatory fields to the profile. You can select the mandatory fields in the dropdown in the column "Database entry" **(1)**. In addition to the mandatory fields, you can also enter further fields. The available fields are also displayed in the dropdown.
In the Name column **(2)** you can name the fields. The name also functions as the column name in the export file.

Step 2: Start the export



As soon as you have created and saved the profile, it will be displayed in the export selection. Select the profile "Orders" and start the export **(1)**.

Step 3: Download file



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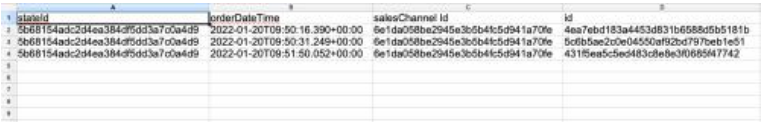
Download the file in the next step **(1)** and open it locally in a spreadsheet programme.

Make sure that the programme with which you open and edit the file does not insert any formatting. Open Office, for example, is a good choice here.

View of the exported CSV file



stateId	orderDateTime	salesChannel.id	id
5b68154adc2d4ea384df5dd3a7c0a4d9	2022-01-20T09:50:16.390+00:00	6e1da058be2945e3b5b4fc5d941a70fe	4ea7ebd183a4453d831b6588d5b5181b
5b68154adc2d4ea384df5dd3a7c0a4d9	2022-01-20T09:50:31.249+00:00	6e1da058be2945e3b5b4fc5d941a70fe	5c6b5ae2c0e04550af82bd797beb1e51
5b68154adc2d4ea384df5dd3a7c0a4d9	2022-01-20T09:51:50.052+00:00	6e1da058be2945e3b5b4fc5d941a70fe	4318ea5c5ed483c8e8e3f0685f47742

Ordering with PayPal

In this article we are going to show you the characteristics of the order process in connection with the payment method PayPal.

It is worth knowing that the payment and the order are in general completely detached from each other. This means that an order is placed as soon as the customer clicks on **submit order** in the Storefront. This will result in an order being created in the order overview in the admin area.

Different payment status

Payment status "Canceled"

Why does an open order with the payment status "Cancelled" appear under orders?

If an order is listed with the payment status "Cancelled", the customer has most likely closed the Paypal payment window via the item "Cancel and return to shop".

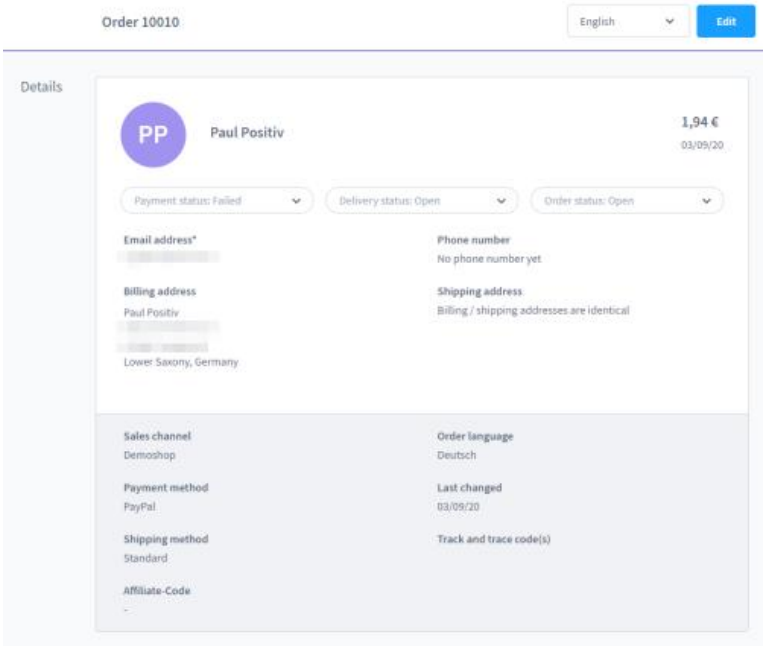
The order has already been placed and the payment process cancelled by this action. After the customer has been redirected back to the shop, he still receives the following concluding message:

"We have received your order, but the payment was cancelled. You can find your order below "Orders". There you can adjust the payment method and carry out the payment again.

Payment status "Failed"

Why is there an open order with the payment status "Failed" under Orders?

The payment status "Failed" in this case does not mean that there is a technical problem with the PayPal extension, but that the payment was not completed by the customer.



Initially, the payment status "Open" appears in the order overview, but if the customer cancels the payment process now, the payment status "Failed" will be displayed instead.

Payment status "Unconfirmed"

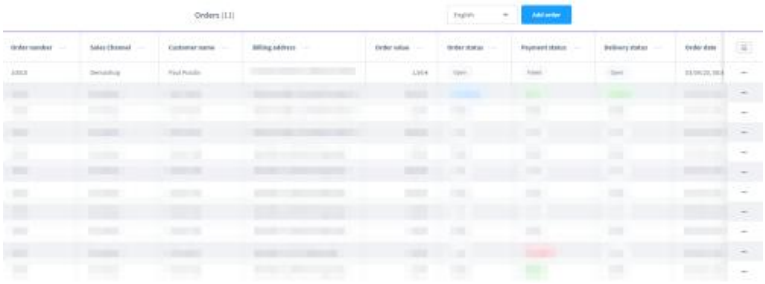
Why do I see an open order with the payment status "Unconfirmed" under Orders?

Unconfirmed means that the order has been placed, but Paypal has not received any transaction. In this case, the order is not normally listed in the shop's Paypal account. This can be caused, for example, by the browser quitting or crashing during the payment process.

In this case, too, the customer can change the payment method via their own order overview and make a

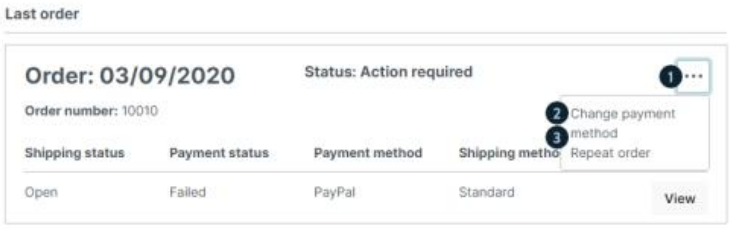
new payment.

Failed order in the customer account

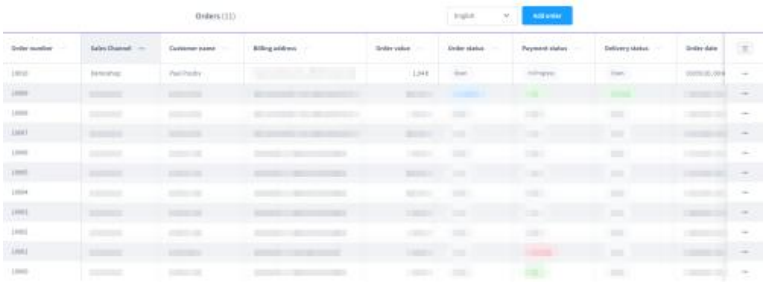


What happens to the failed order?

The customer has the option to change the **payment method (2)** using his customer account or to **repeat the last order (3)**.



If the customer selects **change payment method (2)** from the **"..." drop down menu (1)**, he or she is automatically redirected to the checkout. The customer now has the option to choose the same or a different payment method. At this point, the order will be displayed as "In progress" in the order overview.



However, if the customer **repeats the order (3)**, a new order will be created in the order overview when clicking on "submit order"..

Different field names

In your Shopware Admin under **Orders > Overview > Your order > PayPal** you will find all the information that is transmitted by PayPal.
In the PayPal Merchant Account, however, the entries are displayed differently than in the admin area. For example, if you are looking for a specific payment_id, you have to search for the order_id in your PayPal

account.
Below you will find a table where the different entries in the Shopware Admin and in the PayPal account are listed and briefly explained.

Entries in Shopware	**Entries in PayPal**	**Description**
Payment_id	Order_id	Unique ID to which the order is assigned
Tracking_id	Capture_id/transaction_id/resource_id	ID which is used to track the payment
Dealer_id	Merchant_id/payer_id	Unique ID that is assigned to you when you create the account. This is used to identify you as a merchant

EU regulations

In this subcategory you will find all articles related to EU regulations.

General Data Protection Regulation (GDPR)

On May 25, 2018, the European data protection basic regulation (GDPR) came into force and replaced national regulations. The GDPR applies to all companies and institutions operating in the in the European Union (EU) and the European Economic Area (EEA). It also addresses the transfer of personal data outside the EU and EEA areas. for example, names, addresses, bank details and birthdays are covered by the GDPR. The unifying regulation within the EU aims to give control to individuals over their personal data making it more transparent. In addition, it aims to extend the protection of such personal data. This should simplify the processing of personal data for international companies. This wiki article should give you a short summary about the processing of personal data in Shopware 6, so that it's easier to create the necessary documentation (e.g. the directory of processing activities or short DPA) or the privacy policy for a Shopware instance. Since the implementation of the GDPR varies from company to company, you should always consult your legal advisor when implementing it into your store to ensure that all requirements are met. You can get a general overview of the contents of the GDPR in our whitepaper.

What personal data is processed and stored in Shopware 6?

Here we would like to show you which personal data is processed directly in Shopware 6. As an eCommerce system, it is of course absolutely necessary to process customer data in order to record delivery addresses, for example. It's important to note that not only the software itself is involved in the processing, but also the hardware behind it. Since the setup of your hoster is highly individual, you should clarify with your hoster to what extent the communication takes place there (e.g. with a disjointed database server, where the application communicates with the database over a network). We will only focus on the software-sided processing of this data in Shopware 6.

This is intentionally kept very general for now. Shopware 6 itself stores a wide variety of data, which either have a direct reference (= personal) or no direct reference (= anonymized) to the user. Anonymized data is not personal data and does not fall under the GDPR, so no special measures need to be taken.

Pseudonymized data, which can be assigned to a person e.g. by means of a code number (e.g. bank details, a customer number or an order number) are again personal data, even if it is not instantly recognizable who the person is.

Personal data is always required when Shopware 6 accepts a customer input or when the store operator has to work with this data. This can be the registration or review function in the front end, but also the processing of orders through the back end. Of course personal data can also be retrieved over the RestAPI with authorization. In addition, anonymized data is also collected in order to be able to play out article recommendations ("customers also bought", "customers also looked at", ...) and statistics in the backend. Since you can easily lose track of the countless functions of Shopware 6, we hereby list the data that is stored in Shopware.

This list may be incomplete. Plugins are able to extend the data storage and Shopware 6 extensively. You must evaluate whether you process further personal data individually in your Shop!

The European Commission defines personal data as:

Personal data is any information that relates to an **identified or identifiable living individual**. Different pieces of information, which collected together can lead to the identification of a particular person, also constitute personal data.

Personal data that has been de-identified, encrypted or **pseudonymised** but can be used to re-identify a person remains personal data and falls within the scope of the GDPR.

Personal data that has been rendered **anonymous** in such a way that the individual is not or no longer identifiable is no longer considered personal data. For data to be truly anonymised, the anonymisation must be irreversible.

The GDPR protects personal data **regardless of the technology used for processing that data** – it’s technology neutral and applies to both automated and manual processing, provided the data is organised in accordance with pre-defined criteria (for example alphabetical order). It also doesn’t matter how the data is stored – in an IT system, through video surveillance, or on paper; in all cases, personal data is subject to the protection requirements set out in the GDPR.

Customer data

The customer can setup a customer account in order to use more functions than just placing a order. This contains, among other things, the address , but also other personal information, depending on what you have configured in your settings. It's possible to request the date of birth, as well as the company name. Here you should specifically check the registration of your store to get an overview of the data you collect from the customer. In the database of Shopware 6 all tables containing customer data start with the abbreviation "customer*". But you can also view this data in the admin, by opening the respective customer under Customers > Overview.

Orders

The heart of every online store is of course the checkout. To place an order in Shopware, has the option to register a customer account, or to continue without one. In both ways the customer will hand out the billing information. All this information is being stored combined in the order. In addition, the products that the customer purchases in your store and the customer's IP address are stored. In addition, the referrer - the source through which the customer reached your store - is also stored. You can view all relevant information in the admin under Orders > Overview and in the database in the tables with the abbreviation "order*"

IP addresses

As mentioned above, IP addresses are stored for individual orders. In addition, you will find a list of areas where an IP address is stored in this document: Which IP addresses are stored?

Newsletter

Like many other systems, Shopware 6 offers a newsletter registration function. Here, for example, the form can be found in the footer of the store or in the user account of the customer. A documentation of the newsletter and which data is collected here can be found here: Newsletter

All information that the customer deposits in the frontend can be found in the Shopware Admin in the area "Marketing > Newsletter Recipients. In the database the table newsletter_recipient is used to store the data.

Forms

The forms in Shopware 6 send an e-mail, with the data entered by customers, to the address stored in the shopping experiences for the form. In the standard system, the form of address, name and surname, as well as the e-mail address and telephone number are requested here.

Reviews

On the article detail page Shopware provides the possibility to give a product review. A review can only be submitted when the customer is logged in, and is therefore linked to the customer account. You can view, delete or release the given reviews in the backend under Catalogs > Reviews. Here you can find a documentation about the rating function in Shopware: Reviews

Shopware Admin

The admin interface is special this area. Here you can not only view and create customer records, but also administration users, which are linked to an e-mail address. So the admin does not only process the data of the customers in your store, but also to a certain extent the data of your employees. You can configure the user management of the backend under Settings > User Management. There is also the possibility to restrict individual areas of the admin or to allow read-only access. A documentation about rights and roles in the admin can be found here: User administration

API

If you have connected further systems, such as an ERP, it will communicate with the store. This happens either through an installed plugin or the API. The users of the API are usually created in the administration. Here you will find a list of data that you can get using the Rest-API: API

What information is transmitted encrypted?

The encrypted transmission of data is usually done using the HTTPs protocol. To use this in your store, you first need a valid SSL certificate, which has to be installed on your server. Afterwards you can use the SSL encryption for your store by assigning an HTTPS domain to the sales channel.
Here you have to differentiate between encrypted data transfer and encrypted storage. We generally recommend to operate the store using HTTPs, so that all personal data is transmitted encrypted over HTTPs. The storage of this data is then done in the respective database tables. The data itself is only encrypted if this is necessary, e.g. the user password.

What information is stored in the user's browser?

Whether or not the setting of cookies, which are not technically necessary for the operation of the store, requires an opt-in is a matter of dispute between lawyers. We recommend implementing at least one of the established solutions for data protection information on cookies. You can find more information about this at www.cookiechoices.org; please consult your legal advisor.

Shopware itself provides the possibility to activate the cookie hint by default.

Cookies (Session, CSRF)

Shopware stores cookies in the visitor's browser to ensure the basic functions of the store. The cookies are used, for example, to determine the contents of the shopping cart, the login status and also the CSRF protection. Without having enabled cookies in the browser, Shopware cannot be used. IMPORTANT: Shopware always stores only IDs in the customer's browser, the assignment to the respective information is done in the application area.

Session

Based on the session cookie, Shopware decides whether the respective user has an active shopping cart and whether the user is logged in. It serves as identification between browser and server. No further information except the session ID is stored in the browser. The handling of sessions is controlled by PHP on the server side and can be viewed independently of Shopware.

CSRF

On top of that, Shopware generates an individual CSRF cookie when the customer visits the store, so that the customer can access the individual areas of the store. Here you can find information about CSRF protection: CSRF-Protection

Timezone

A fixed time is set in the database, which is converted according to the user's time zone with the help of the time zone cookie. This means that the user is always shown the correct time. The cookie is set for both frontend and admin functions.

Which IP addresses are stored?

IP addresses are stored in the Shopware by default. This serves for the unique identification of the user in the store. Shopware stores the IP addresses by default in four places.

order_customer

In every order the IP address of the customer is stored. By default this is not displayed or used in the admin. It's stored in the database table order_customer.

customer

The IP address of the last order is stored in the customer table. By default this is not displayed or used in the admin.

log_entry

In the table log_entry all activities of backend users are stored. With the help of this table it is possible to track when changes have been made, for example. You can then assign them to a person based on their IP address.

version_commit_data

The database table version_commit_data stores data about the current usage. Here, for example, necessary data is stored that is needed while an order is being processed. The IP address of visitors and customers is also stored here.

How can I integrate the privacy policy into my store?

The GDPR requires a privacy policy for the websites as well. Therefore, information must now be provided on the legal basis on which it is based, as well as on whether it is required for the conclusion of a contract or whether there is any other obligation to provide the information. It is necessary that you inform customers in the privacy policy how you deal with their personal data. The data privacy policy can, for example, be an shopping experience page that you link to a relevant area of your store. It is important that you provide this information "when personal data is collected". Therefore, the privacy policy should regularly be accessible with just one click. By default there is a shopping experience page called privacy, which is already linked at the necessary places like in the checkout or in forms. Under Settings-> Shop > Basic information YOU can also select your own shopping experience page.
Here you can find the documentation for the shopping experience in Shopware: Shopping experience

We would like to point out that the sanctions for non-compliance with these information obligations are severe. In the absence of a privacy policy, the processing is usually illegal. Furthermore, fines can be imposed, damages or a claim for injunction can be asserted if the information duties are fulfilled incorrectly. In addition, consumer protection associations as well as data protection associations can take action against a website operator without a privacy policy. Finally, competitors may threaten with a formal warning notice.

What personal data is transferred by Shopware to third parties?

By default, Shopware does not transfer information to third parties. Extensions can of course change this. For example, if you use PayPal in your store, data from the store (the delivery address, the order amount and the shopping cart) will be transferred to PayPal. There are of course many other service providers that process data from Shopware, if you use such an extension in your store. Prominent examples are payment providers, ERP systems and also newsletter service providers. To find out which data is transferred to third parties, please ask the manufacturer of the respective extension.

Cookie Consent Manager

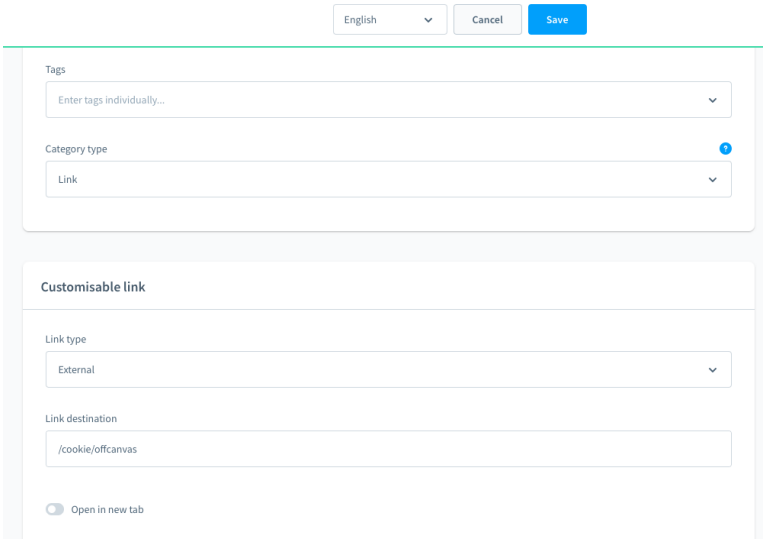
Shopware 6 provides a Cookie Consent Manager that includes all default cookies used in the Shopware. In addition, the cookies used by Shopware plugins are also added as soon as a corresponding plugin is used.

The Consent Manager is programmed in such a way that you can also integrate cookies from your own plugins. A more detailed explanation can be found in the developer documentation.

FAQ

How can the user subsequently change his cookie settings? In the service menu or footer menu, you can provide the user with a link. To do this, create another category that you can display in the service or footer menu. You can find a detailed description of how to add the new category to your footer or service menu here.
Select **Link** as the category type for the new category and **External** for the link type under **Customisable Link**. Enter the following in the **Link destination** area:

```
/cookie/offcanvas
```



Afterwards, the Cookie Consent Manager can be opened again at any time via this link in the footer or service menu.

How can I have personal data output in a structured way?

Import/Export

The GDPR stipulates that a customer is provided with structured data concerning him/her by the store operator upon request. For this purpose Shopware offers the import/export function which allows you to export all relevant data of a customer. Please note that depending on the registration of the customer (quick order or customer account) more than one customer account may exist. A documentation about the export options (CSV and XML) can be found here: Import / Export

Database

The database also offers the possibility of outputting information about a customer by using an SQL-Query. All customer-specific data is located in the tables that begin with *customer**.

How can I delete all personal data from my store?

All data defined in this document can usually be deleted comfortably through the Shopware Admin. If a customer wants you to delete all personal data, you can delete this data by using the customer module in the admin. The respective links are automatically removed. You can also remove the recipient from the recipient list using the newsletter module. Shopware offers the possibility to remove all personal data through the admin on customer request. Whether and when you are obliged to delete customer data is a legal question that you should clarify with your legal counsel. Unfortunately, it is not possible to make general statements about this.

FAQ

To what extent is Shopware prepared for the new GDPR?

For some time now, we at Shopware have been working with the well-known certification bodies to ensure that the system meets the requirements of the GDPR. In the process, it has turned out that, according to our current state of knowledge, Shopware provides store operators with the functions they need to make the necessary settings required by the rules of the GDPR. For example, Shopware already provides all necessary tools in the regular end-user documentation, e.g. also to remove personal data from the system, which is a core requirement of the new basic data protection regulation. A special plugin/update is not planned with regard to the GDPR.

Are corresponding functions automatically imported with SW updates?

Should the need arise to adapt our software, we will of course provide an appropriate adaptation per update.

How can I refer to the privacy policy in the registration?

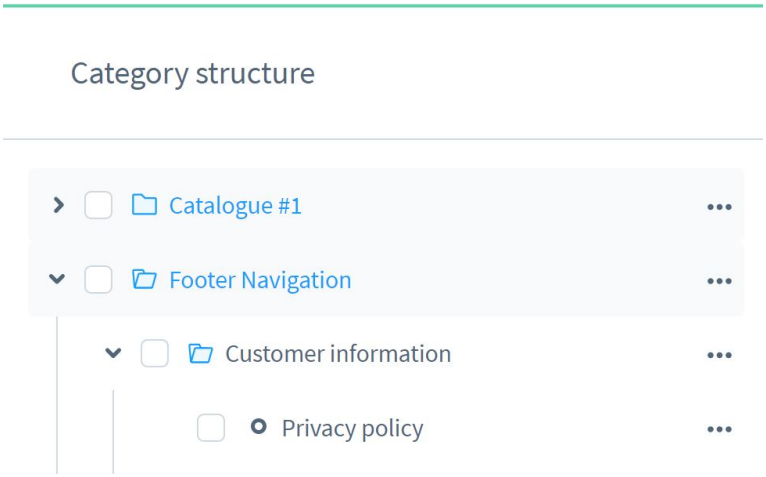
In the registration of new customers, the text module *general.privacyNotice* refers to the *privacy policy.* In the standard version, this text block links to the store page privacy that's located in the shopping experience.

How can I refer to the privacy policy in the forms?

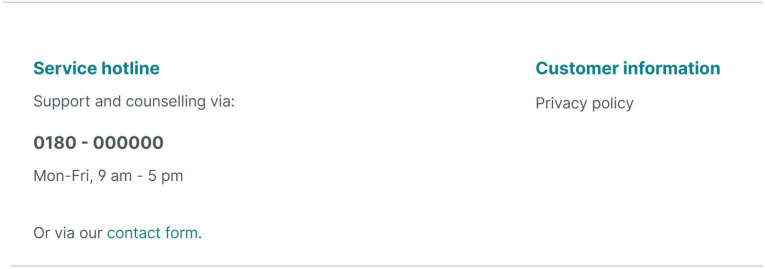
When you create forms that ask for customer data, a checkbox is automatically added that refers to the privacy policy.

How can I refer to the privacy policy in the footer?

The Footer Navigation shows the categories you select in the sales channel configuration for this purpose. Under Catalogs > Categories you can add a sub category below the category you have chosen as entry point for the footer navigation. Below that, you add another sub category and name it *Privacy*, for example.



In the category configuration of the category *Privacy* you then select the layout Privacy from the Shopping experience in the *Layout assignment* section. If you now activate the *Privacy* category and all categories above this category, the menu item *Privacy* will be displayed in the footer menu.



What happens to shopping baskets from abandoned orders?

Shopware saves the shopping baskets of shop visitors for later recovery. This includes the shopping baskets of guest orderers / visitors as well as the saved shopping baskets of shop customers. Most of these are removed by the completion of the order process, but abandoned shopping baskets remain. Shopware deletes these at regular intervals. By default, all shopping baskets older than 120 days are removed.

You can adjust this period. To do this, create the file **shopware.yaml** in the **config/packages/** directory. With this content you can define after how many days a saved shopping cart should be deleted:

```
shopware:
  cart:
    expire_days: 1
```

Please note that this setting will of course also change the time, where restoring the saved shopping carts of your registered customers is possible.

One-Stop-Shop Procedure (EU regulation)

What is EU-OSS?

EU-OSS is an electronic portal through which traders and businesses can fulfil their VAT obligations within the EU. VAT now only has to be declared in one country for intra-Community trade. With OSS, this can now be done via a central system.
A detailed explanation and what you have to consider as a store owner we have also compiled in our blog.

From when does the regulation apply?

The One-Stop-Shop procedure will come into force from 1 July 2021.

Does the EU OSS apply to you?

The new threshold is EU-wide and is €10,000. If you exceed this threshold, you should register in the respective online OSS portal.

What does that mean for you?

The configuration of the tax is still done as usual via the tax module. You can find more information here.

The shop should clearly show the delivery country for which the displayed prices apply. You should also transparently display in the shop the possibility to select the delivery country with the respective prices.

Howto

You will find here all the articles that show you how to configure something.

Changing a template

General Information

Never make adjustments in the default theme, always create a derived theme.

Please note that a derived theme is not a duplicate of the default theme that can be created through the Administration.

Create your own Theme

You can create an independent theme, in which you can then derive from the default theme, as follows:

First of all, you create a theme via the console using the command

```
php bin/console theme:create
```

that generates the theme.
This then provides a plugin, which is listed in the plugin manager (Settings > System > Plugins).
To use the theme, you must install the plug-in in the plug-in manager and then activate it.
You can find information about the plug-in manager here.

The theme is then ready for use and can be assigned in the settings within the sales channel.

Here you can find a detailed guide on how to create and edit templates in our developer documentation.

Basic functions

Derive file in own theme

As mentioned at the beginning, the adjustments should always be made in a separate theme.
You can derive the file in which you want to make adjustments from your theme.
The basis for the extension of the frontend theme are the files in the directory */vendor/shopware/storefront/Resources/views/storefront*.
The derivation is done in the file and is possible for the storefront as follows

```
{% sw_extends '@Storefront/storefront/folder1/folder2/file.html.twig' %}
```

The derived file is also given the file extension ".html.twig", meaning also the name of the original file. Then place the file in the directory /custom/plugins/*YourTheme*/src/Resources/views/storefront/*folder1*/*folder2* on your server

YourTheme is the placeholder for the name of your theme.
The *folder1* and *folder2* correspond to the structure of the original directory. Use the corresponding original name here.

Functions within the .html.twig file

Output all available variables

```
{{ dump() }}
```

This provides an overview of the variables available on the page in the frontend. To obtain the list, you must call the frontend in the developer environment. How this is done, find a more detailed explanation here.

Include block from the derived file

```
{% block name_of_the_block %}
```

This allows you to include a block from the derived original file. This allows you to customize the content of the block.

Using content of the parent block

```
{{ parent() }}
```

If you want to place additional content in a block, it is not necessary to completely insert the content of the original file.

For example, this could look as follows.

```
{% block name_of_the_block %}
    {{ parent() }}
    {{ "snippet"|trans }}
{% endblock %}
```

This is where the content of the original block is included first. Then an additional text module is inserted below.

Including snippets

```
{{ 'snippetName'|trans }}
```

You can find the name of the text module in the admin in the area *Settings* > *Shop* > *Snippets*. Further information about the snippets can be found here.

The addition "|trans" ensures that the translations of the individual snippets are taken into account.

Display your own snippets in the frontend

If you did not create the favored textblocks yet, you can do this in the admin under **Settings** > **Shop** > **Snippets**. Further information about the text modules can be found here.

Include snippets

In this example, a user-defined text module is to be included in the footer. The same procedure can be adopted for other page areas.

To customize the footer you will need the file *footer.html.twig* from the directory */vendor/shopware/storefront/Resources/views/storefront/layout/footer*.
You can then derivate this file in your own theme under */custom/plugins/MyTheme/src/Resources/views/storefront/layout/footer*.

The derivation could look as follows

```
{% sw_extends '@Storefront/storefront/layout/footer/footer.html.twig' %}

{% block layout_footer_service_menu_content %}
    {{ parent() }}
    {{ "sw.test.footer1"|trans }}
{% endblock %}
```

The text module "sw.test.footer1" is included here as an example.

Lastly, it may be necessary to empty the shop cache. This can be done in the server console using the command

```
php bin/console cache:clear
```

Changing the document template

The basic information for the documents (delivery note, invoice etc.) can be maintained directly in the administration in the item *Settings* > *Shop* > *Documents*.
If you want to make bigger changes to the documents, this is possible at file level.

The document templates are structured as follows.
The file *base.html.twig* in the directory */vendor/shopware/core/Framework/Resources/views/documents/* serves as a foundation.
This file provides all essential information.
In addition, there is a separate file for each document type (e.g. for invoices the invoice.html.twig), which extends the *base.html.twig* by the information relevant for the document type.

In the following example the *base.html.twig* is derived. This file is the foundation for the individual documents and is specified for the individual document types using derived files. For example, the invoice.html.twig extends the base file with the information for the invoice.
All original files are stored in the directory */vendor/shopware/core/Framework/Resources/views/documents/*.

As already explained at the beginning of this article, you should never change the original files directly, but always in a derived file in your own theme.
The path where the derived files are stored is
custom/plugins/YourTheme/src/Resources/views/documents/

Please note that it may be necessary to create some of the directories and files.

In the file you can then derive the original file and make your desired adjustments.
The derivation is done using

```
{% sw_extends '@Framework/documents/base.html.twig' %}
```

Now you can overwrite individual blocks.
The names of the individual blocks can be found in the standard file
under /vendor/shopware/core/Framework/Resources/views/documents/.

The customization of the document templates is applied to all sales channels, regardless of the activation of the theme.
If the customization is only to be used for individual sales channels, it is necessary to restrict this within the customization.

Add missing information to the documents

You can specify the company's email address and website in the settings of a document. However, these are not printed on the documents when using the default template. To add them, you will need to modify **base.html.twig**. The derivation is done in the directory
custom/plugins/YourTheme/src/Resources/views/documents/.
If the file and/or directory does not yet exist, create it accordingly.

Add the following to the file:

```
{% sw_extends '@Framework/documents/base.html.twig' %}

{% block document_footer_first_column %}
    {{ parent() }}
    <ul>
        {% block document_footer_companyEmail %}
            {% if config.companyEmail %}
                <li class="bold">E-Mail</li>
                <li><a href="mailto:{{ config.companyEmail }}">{{ config.companyEmail }}</a></
            {% endif %}
        {% endblock %}
        {% block document_footer_companyUrl %}
            {% if config.companyUrl  %}
                <li class="bold">Webseite</li>
            <li ><a href="{{ config.companyUrl }}"> {{ config.companyUrl }}</a></li>
            {% endif %}
        {% endblock %}
</ul>
{% endblock %}
```

It may then be necessary to empty the shop cache. You can do this using the console with the command

```
php bin/console cache:clear
```

or in Admin under Settings > System > Caches & Indexes > Clear Caches.

Restrict adjustment to individual sales channels

Restriction to individual sales channels is possible, e.g. by using an IF query within the derived file.

As an example, a derivation can look like this:

```
{% sw_extends '@Framework/documents/base.html.twig' %}
{% block document_base %}
   {% if order.salesChannelId == "1438751ce3f0b496bbea293e096aec1fb" %}
      Test 123
   {% else %}
      {{ parent() }}
   {% endif %}
{% endblock %}
```

In the above example, the ID of the sales channel is used to define through an IF whether the entire document_base block should be overwritten.
If the ID matches, the content is replaced by a test 123.
If the ID does not match, the

```
{{ parent() }}
```

the block from the parent file is included.

You can find the ID of the sales channel in the database in the table "*sales_channel_translation*" from the column "*sales_channel_id*". Please note that the prefixed "*0x*" does not belong to the ID and must not be included in the template.

Show custom fields in the storefront

Depending on where you want to show the custom field in the storefront, it is important to choose the right kind of custom field. This can be done by selecting the field **use for** and is explained in detail in the documentation of the custom fields.

As an example, we would like to show an custom field at product level. The content is to be included on the product details page in the description tab.

For this purpose, the file **description.html.twig** must be adapted.
Therefore a derivation of the file **description.html.twig** is needed now.
This is stored in the directory /custom/plugins/YourTheme/src/Resources/views/storefront/page/product-detail/
filed. If the directory path or file does not exist, create it.

The derivation in the file starts with the line

```
{% sw_extends '@Storefront/storefront/page/product-detail/description.html.twig' %}
```

The further content of the file depends on where the content of the additional field should be displayed.
In our example, this should be done below the description text.
In the next step it is therefore necessary to include the original content of the block **page_product_detail_description_content_text**.
This is possible using the

```
{% block page_product_detail_description_content_text %}
```

as well as

```
{{ parent() }}
```

possible.

For the integration of the custom field

```
{{ page.product.translated.customFields.technischer_name_customfield}}
```

is used.
You can find the technical name in the settings of the additional field. This starts with custom_ in the standard system.

The complete, derived file **description.html.twig** looks like this.

```
{% sw_extends '@Storefront/storefront/page/product-detail/description.html.twig' %}

{% block page_product_detail_description_content_text %}
    {{ parent() }}
    {{ page.product.translated.customFields.technical_name_customfield }}
{% endblock %}
```

Structure of the variables

The variables of the custom fields consist on the one hand of the general part and on the other hand of the technical name. The general part depends on the area for which the custom field was made available.
Please note that the availability also depends on the type of page you are on.
To get a list of all available variables, use the dump function.

Categories
{{ page.footer.navigation.active.translated.customFields.*technical_name_customfield* }}

Products
{{ page.product.translated.customFields.*technical_name_customfield* }}

Manufacturer
{{ page.product.manufacturer.translated.customFields.*technical_name_customfield* }}

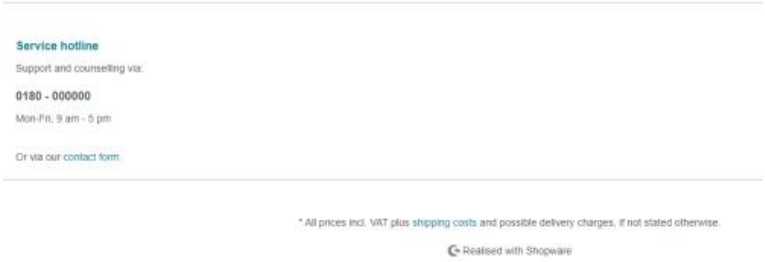
Customer
Custom text fields for customers are only available if the customer is logged in.
{{ page.customer.customFields.*technical_name_customfield* }}
or
{{ context.customer.customFields.*technical_name_customfield* }}
Using the variable {{ context... }} the information is available in many places for customers who are logged in.

Address
{{ page.address.customFields.*technical_name_customfield* }}

Saleschannel
{{ context.salesChannel.translated.customFields.*technischer_customfield* }}

Removing the Shopware logo and "Implemented with Shopware" lettering

In the default theme, the addition "Realised with Shopware" including the Shopware logo are being displayed in the footer. If you wan't to hide these in your shop, we explain the necessary changes that you have to make here.



Removing the logo

If you do not yet have your own template structure, please create one as described under Creating your own theme.

Deriving the template file
In your template, the change is made in the file **footer.html.twig**. Place the file in the directory **/custom/plugins/yourTheme/src/Resources/views/storefront/layout/footer**. If the subdirectories **views/storefront/layout/footer do** not exist, create them.

Insert the following into the file:

```
{% sw_extends '@Storefront/storefront/layout/footer/footer.html.twig' %}

    {% block layout_footer_copyright %}
        <div class="footer-copyright">
            {{ "footer.copyrightInfo"|trans|sw_sanitize }}
        </div>
    {% endblock %}
```

Afterwards, the Shopware logo is no longer displayed in the footer.

Removing the lettering

You can remove the text "Implemented with Shopware" through the text modules. To do this, navigate to the **settings** in your administration and open the **text modules** under **Shop**. Now select the desired text module set and edit it. Enter the name "**footer.copyrightInfo**" in the search field at the top. The text module you are looking for is then displayed, in which you simply remove the value "Implemented with Shopware". To save the changes, add a space after deleting the text. The text will then no longer be displayed in the storefront.

Code snippets for product comparisons

The PHP template engine TWIG is used for the code sections. An overview of the most important commands can be found here: TWIG overview.

The variables used in this section can be implemented in all **product comparisons** or **social shopping** templates, but it depends on the recipient whether the data can be processed there.

Code snippets to extend the template

Prices

In the product comparison template just created, a fixed price is used for the price transmission. That is the part:

```
{% set price = product.calculatedPrice %}
{%- if product.calculatedPrices.count > 0 -%}
    {% set price = product.calculatedPrices.last %}
{%- endif -%}
```

If you replace this code with the following one, you can also export the list prices, for example. If there is no list price, only your item price will be exported as before.

```
    {%- if product.calculatedPrice.listPrice -%}
        <g:sale_price>
            {%- if product.calculatedPrices is not empty -%}
                {{ product.calculatedPrices.first.unitPrice|number_format(2, '.', '') }}
            {%- else -%}
                {{ product.calculatedPrice.unitPrice|number_format(2, '.', '') }}
            {%- endif -%}
            {{- context.currency.isoCode -}}
        </g:sale_price>
        <g:price>
            {{- product.calculatedPrice.listPrice.price|number_format(2, '.', '') -}}
            {{- context.currency.isoCode -}}
        </g:price>
    {%- else -%}
        <g:price>
            {%- if product.calculatedPrices is not empty -%}
                {{ product.calculatedPrices.first.unitPrice|number_format(2, '.', '') }}
            {%- else -%}
                {{ product.calculatedPrice.unitPrice|number_format(2, '.', '') }}
```

```
            {%- endif -%}
            {{- context.currency.isoCode -}}
        </g:price>
    {%- endif -%}
```

Additional image links

If you need more than one image link, you can add this code to your product rows:

```
{%- if product.media|length > 1 -%}
   {%- for media in product.media -%}
      <additional_image_link>
          {{- media.media.url -}}
      </additional_image_link>
   {%- endfor -%}
{%- endif -%}
```

This exports the links with the *additional_image_link* tag in the file for all additional images.

Shipping Costs

This part of the product comparison template transmits information about shipping costs. This is not required in all files for Google Shopping, you can remove these lines if necessary.

```
    <g:shipping>
        <g:country>EN</g:country>
        <g:service>Standard</g:service>
        {% if product.shippingFree  %}
            <g:price>0.00 {{ context.currency.isoCode }}</g:price>
        {% else %}
            <g:price>4.95 {{ context.currency.isoCode }}{# change your default delivery costs #
        {% endif %}
    </g:shipping>
```

Add selling unit and basic unit of the product

If Google wants to have the data for the basic price calculation, you need the contents of the sales unit and basic unit of the product in your feed. You can use these code snippets to add the required information:
Sales unit

```
<g:unit_pricing_measure>
 {% if product.unit.shortCode is defined and product.unit.shortCode is not null %}
   {{ product.purchaseUnit }} {{ product.unit.shortCode }}
 {% endif %}
</g:unit_pricing_measure>
```

The variable *purchaseUnit* stands for the value of the field sales unit, *unit.shortcode* is the short form of the stored unit of measurement, e.g. "KG".
Basic unit

```
<g:unit_pricing_measure>
 {% if product.unit.shortCode is defined and product.unit.shortCode is not null %}
{{ product.referenceUnit}} {{ product.unit.shortCode }}
{% endif %}
</g:unit_pricing_base_measure>
```

If this doesn't work for you, try it out with product.unit.translated.shortCode instead of product.unit.shortCode.

Here are both code snippets again so that you can copy and paste them directly:

Sales unit

```
<g:unit_pricing_base_measure>
 {% if product.unit.translated.shortCode is defined and product.unit.translated.shortCode is n
   {{product.purchaseUnit }} {{ product.unit.translated.shortCode }}
 {% endif %}
</g:unit_pricing_base_measure>
```

Base unit

```
<g:unit_pricing_base_measure>
 {% if product.unit.shortCode is defined and product.unit.shortCode is not null %}
   {{ product.referenceUnit }} {{ product.unit.shortCode }}
 {% endif %}
</g:unit_pricing_base_measure>
```

Add variant properties

When exporting variant products, you want to store the properties of the variants in the file as well. To do this, the properties of the product must be run through in a loop. The basic approach is as follows:

```
{% for option in product.options %}
    {{ option.name }}
{% endfor %}
```

Of course, you can always extend the code via TWIG.

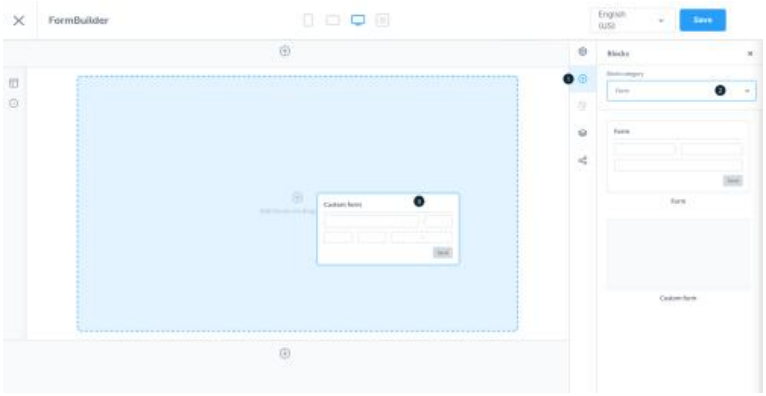
Create individual forms

For creating your own form, you need the extension "CMS extensions". This is part of the Shopware Evolve plan of Shopware 6.

Step 1: Create Shopping Experience

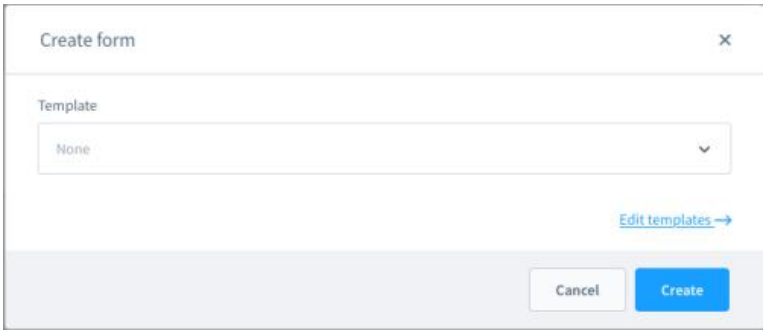
To add your individual form to your Shopping Experience world, click on Contents> Shopping Experience worlds and select the experience world to which the form should be added. Alternatively, you can also create a completely new adventure world / layout.

Step 2: Add form with Drag & Drop



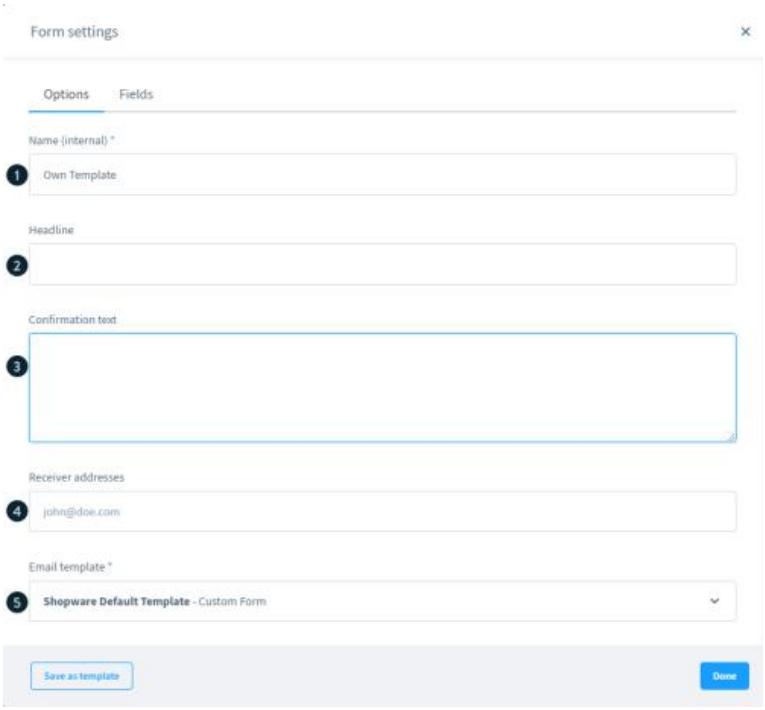
Click on the **+ symbol (1)** on the right-hand side to add a new block. Now select the block category form (2) in the dropdown. In addition to the default form, e.g. for contact, you can now also drag your own form into your world of experience. You can drag and drop the form **(3)** into the Shopping Experience layout.
Note: At the top right of the page, you will find a button to change the language of the form.

Step 3: Create form



A pop-up window opens in which you can choose whether you want to use a template you have previously created or create a new form.

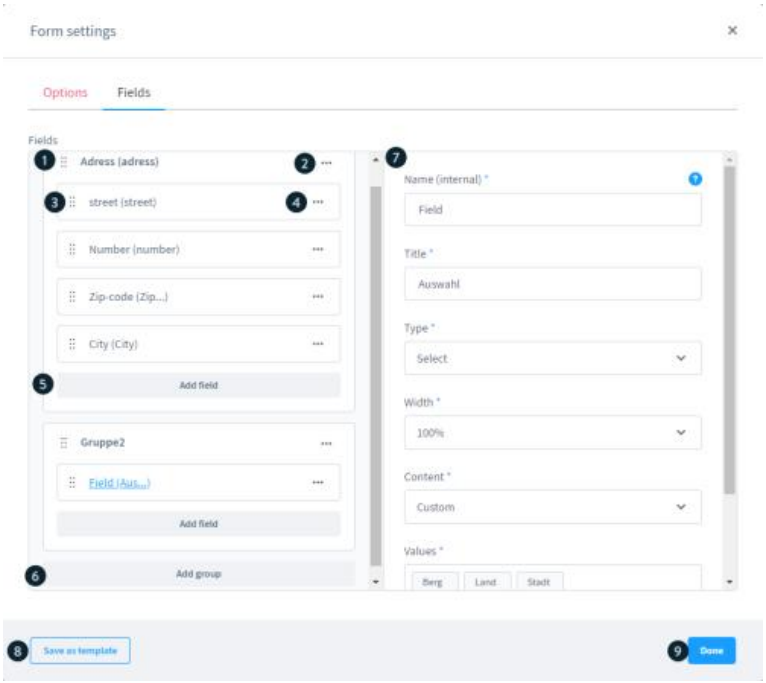
Form settings - Options



When you create a new form or edit an existing form, the form Settings window opens with the options and field tabs. In the options tab you can configure the basic settings for the form.
Name (internal) (1): Enter the internal name of the form. For example, if you save the form in the templates, this name will be used.
Headline (2): The headline is used in the shopping experience, i.e. in the frontend, as the headline for the form.
Confirmation text (3): The confirmation text is displayed to the user as soon as he has filled in the form.
Recipient address (4): Enter all e-mail addresses to which the filled out form should be sent. Multiple addresses can be entered simply by pressing the Enter key once after each address.
E-mail template (5): Select the e-mail template to be used for sending the form content to the recipient addresses.

Step 4: Create fields

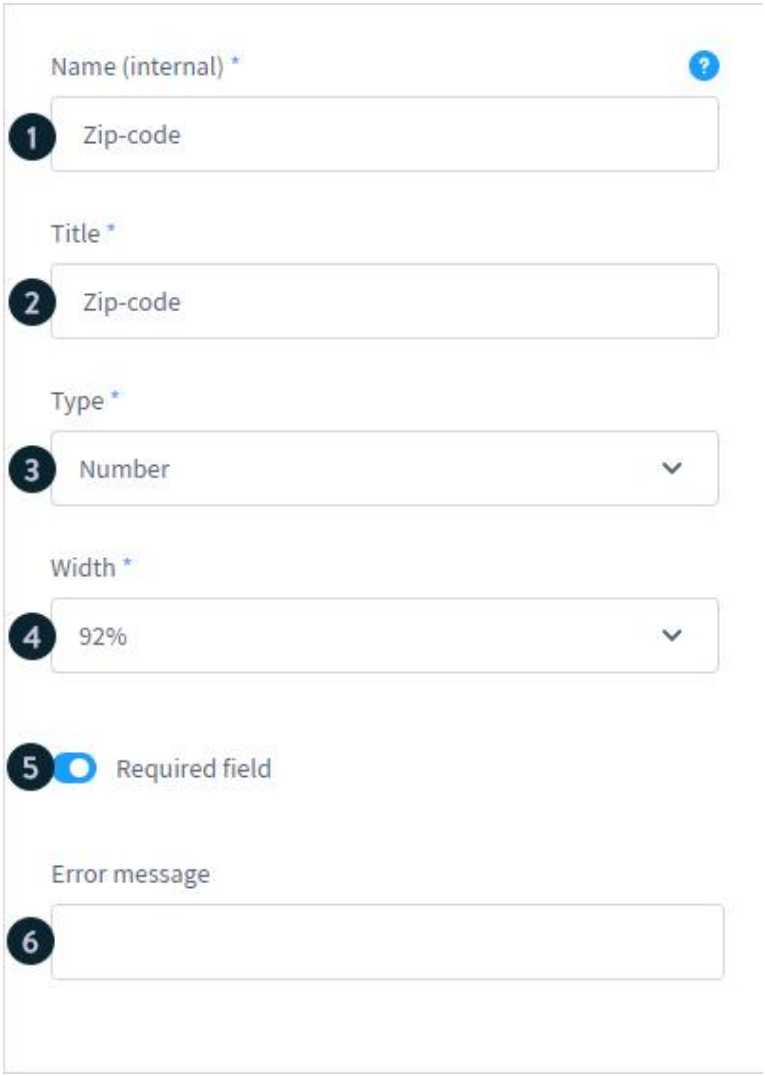
In the Fields tab, you can specify which fields can or must be filled out by the user. For this you can create groups, which then contain one or more fields.



Group (1): On the left side you see the groups of the form. You can use the dots on the left to change the order of the groups by drag and drop.
Group context menu (2): On the right side of each group you can rearrange its position, delete it or duplicate it. You can also edit the group so that further options for the group are displayed on the right-hand side of the screen. Here, you can enter the internal name of the group and you can change the heading of the group. The heading is also displayed in the frontend.
Field (3): The fields are located within a group. You can change the order of the fields within the group by drag and drop using the dots on the left.
Field context menu (4): On the right side of the field, you can rearrange its position of the field, move the field to another group, duplicate it or delete it. You can also edit the field there so that further options for the field are displayed on the right side of the screen.
Add field (5): Adds a new field within the respective group.
Add group (6): Use this button to add a new group including a field.
Options (7): Depending on whether you are currently editing a group or a field, you will find further options for the respective group or field on the right-hand side.
If you are editing a group, you will see the information Name (Internal) and Heading. The heading is visible in the frontend, while the internal name serves as an internal identification. E.g. as a variable in e-mail templates.
You can see which options are displayed here when you edit a field.
Save as template (8): With this button you can save the form you have just created as a template. These templates can be edited and selected in your shopping experience.
Done (9): To save all changes in the current form, click on done.

Field options

When you edit fields, you will see the options you can edit on the right hand side. The possible options differ depending on the type of field you are editing. However, the following options are always available for each type.

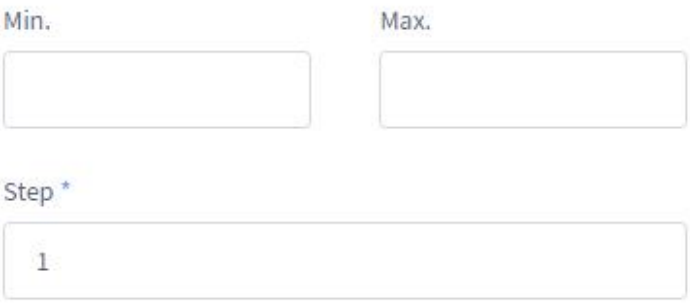


Name (1): The Internal Name serves as a unique identification for the use of this field as a variable. E.g. in e-mail templates.
Title (2): This name is displayed on the form in the frontend.
Type: (3): Select the type that the field should have. This type determines which values can be entered in the field and how they should look. We have listed the available types below.
Width (4): Here, you define how wide a field should be. If two subsequent fields together use a maximum of 100% of the width, they are displayed next to each other in the form. This is useful, for example, if information is to be entered in two fields, but the content belongs together. E.g. street name and house number.
Required field (5): Indicates whether the field is mandatory or not.
Error message (6): This message is displayed to the user in the frontend if a mandatory has not been filled in.

Text field & email field

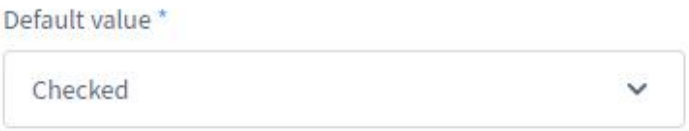
For the field type Text or E-mail, you can specify a placeholder text to be displayed if the field has not yet been filled in.

Number field



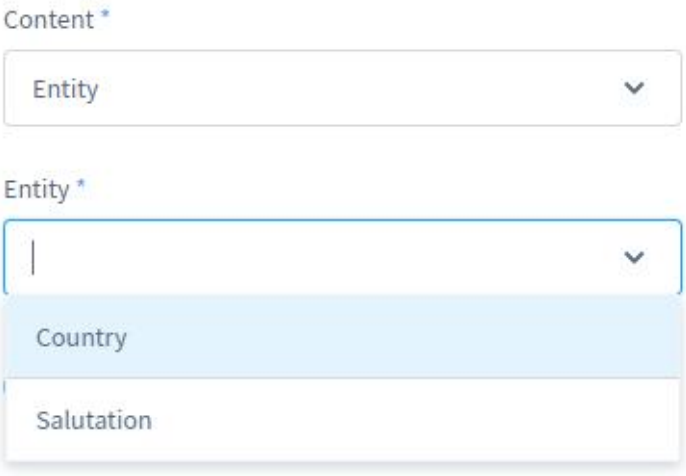
For fields with the type number, you can optionally specify whether there should be a minimum or maximum limit. You can also specify the steps in which the user can enter numbers. If you enter a 3 here, for example, the user can only select numbers 3, 6, 9, 12, 15, etc....

Selection field



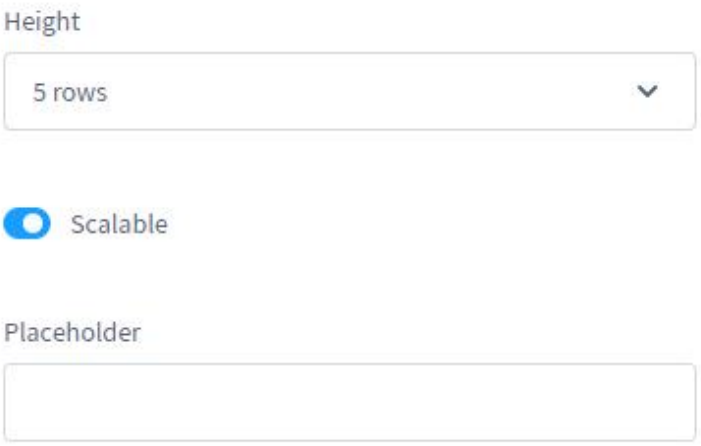
The selection field is a checkbox that the user can activate or deactivate. In the default value you can specify whether the field should already be activated by default or not.

Selection



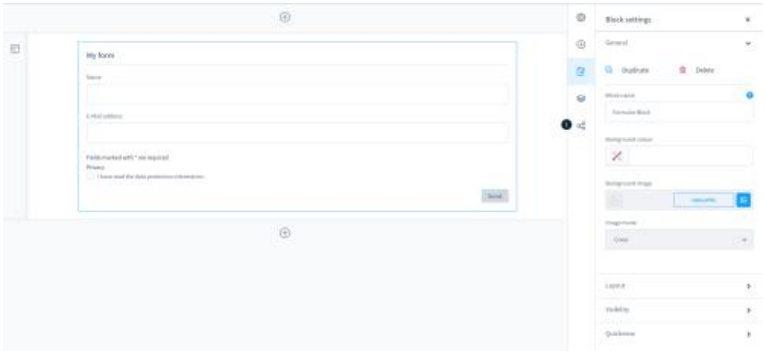
The selection type offers the user a predefined selection to choose from. Using content = entity, lets you select in the second step, from which shop entity the user can make a selection.
Using content = user-defined, lets you enter values in the second step, from which the user can then choose. Type the values into the field values and press the enter key.

Text area



The text area is used to enter a longer text. In addition to the placeholder text, you can also specify how many lines the user may use and whether the user may change the size of the text area.

Step 5: Assign layout



Storefront view

Setting Up a Local Environment with Virtual Box

Introduction

This article will show you how to set up a virtual machine for a local Shopware 6 environment in development mode. Some of you might stumbled upon the restrictions of Shopware when it comes to Windows as operating system. Everyone that might have tried to get shopware working on Windows might know, that it is more likely to fail than to succeed. It is important to use a Unix-based system (like Linux or MacOS) as environment for a local setup. Surely not everyone is that familiar with Linux or has an Apple product to work with. This guide will help you to set up a Linux virtual machine on your local operating system regardless with OS you are currently using.

First of all you will need a local installation of Virtual Box from Oracle. Just download it from https://www.oracle.com/de/index.html and start the installation process. The main reason for a virtual box image is, that you can use it independently on every operating system you are using - even if you change e.g. from Windows to MacOS in the future. Since the settings are saved inside the virtual image, a re-installation of your laptop will keep the configuration and you are ready to go in a few steps after the installation of virtual box.

Downloading Ubuntu

This guide will focus on Ubuntu and use it as a foundation for the setup. Ubuntu is a well known and documented Linux distribution and might be the best choice for beginners. Since we won't need the whole Desktop-Manager version of Ubuntu, just grab the network installer image from their site: https://ubuntu.com/download/alternative-downloads

Just wait until the download finishes and we will start with the configuration of the virtual box.

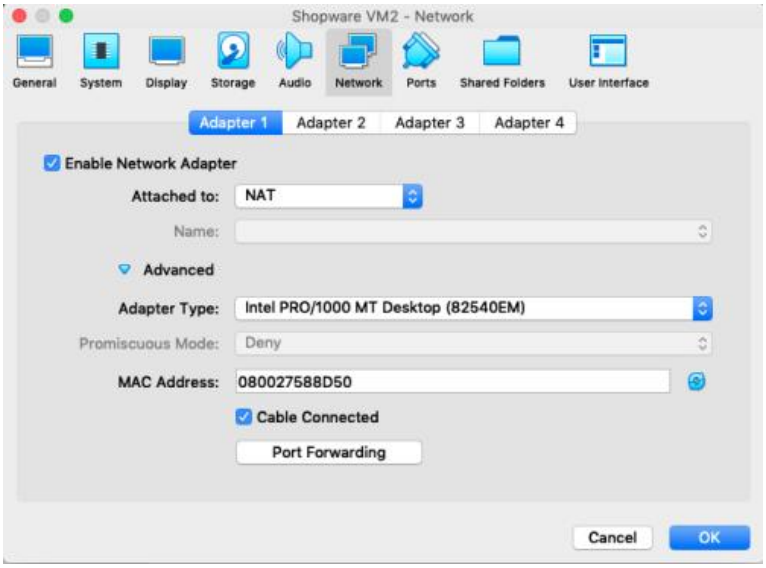
Creating a Virtual Box Image

First of all, you need to start your newly installed Virtual Box. Just create a new virtual machine by using the „new“ button on the right side of the new menu or use the top menu (Machine -> New).

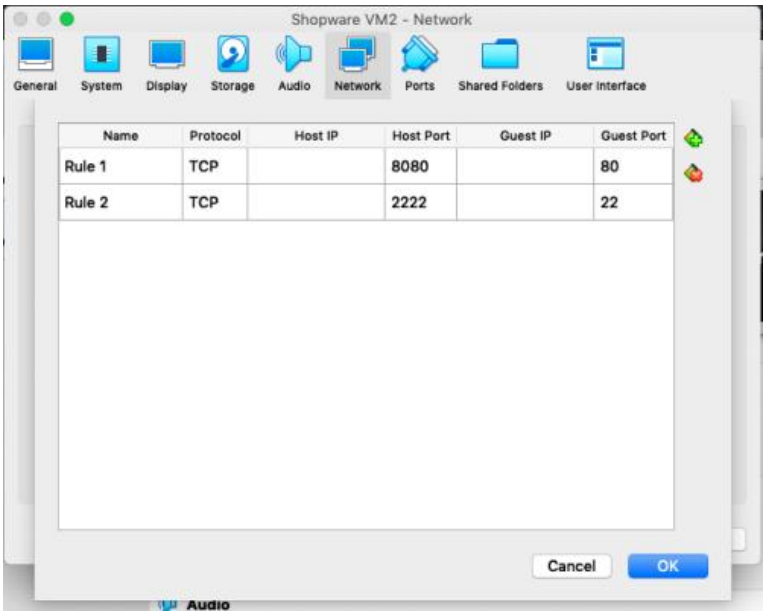
Further you need to define what operating system you want to virtualize and have to Select „Type: Linux“ and „Version: Ubuntu“ in the sub-menu. Feel free to choose any name you want for the newly created virtual box image.
You can confirm your selection with „continue“.
The next context menu will ask you about the preferred memory size, we recommend using 2GB or more for your environment, but it highly depends on your available resources on your computer (e.g. if you have only 4gb of RAM, you won’t be able to add more than 2GB to the virtual machine). In our case we will use „2048MB“ as selection. Confirm to go to the next step.
Now you need to define your hard disk for the virtual machine - just keep the selection at „Create a virtual hard disk now“ and use the „create“ button to confirm this.

Inside this new sub-menu you can keep the selection at „VDI (VirtualBox Disk Image“) and go on with continue. The new image should be „Dynamically Allocated“ in our case and 15-20GB should be enough for the local environment. The steps will show you comprehensive information on what to do. After you have finished the configuration of your VM, you will be back at the start screen from above.

Before we will start our newly created virtual box, we need to do some additional configuration. Just select the newly created VM and open the „Settings“ menu. Change to the „Network“ configuration and open the hidden „advanced“ configuration. In this section you will find the „Port Forwarding“ - just click this button for a new sub-menu.



Add the configuration from the screenshot in order to make your VM available from your local computer on localhost. If you need to change this ports, please keep those changes in mind, because we need them later on. Often there are already services listening to port 22 and 80 on your local computer, so we changed the host ports to unused ones. Confirm your selection and close the sub-menues.



Environment Setup

Ubuntu Setup

Just start your newly created virtual machine in the main menu of virtual box. Since the virtual environment is empty for now, you will need to add your downloaded iso file of Ubuntu in the menu. Just select it from your hard drive and hit the start button.
The system will boot from your Ubuntu ISO and will show the boot loader with some possible selections. Start the standard installation in this case.
The Ubuntu installer will start and you are asked for your preferred language and region. After you confirm your selection the system will try to guess your keyboard layout, this can be done automatically or by choosing the right one. Either way you will use, make sure that you choose the right one. After this basic system configuration is done, the installer will establish a connection to the Ubuntu servers to download the needed packages for the installation. You will be prompted to define hostname (feel free to choose any) and a mirror (just select the pre-defined one). When using a proxy for your internet connection you can configure it as well, but in most cases you won't need to do anything.

The next step will be the setup of the user name and password. In our case we will select „shopware" as username and „shopware" as password, but you are free to define a different one - but please make sure, that you will remember it. The time zone will be detected afterwards, you only need to change this, if it really differs from your current time zone.

Just choose the guided partitioning of the hard drive in the next menu and go on with the installation and write your changes to the disk. The basic installation of the software will take place. Since most of the packages will be downloaded from the Ubuntu mirrors, this will take a while depending on your internet connection. Feel free to install security updates automatically in the next step. Further on we will be asked for additional software that might needs to be installed. From this new menu choose „LAMP Server" (Apache, MySQL, PHP) and „OpenSSH server" (the selection can be done by hitting the space bar). The process will install the newly choosen software and the bootloader (you may need to confirm this too). Finish the installation and we are ready to do some additional configuration of the system.

Ubuntu Configuration

Remove the Ubuntu ISO from the VM (by clicking the small CD-ROM symbol at the bottom of the VM window) and shut down your newly created virtual image. Start it again while holding the „Shift“-key. This will start the VM in the background and we are able to access it via SSH. On most environments this is possible via a terminal with the command „ssh shopware@127.0.0.1 -p2222“. Please make sure to add your newly created user instead of „shopware“ if it differs. On Windows environments software like Putty is used for SSH connections, but you can use the VM window too, if you don’t want to use an additional software.

First of all, you can check your installation. Just open 127.0.0.1:8080 (keep in mind, that you might have changed this port) - an Apache test page should be visible in your browser. Inside the terminal you can verify the installation of PHP by using „php -v“ and it will show you the used PHP version (it should be 7.2 at least).

We will need to set a password for MySQL - you can do this with the following commands:

```
sudo mysql
ALTER USER 'root'@'localhost' IDENTIFIED WITH mysql_native_password BY 'root';
FLUSH PRIVILEGES;
exit
```

In our case we will set the password of the user „root“ to „root“. You may want to change this, but keep in mind to remember this password at a later time.

Installation of dependencies

In order to use Shopware, you will need to install some additional dependencies on your local machine. This can be done by the following commands:

```
sudo apt-get install php-intl php-xml php-zip php-apcu php-mbstring php-json php-gd unzip node
```

After the installation make sure, that you use a current version of npm by ececuting this:

```
sudo npm install -g npm@latest
```

Installation of Virtual Box guest additions

For a smooth integration of virtual box on your computer, we recommend adding the guest additions to your virtual machine. Just open your virtual machine (button „show“ in the virtual box main menu) and add it via the conext menu Devices -> Insert Guest Additions CD Image. After the image is inserted, you need to mount it and start the installation:

```
sudo mount /dev/cdrom /mnt
cd /mnt
sudo ./VBoxLinuxAdditions.run
sudo reboot
```

You might have to establish the SSH connection again after rebooting.

Configuration of Apache

First of all you need to activate mod-rewrite, this can be done by executing the following command in your vitual machine:

```
sudo a2enmod rewrite
```

After this you will need to add a new vhost-configuration, just disable the existing one:

```
sudo a2dissite 000-default.conf
```

And at last you need to create a new configuration:

```
sudo nano /etc/apache2/sites-enabled/sw6.conf
```

Just add the following configuration to the editor:

```
<VirtualHost *:80>
        <Directory "/var/www/html/sw6/public">
            Options FollowSymLinks
            AllowOverride All

            Order allow,deny
            Allow from all
        </Directory>

        ServerAdmin webmaster@localhost
        DocumentRoot /var/www/html/sw6/public

        ErrorLog ${APACHE_LOG_DIR}/error.log
        CustomLog ${APACHE_LOG_DIR}/access.log combined
</VirtualHost>
```

With CTRL + O you can save it and with CTRL + X you can leave the editor. Afterwards you need to restart the webserver:

```
sudo service apache2 restart
```

Since Linux is a system that is really strict with right- and permission management, we need to add the user "shopware" to the "www-data" group, in order to prevent issues with the permissions:

```
sudo usermod -g www-data shopware
sudo chown -R www-data:www-data /var/www/
sudo chmod 0777 -R /var/www/html
sudo reboot
```

You might need to restart the SSH connection after rebooting the VM.

Installation of Composer

Just keep in mind, that the verification of the installer might change, so you need to use the commands from the Composer website to make sure: https://getcomposer.org/download/

For Example:

```
php -r "copy('https://getcomposer.org/installer', 'composer-setup.php');"
php -r "if (hash_file('sha384', 'composer-setup.php') === '756890a4488ce9024fc62c56153228907f1
php composer-setup.php
php -r "unlink('composer-setup.php');"
```

After you have downloaded Composer sucessfully, you need to make it executable via the command „composer“, just copy it to the /bin folder:

```
sudo mv composer.phar /bin/composer
```

You can verify your installation by running „composer“ in your terminal.

Installation of Shopware 6 development environment

Shopware 6 comes in two different versions. There is an official release-package for production systems, that won’t provide you any development tooling (e.g. for building plugin assets) and there is the GitHub repository that will be your development environment. Change the directory to the web folder and download shopware 6 from github:

```
cd /var/www/html
git clone https://github.com/shopware/development.git sw6
```

In order to start the installation, you can simply execute the following commands, a wizard will guide you through the installation of Shopware.

```
cd sw6
php bin/setup
```

You will be asked for your environment (select „dev“), your public url (in our case http://127.0.0.1:8080, the port may differ according to your configuration), your database (keep localhost, shopware as database name and root/root as user/password).

After you confirm your environment parameters, the installation will take place. It will take 37 steps to finish this installation, so you might have to wait a bit. The Composer dependencies will be downloaded at first.
For the next installation they will be taken from cache, this will speed up the installation quite a bit. When the installation is finished, you can access the installation via your browser on your local environment: http://127.0.0.1:8080. The administration is accessible with /admin and the user/password combination of **admin/shopware**.

Optional configuration

Reset installation

Since the master branch of Shopware 6 is updated frequently, you may want to reset your installation. This can be easily done by deleting the folder and cloning the repository once again. But you may want to have a script for that, here is an example:

```
nano /sw6.sh
```

Add the following content to it:

```
#!/bin/bash
sudo mv /var/www/html/sw6/.psh.yaml.override /var/www/html/.psh.yaml.override
sudo rm -R /var/www/html/sw6
cd /var/www/html
git clone -b master https://github.com/shopware/development.git sw6
cp /var/www/html/.psh.yaml.override /var/www/html/sw6/.psh.yaml.override
cd /var/www/html/sw6
composer install
php psh.phar install
```

Now you can re-install your whole installation by just executing the newly created script. Just make it executable and move it to the /bin folder:

```
sudo chmod +x sw6.sh
sudo mv sw6.sh /bin/sw6
```

Updating the master branch

In some cases you might want to keep your settings and database and just get the newest files from Github. This can be achieved by the following commands inside the Shopware 6 folder:

```
git pull
composer update
php bin/console database:migrate
php bin/console database:migrate --all Storefront
php bin/console cache:clear
php psh.phar storefront:build
php psh.phar administration:build
```

Feel free to create a script from it like the one we created above.

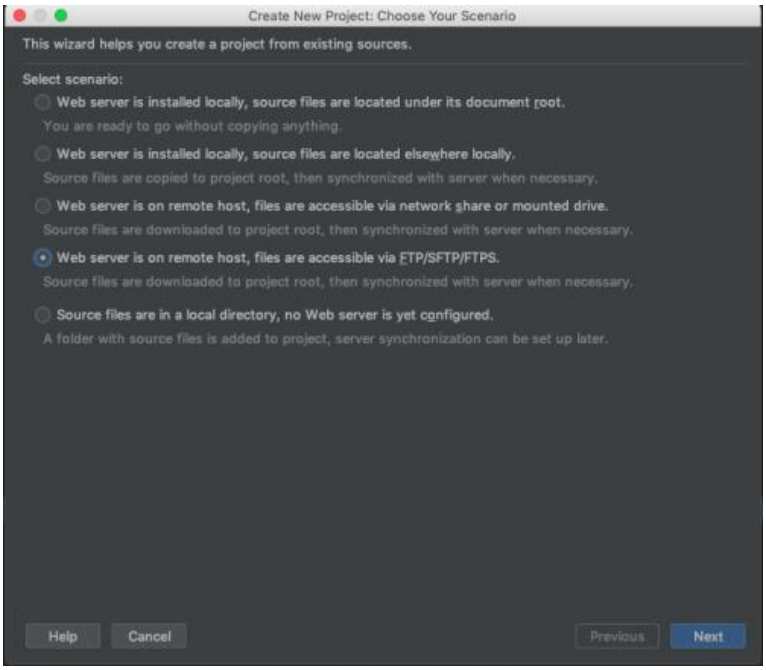
Installation of a Release-Tag

Since we already have a released version of Shopware 6 available on our download page, you might want to install this exact version instead the current master branch. You can achieve this by adding a specific parameter that points to the tag:

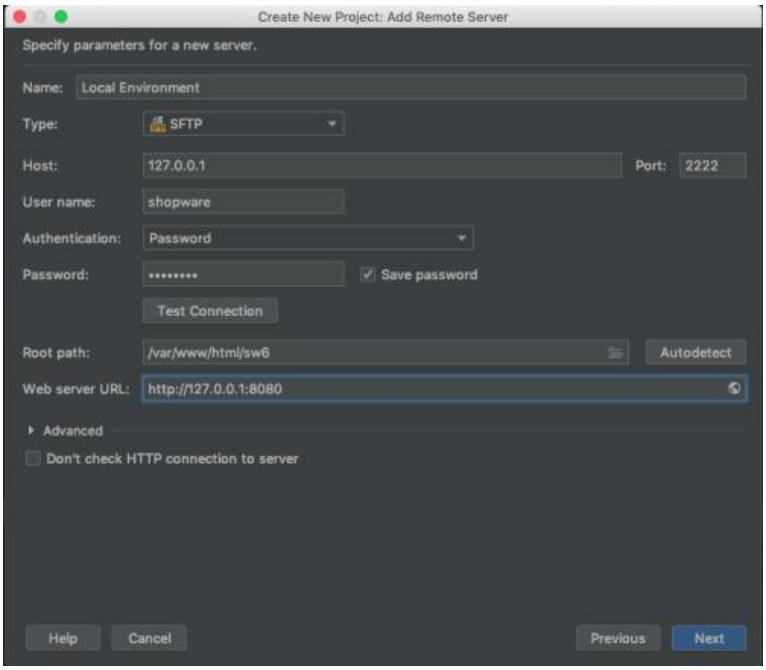
```
git clone --branch v6.0.0+ea1 https://github.com/shopware/development.git
```

PHPStorm configuration

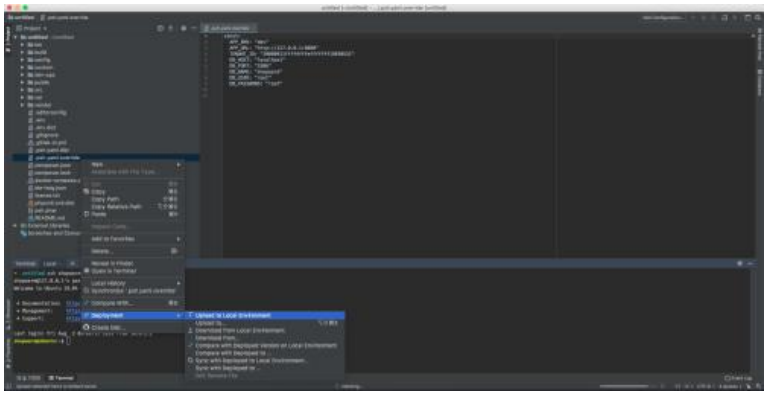
You can use this setup as development environment, so you surely want to configure PHPStorm accordingly. When creating a new project in PHPStorm you can choose the option "Create new project from existing files" from the sub menu. Just choose "Web server is on remote host, files are accessible via FTP/SFTP/FTPS".



When going to the next step you need to add a project name and a local folder (feel free to choose anything).
In the next window you need to add your SSH/SFTP configuration of the virtual environment.



Just finish the wizard afterwards without any further configuration and the download of your project files will start. This may take a while. After the download, you are able to use this connection to develop locally on e.g. on Windows and upload your changes to the Linux virtual environment.



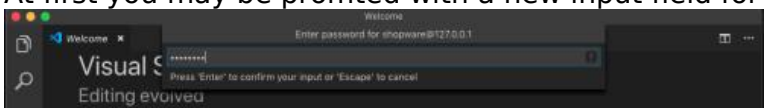
Visual Studio Code configuration

Visual Studio Code might be a good alternative to PHPStorm, when it comes to license costs, since it is completely free. You can add a remote host too, but you will need the "Visual Studio Code Remote Development Extension Pack" from the extension list. Just open the extension list from the left panel and search for this extension and install it. A restart may be required. After rebooting a whole new menu will appear on the left of the Visual Studio Code menu.

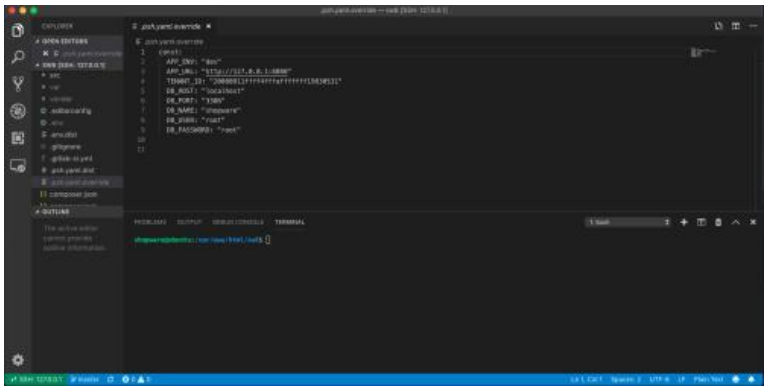
Create a new ssh configuration:

```
Host 127.0.0.1
    HostName 127.0.0.1
    User shopware
    Port 2222
```

At first you may be promted with a new input field for the password while trying to connect:



Afterwards you can use the terminal and the file editor of Visual Studio Code to access your Shopware 6 installation and start development.



After the setup is completed Visual Studio Code will offer you an established SSH connection where you can execute commands directly in the virtual machine.

Adding the SW6 installation as network share

Since you might want to use your IDE without any SSH/SFTP Connection, you can add the folder of the Shopware 6 installation as network share from your VM on the host system. First oft all, you need to install the SMB server:

```
sudo apt-get install samba-common samba tdb-tools
```

After the installation the Samba server is running. We need to add our username to the server, in order to access it over network:

```
sudo smbpasswd -a shopware
```

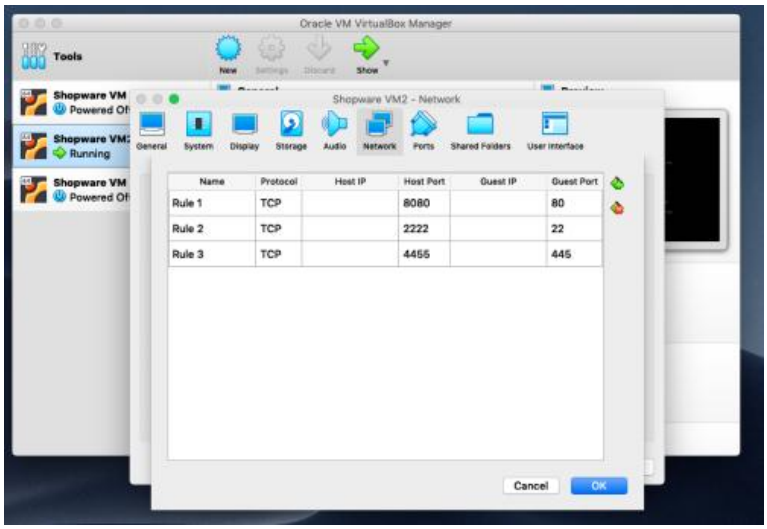
This will be promted by a password input, we will keep it as "shopware" for now, since it is easy to remember and used in steps places in this guide. As next step we need to define the network share and map it to a local folder inside the virtual machine:

```
net usershare add VM /var/www/html/sw6 "SW6 Installation" shopware:f
```

To finish the setup we need to restart the Samba server too.

```
sudo service smbd restart
```

Turn off your VM and go to the network configuration inside virtual box and open up the port-forwarding window under "advanced configuration".



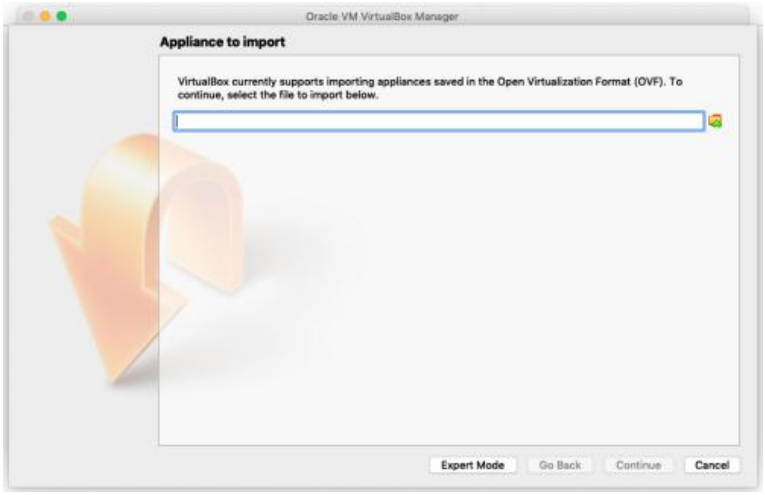
Add the port-forwarding of TCP port 445 and map it to a local port that is not used by any other service (in our case we used 4455). After adding the port you can save the configuration and close the window. The network share is now ready to use in every operating system.

You can find a detailed documentation on how to add this network share to your local computer later in this guide.

Download the VM

We highly recommend creating your own VM in order to learn about the difficulties and challenges while using Linux, but we do offer you a ready to use VM that will be updated frequently: shopware-vm.ova

Just use the import dialog of Virtual Box, all settings will be imported.



Shopware 6:

- **Frontend**: 127.0.0.1:8080
- **Administration**; 127.0.0.1:8080/admin
- **Admin Username/Password**: admin/shopware

Virtual Machine:

- **SSH-Host/Port:** 127.0.0.1 / Port 2222
- **SSH Username/Password:** shopware/shopware
- **Database Username/Password:** root/root

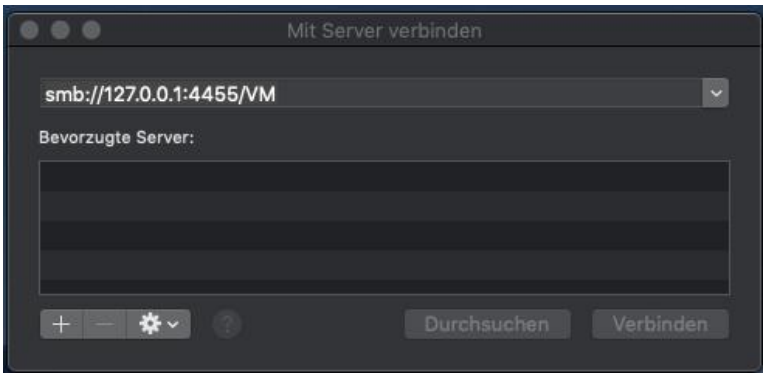
Please note, that there is already an installation inside this VM, if you want to make sure that it is the current master, please execute the command "sw6" inside the VM the check out the newest version.

As one step of the installation process we set up a network share that you can access directly from your local computer without using any SSH/SFTP connection. This is also part of the VM. In the next steps we will show you how to use it on your local computer.

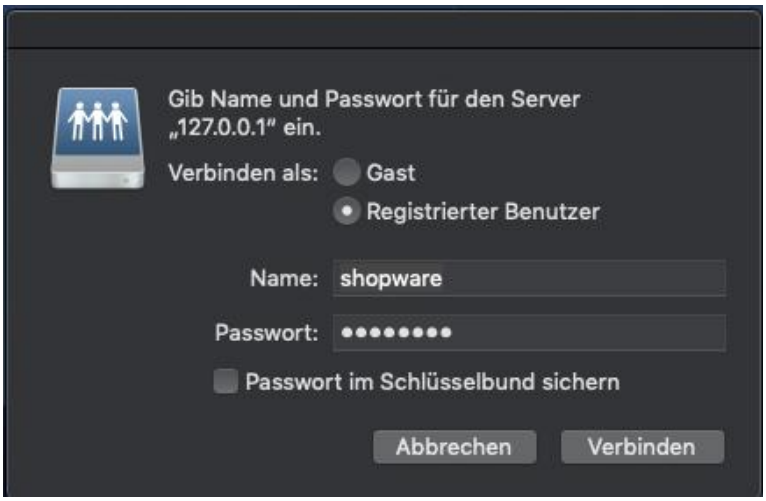
MacOS network share

Open the Finder and go the the "Go" menu at the top. Open to "connect to server". Add your network share adress and port to the new window:

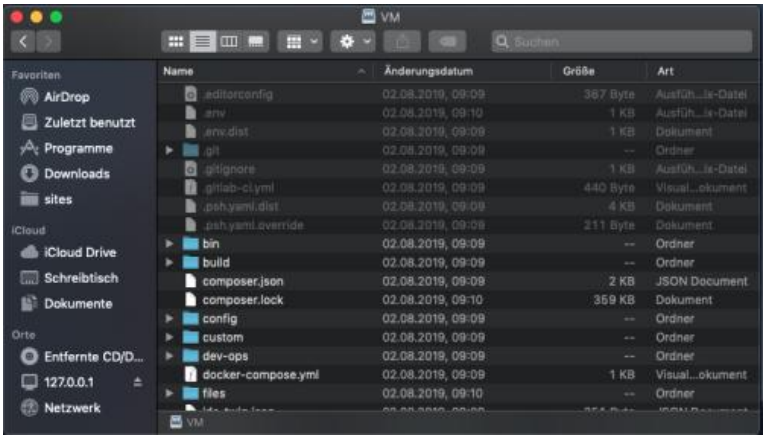
```
smb://127.0.0.1:4455/VM
```



The next window will ask for the username and password you defined above. In our download VM it will be "shopware" as user and "shopware" as password.



To finish the set up of the local network share, just hit "connect" on this menu. The Finder will establish a connection to the network share and you can use those files as a local folder:



Windows network share

Unfortunately it is not possible under Windows to map a network drive to a share in the VM under the IP 127.0.0.1. For this a few adjustments are necessary

Network adapter in Virtual Box
First change the network adapter from NAT to Bridged Adapter in the Virtual Box Manager for the Shopware VM
(It is necessary that the VM is switched off at this time)
At Settings > Network > Adapter 1 > Attached to: select Bridged Adapter

This assigns a new, own IP address to the VM through the DHCP server in the network.
(If no DHCP server is available in the network, it is necessary to manually assign an IP to the VM.)

Find out the IP assigned by DHCP
This is possible, for example, via the console displayed in the window of the VM.
To do this, type ifconfig in the console and the IP settings will be listed.
(net-tools is required for this. This is included in the prepared VM, if you have your own system you may have to install it.)

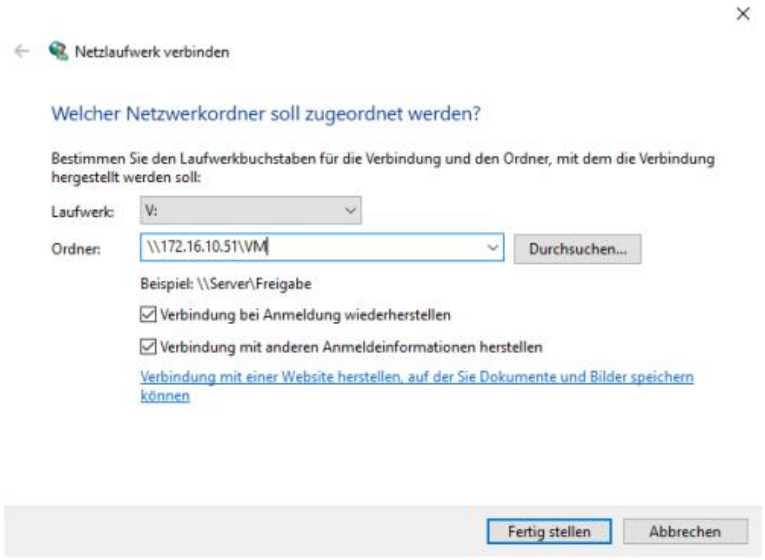
Now the connection via SSH is possible via the IP of the VM and Port 22

Customize settings in Shopware
First call the admin via http://IPoftheVM/admin
Now it is necessary to adjust the URL for the sales channel "Storefront" in the section "Domains" to http://IPoftheVM
After you have saved the URL change, you can directly call the frontend via IPoftheVM

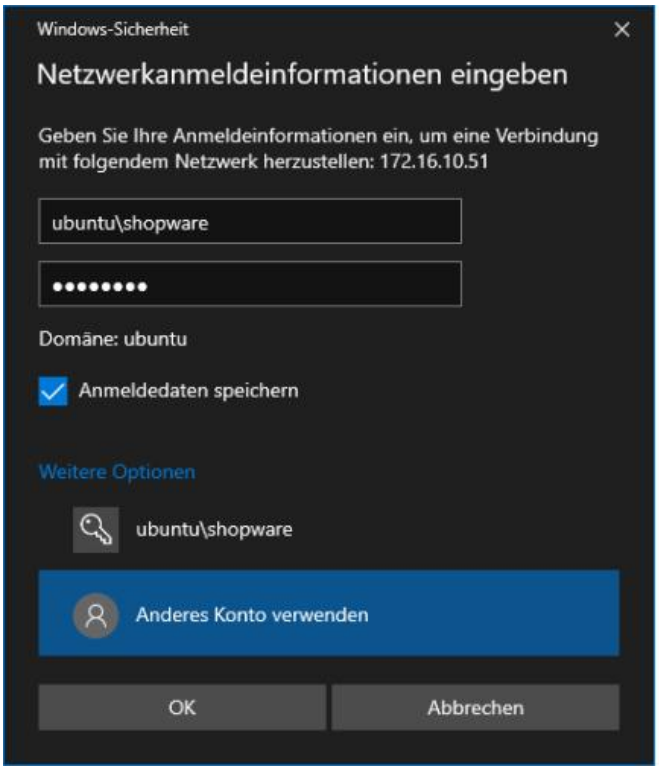
Mapping the network drive
It is now possible to mount the network drive in Windows.
To do this, proceed as follows

Open "This PC" and in the tab "Computer" click on "Map network drive"

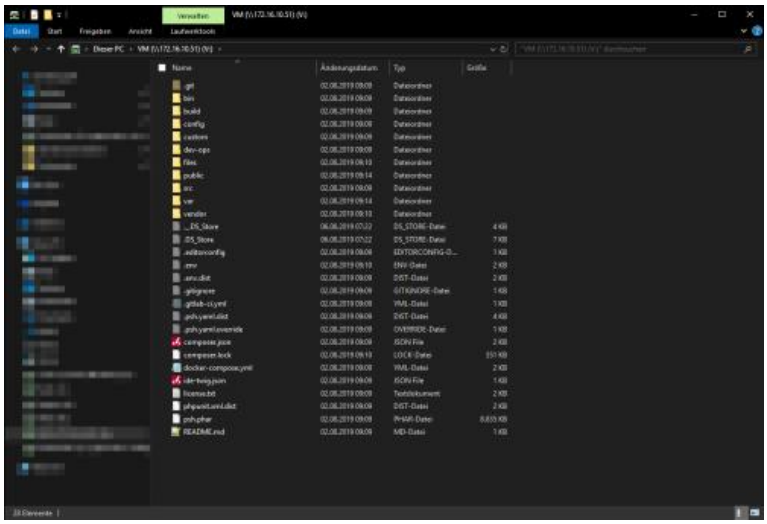
In the new window choose a drive letter and enter as folder "\\IPoftheVM\VM" and also check "Connect using different credentials"
Optional you can also check "Reconnect at sign-in"



When you click on the Finish button, a window to enter the credentials is shown.
As user enter "ubuntu/shopware" and as password "shopware".
(if the connection is to be re-established when logging on, it is recommended to save the login credentials)



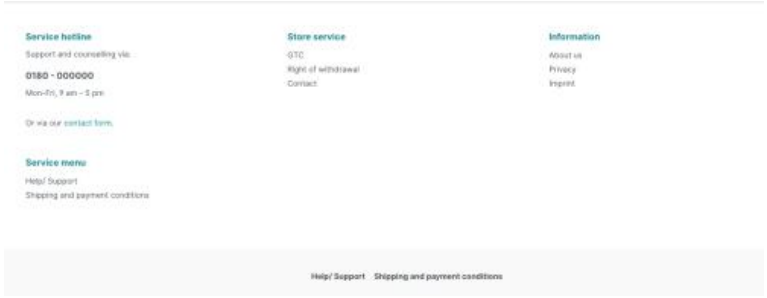
After confirming via the OK button, the connection is now established and the network drive is connected.



Setup footer and service menu

In this tutorial we would like to show you to which points you should pay attention when setting up Shopware 6, because during the installation no information pages such as terms and conditions, privacy, etc. are created.

Information pages in footer and service menu

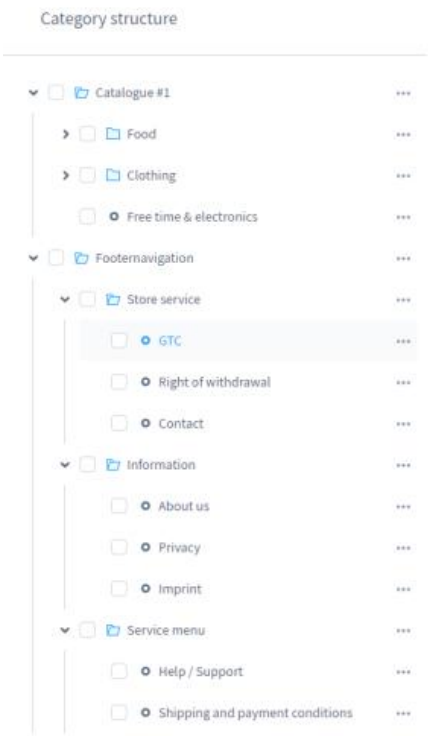


You can create your own substructure within the category tree and assign it to the menus.
We will explain this step by step below.

Please note that the top category must also be active.

Create a category structure

First create the categories you want to use in the menus.
This could look like this:

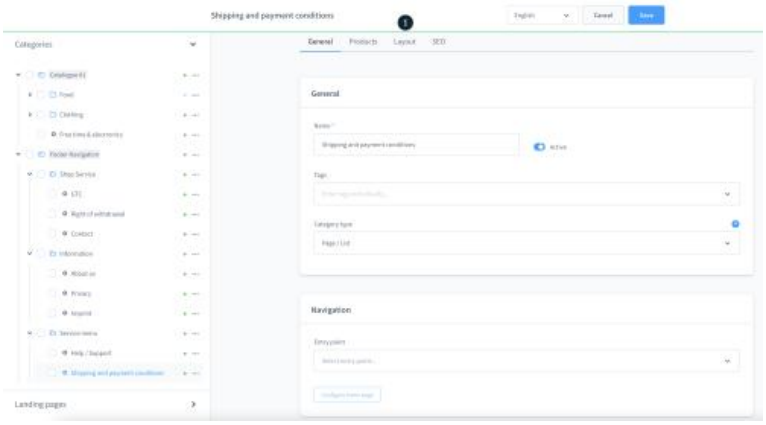


A new category can be created using the **"..." button** in the context menu. When you open the context menu, you have to click on **new category after** for the category "Footernavigation". Next, open the context menu of the category you just created and click on the option **new subcategory**. In our example we have called this "Shopservice". Now you have to create the subcategories for your different pages in the footer. To do this, click on the option **new subcategory** in the context menu of the category "Shopservice". Now you can create as many subcategories as you need and name them. Remember also to activate the newly created categories.

To learn how to create and manage categories, please read the article categories.

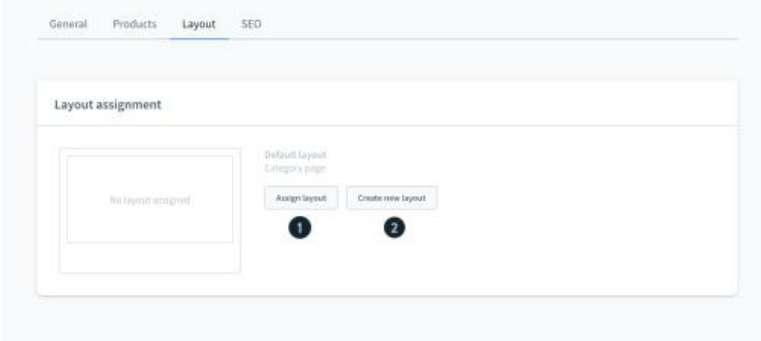
Create and assign shopping experiences

In order to fill the individual pages with content, you assign a layout created in the experience worlds to the category (**1**).



This layout should be of the shop page type, as it does not contain a listing or the shopping cart area of a product detail page.
About the shopping experiences you are completely free in the design of the shop pages.
So you can either use the same layout for all pages and then maintain the content in the respective category or you create an individual layout for each shop page.

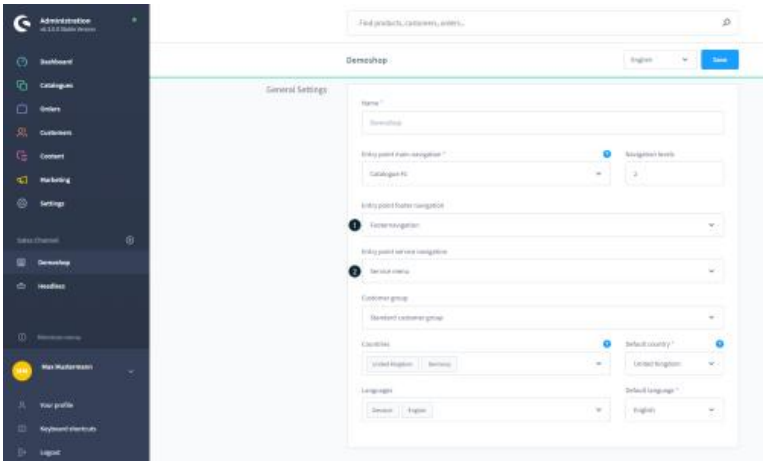
You can find out how to create corresponding pages in the shopping experiences in the article Shopping Experiences



Then you assign the created layout to the respective category under Layout assignment (**1**).
Alternatively you can also open the layout editor of the shopping experiences directly to create a new layout (**2**).

Assigning navigation points to the sales channel

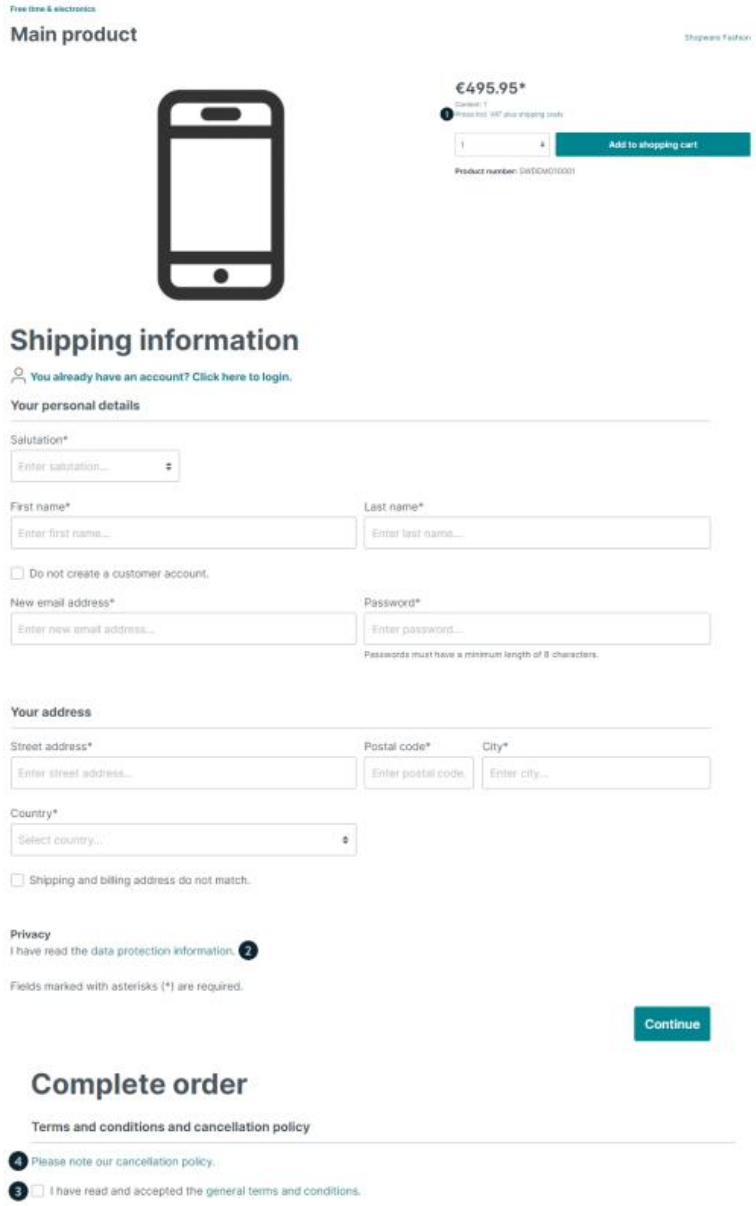
To ensure that the menus are shown in the frontend, it is necessary to select the menus as entry points for the respective menus.
This is done in the settings for the relevant sales channel in the **General Settings**.
The structure in the footer is specified using the **entry point for the footer navigation (1)**. In deviation from this, a separate menu can be used for the service navigation under **entry point for the service navigation (2)** (by default you can find the service menu on every page under the footer menu).



In the footer, the menus are displayed in 3 columns, with the first entry being the service hotline.
You can customize the data by using the text modules *footer.serviceHotlineHeadline* and *footer.serviceHotline*.

If you include more than 2 own columns in the footer, an additional row will be added.

Links to information pages



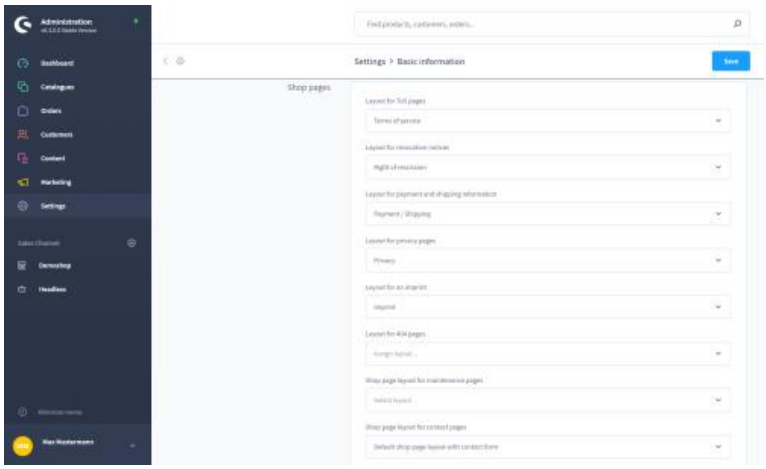
(1), the privacy in the registration form **(2)** or the terms and conditions and revocation notice in the checkout **(3 and 4)**, the following steps are necessary:

Create shop pages

First create under **Contents > Shopping Experiences** corresponding shop pages for terms and conditions, revocation notice, shipping and payment information and privacy. Information on how to use the editor can be found in the articleShopping Experiences.
If applicable, you can also use pages that you have already created for the footer..

Assign shop pages

Then you can assign the created pages under **Settings > Basic information** in the section **shop pages**.



Creation of a robots.txt

To optimise your shop for search engines, you can add a robots file within your file system. Through this you have the possibility to tell search engine crawlers which URLs of your website should be accessible. Crawlers are programmes that automatically scan websites by following links from one website to the next and analyse and index them.

The robots file is not created automatically in Shopware 6, but has to be created manually as a text file.

You create the robots.txt within the public directory. You can insert the example text below into this file:

```
User-agent: *
Allow: /
Disallow: */?
Disallow: */account/
Disallow: */checkout/
Disallow: */widgets/
Disallow: */navigation/
Disallow: */bundles/

Disallow: */imprint$
Disallow: */privacy$
Disallow: */gtc$

Sitemap: https://YOUR_DOMAIN/sitemap.xml
```

These rules block the crawling of pages and directories that are marked with a disallow rule. If you want to test whether certain URLs of your website are blocked by the robots.txt, you can check this for example

within the Google Search Console. You can find Google's robots.txt tester at the following URL.

Creation of multiple robots.txt files

This can be achieved by extending the .htaccess file in the public folder: Add to the beginning of ~/public/.htaccess: `RewriteRule ^robots\.txt$ robots/%{HTTP_HOST}.txt [NS]`. In NGINX you can use `rewrite ^/robots\.txt$ /robots/$host.txt`, but the change must be made in the corresponding server block, as NGINX does not use an .htaccess file. Then you can create one .txt per domain in the public/robots folder, which can be treated like a robots.txt. (You need to create the robots folder in the public folder) As an example:

```
~/public/robots/domain.tld.txt
~/public/robots/subshop.domain.tld.txt
~/public/robots/domain2.tld.txt
...
```

The .txt file must be named like the hostname/domain. For example, if you use https://shopware.com/, create "shopware.com.txt" in the robots folder. Note that the robots.txt in the public folder is then no longer used.

Hints on going live with a SW6 shop

Generally, it is the case that your Shopware shop cannot go live immediately under the desired target domain. For instance, if an old shop or website is still being operated under the target domain. In this case you can install Shopware in another directory on the server, which is temporarily available through a subdomain.
Here we show you the most important points to consider when you launch your shop later.

Adjust manually maintained links

You may have manually maintained links in your test installation that lead to a resource in your shop. If you now change the domain of the shop, you need to adjust the links that lead to this shop.

Links are frequently used in the following places and might need to be adapted.

Categories:

Categories can be linked directly. Click on the respective category under Catalogues > Categories. Categories that have the category type custom link have the custom link area further down. Here you can customise the link. If it changes when you go live, you should change it here.
For categories with the category type category or structure category, a category text can be stored. You may have stored a link here. You will find the category text in the **menu settings** area of the category

under the item **description**.

Article:

You might have added your own links in the product description. To adjust these, click on **Catalogue > Products** in the admin area. Then choose your product and adjust any links in the product description.

Removing the demo data

If you have installed the Shopware 6 demo data extension for test purposes, you should of remove before going live. However, deactivating or uninstalling the demo data extension does not remove the demo data. The demo data must removed manually.

The following data is added by the demo data extension and should be removed.

- **Categories:** Food, Clothing, Free time & electronics including the subcategories.
- **Manufacturer:** Shopware Fashion, Shopware Food, Shopware Freetime, Shopware AG
- **Articles:** All articles of the named manufacturers.
- **Shopping experience:** Provided that these are not required any longer.
- **Properties:** If no longer needed, the properties colour, size, material, target group and ingredients can be removed.

Check shipping methods

Check whether the currently created shipping methods should also be available in the live system in the respective sales channels. Temporary shipping types may have been created here for testing purposes and should now be removed or at least deactivated.

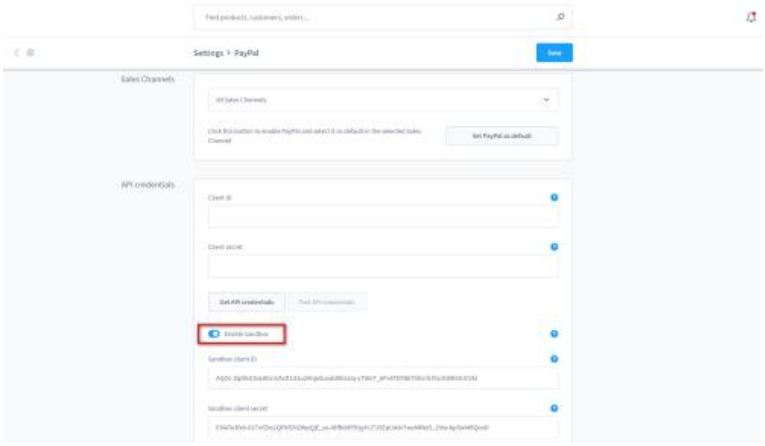
If desired, also check in the frontend whether the dispatch types are only available under the conditions under which they should be available.

You can find information on setting up the shipping costs here.

Deactivating the sandbox mode of the payment methods

If you have added more payment methods, you will probably have activated the sandbox mode of these payment methods in the test phase in order not to generate real payments for test orders.

In the case of the latest PayPal version, for example, you can find this option in the admin area under **Settings > Plugins > PayPal**. There, the sandbox option can be deactivated in the **API access data** section.



How to deactivate the sandbox mode for the respective payment providers can differ depending on the payment type. See the documentation of the respective provider to find out how to deactivate the sandbox mode.

Check order process

Before going live, you should carry out at least one complete test order. This is the only way to find out if the process is running smooth. We advice to carry out several different orders, so that as many different cases as possible can be checked.
Are all the desired payment methods displayed? Are the desired shipping methods available? Does the checkout process work without problems? Is the order confirmation sent properly?

Check email templates and mailers

Before going live, it is important to check your email templates and mailer. To do this, place a complete order and check whether you receive the order confirmation without any problems.
If no mail is sent, check your mailer settings.
Also check whether you have assigned the business events for the order to the correct email template.

When your mail arrives, make sure that all the information is given in the mail.

- Is the logo displayed correctly?
- Are the articles displayed correctly?
- Are all variables such as name, salutation and address of the customer filled correctly?
- Are the bank account details provided?

If something still doesn't fit, you'll find all the information on how to make adjustments to the email template here.

Reset number ranges if necessary

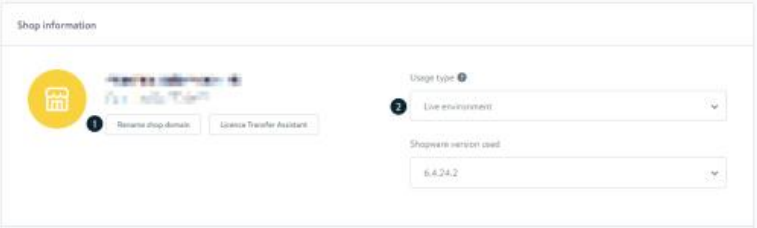
During your tests, you will no doubt have placed orders, created customers and even created invoices. To have your invoices start at a desired value, you can create a new number range for your sales channel. You can do this in the admin under **Settings > Shop > Number ranges**.
You can find out how to do this here.
The respective number range should not be changed after going live. On the one hand, the current legal situation requires consecutive invoice numbers, and on the other hand, there may be coordination problems between the programs if an ERP or CRM system is connected.

If you use ERP or CRM systems, it is best to check with the manufacturer first to see if changing the number ranges is still unproblematic.

Shopware account licence conversions

When creating the Shopware account, it is necessary to enter the licence domain. However, if you are still running an old shop or website on your main domain, you may have temporarily entered a subdomain. Make sure to replace this temporary domain with the final licence domain, under which the shop will be accessible in the future, before the going live.

In your Shopware account at account.shopware.com, click on Shops and then on your corresponding shop domain that you would like to change.



Under Shop Information you can click on the button Rename **shop domain (1)** to rename your domain.

Keep in mind that you can only rename the shop domain once. So be sure that the new domain is your final domain.

It is then necessary to change the **usage type (2)** of the domain to productive environment.

Adjusting the licence domain in the Admin

If you have adjusted the shop domain, you should also adjust the licensing host in your Shopware Admin. You can find this under **Settings > System > Shopware Account**. Update the plan domain here.

Adapt the domains of the sales channels

If your shop can now be operated under a new domain, it is essential that you also adjust the domains of the sales channels. You can find this setting in the respective sales channel in the **General** tab in the **Domains** section.

Adapt domain at the hoster

Once you have checked all points and your shop is functioning, the last step is to route the domain of the hoster to the main directory of your Shopware shop, so that your shop can now be reached using the final domain.
You can find out exactly how to adjust the routing of your domain from your hoster. As a rule, this can be configured yourself using a corresponding admin interface.

Subsequent change of VAT rate

In this tutorial you will learn the points that have to be considered when the tax rates stored in the shop are subsequently adjusted (e.g. due to a change in the law).

Adjusting the tax rate in the settings

As of Shopware 6.5.7.3, you can create different tax rates for each country per tax rate under **Settings > Shop > Tax**. If you edit the country or create a new tax rate, you can specify from when a tax rate is valid.You can find general information on how to use the module here.

When changing the tax rates, please note that this has no effect on the stored product prices. The prices are fixed in the database, only the respective tax portion is dynamically calculated in the shopping cart.

Adjusting product prices via import/export

As changing the tax rates has no effect on the product price, you can use the import/export module to adjust them.

To do this, first export all your products with the standard product profile.

Then go to the column with the net prices (price_net) and enter the following formula:

```
=Gross/(1+(VAT rate/100))
```

"Gross" stands for the cell with the gross amount (price_gross) and "VAT rate" for the cell with the VAT rate (tax_rate).

After you have pressed Enter, the correct net amount will be calculated. You can then download the formula once from the complete CSV file and thus adjust the complete net prices.

You then have to upload the file again via import.

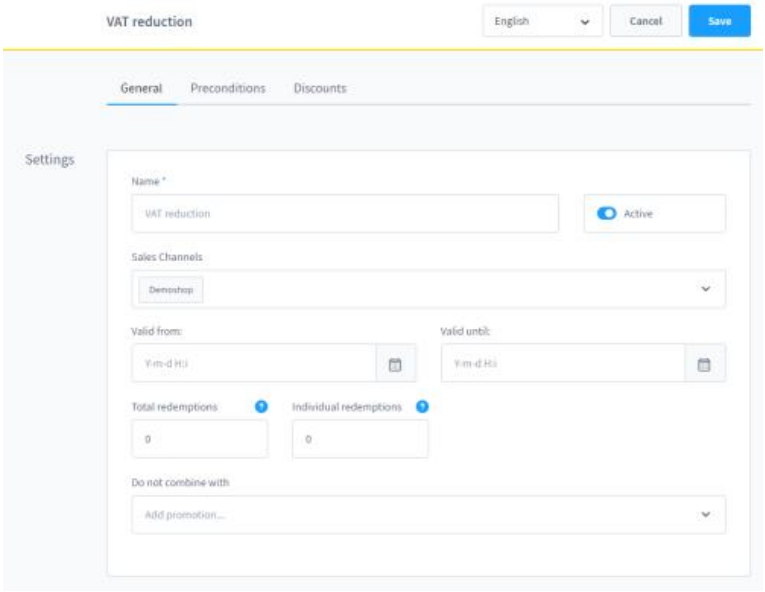
You can find instructions for the import/export here.

Adjusting product prices through discounts

So that your already stored product prices also benefit from the subsequent tax adjustment, you can use the module **Promotions** in your admin's menu under **Marketing**

There you create a new action in the first step by clicking on the button **add promotion**.

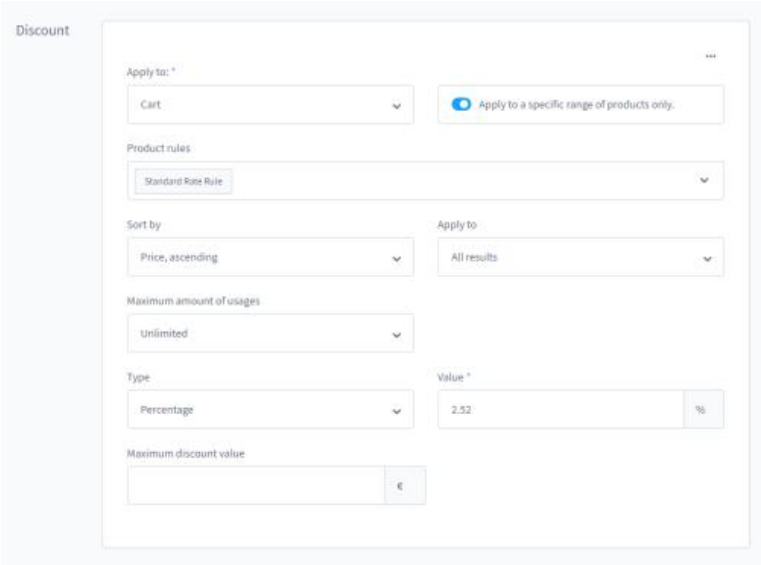
You now configure the basic settings for your sales channel.



In our example, we named the action "VAT reduction", assigned a sales channel and set the **total redemptions** and **individual redemptions** to 0 so that the action can be used indefinitely.

In the next step you click on **discounts** and create two discounts.

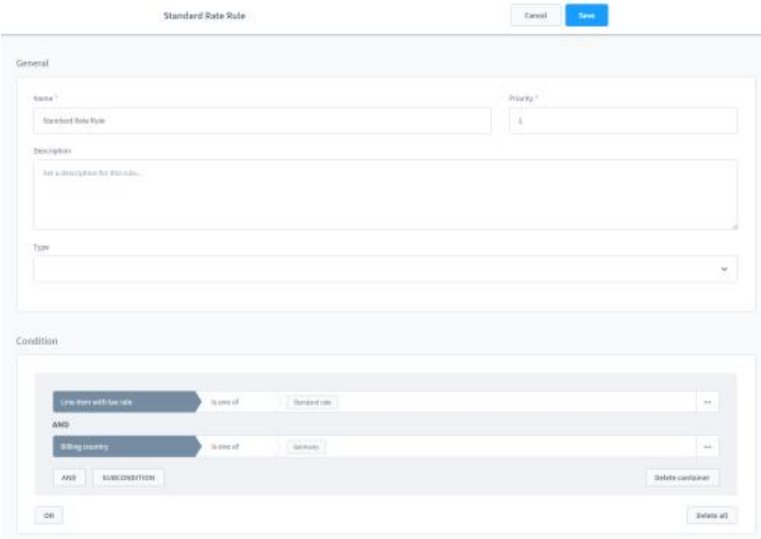
1. Tax reduction from 19% to 16%:



In the field for the **value** you enter the effective tax saving of 2.52.

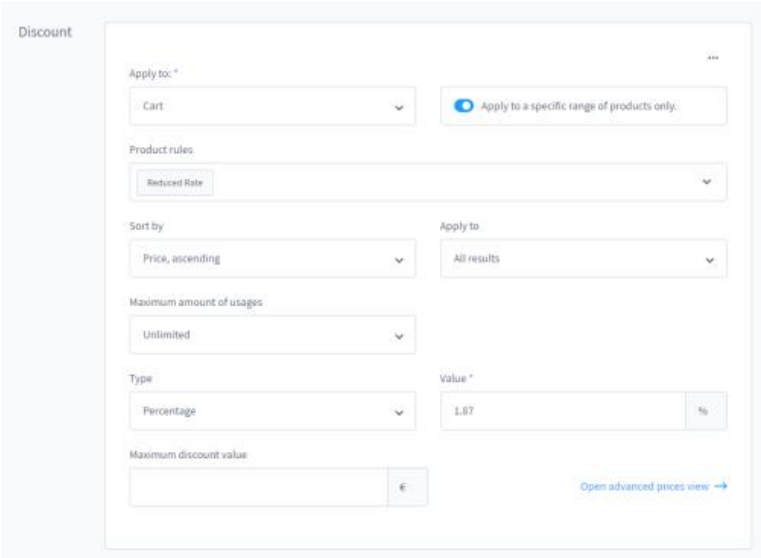
In order to set up the necessary product rule, you must first activate the **Apply to a specific range of products only** option. You can then create a new **product rule**.

Now you create the product rule for the discount, which must be **line item with tax rate is one of standard rate AND billing country is one of Germany** and save it.

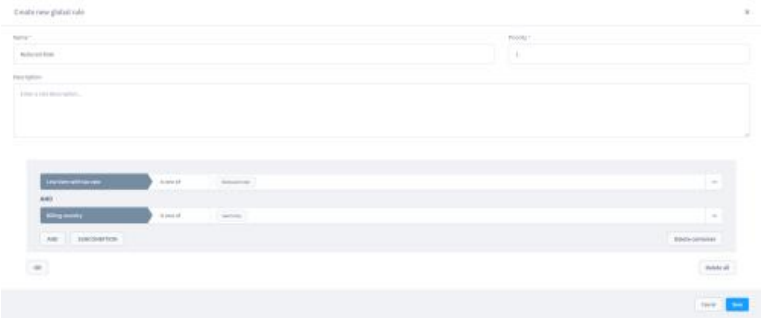


2. Tax reduction from 7% to 5%:

Now you can directly add the second discount by clicking on **add promotion**. Here you enter the **value** 1.87 and create a new **product rule** according to the same procedure.



Please note in the product rule that the condition is **line item with tax rate is one of reduced rate**.

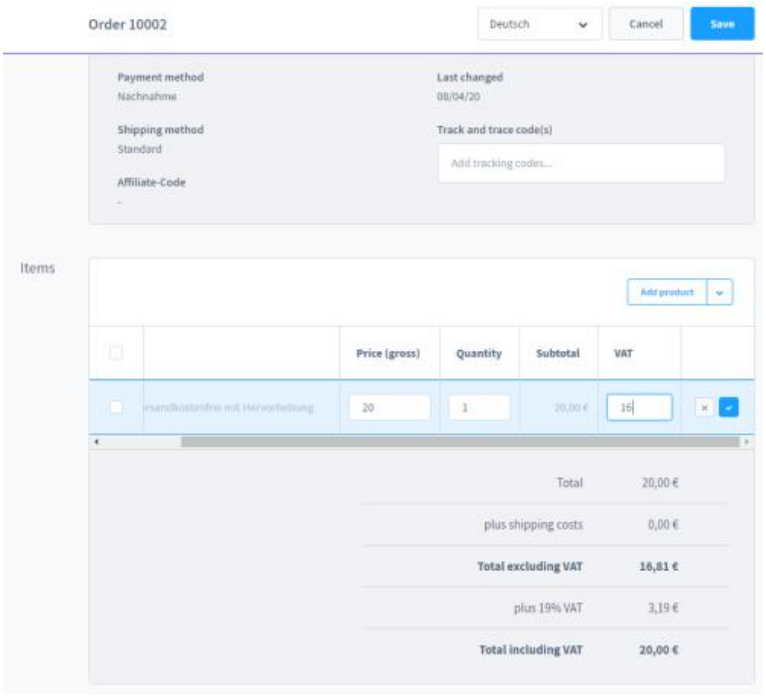


Note: The VAT saving is not 3% or 2%, but 2.52% or 1.87% respectively. This is because the prices are reduced from 119% to 116% and not from 100% to 97%.

Adjusting tax rates for orders

It is also possible to adjust the tax rates for existing orders. To do this, click on the desired order and edit it by clicking on the Edit button, which you will find in the upper right corner.

Now you can edit the tax rate by double clicking on it and then save it..



Affiliate Marketing

Use this marketing tool to evaluate direct links from other platforms in terms of sales. By giving partners a percentage of the sales, you create the necessary attractiveness for the placement of your articles on other portals.

Partner marketing also gives you the opportunity to check whether customers come from a particular comparison portal or a price search engine.

First, you create a separate partner URL with an individual code for each partner from which customers access your store. Then you make sure that your partners only link to you with this created URL.

If the customer creates an order or registers using the link created in this way, the code is stored in the order or in the customer account created and you can evaluate this later.

Since the codes are stored in the database, no cookies are set for this function.

This means the individual link does not expire. The affiliate code or the campaign code is always saved during orders or registrations when the customer calls up the storeusing the corresponding URL.

Creation of an affiliate URL

Partner URLs are not created in the Shopware 6 Admin. You create the URLs simply by setting the appropriate syntax behind your shop URL. You then give this URL to the partners who should link to your store.

Affiliate URL

On the one hand, you have the possibility to create a separate partner URL for each partner, so that you can track which partner customers come to your shop from which partner.

To do this, you place the term **?affiliateCode=** behind your shop address followed by a self-defined code.

For the code **IndividualCode** the address would be for example:

http://www.myshopurl.com/?affiliateCode=IndividualCode
http://www.myshopurl.com/categoryname/?affiliateCode=IndividualCode

Campaign URL

You can also create a campaign URL to filter all customers and orders that come to your shop through a specific banner or ad.

To do this, you place the term **?campaignCode=** behind your shop address followed by a self-defined code.

For the code **IndividualCode** the address would be for example:

http://www.myshopurl.com/?campaignCode=IndividualCode
http://www.myshopurl.com/categoryname/?campaignCode=IndividualCodee

Combined URL

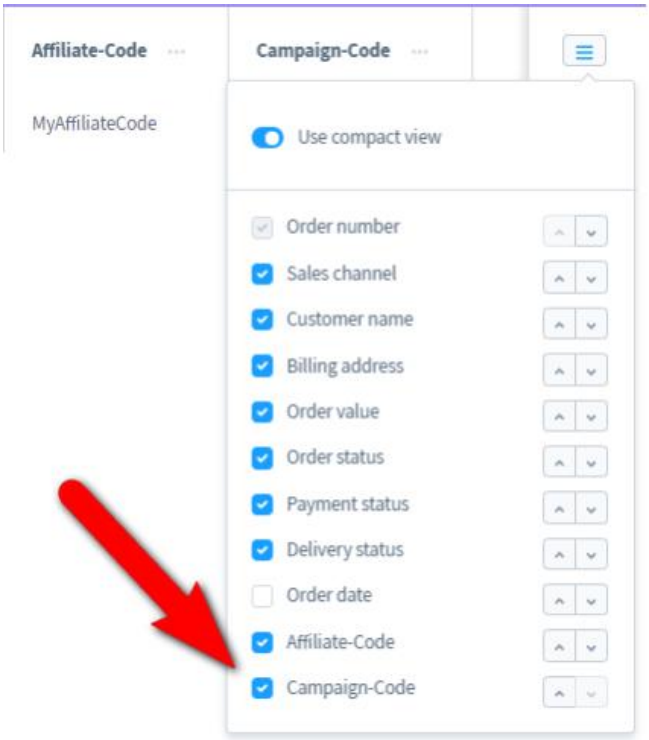
Again, it makes sense to create both a partner code and a campaign code. In this case it is possible to combine the codes.

In this case the URL would look like the following:
http://www.myshopurl.com/?affiliateCode=MyAffiliateCode&campaignCode=MyCampaignCode
http://www.myshopurl.com/categoryname/?affiliateCode=MyAffiliateCode&campaignCode=MyCamp

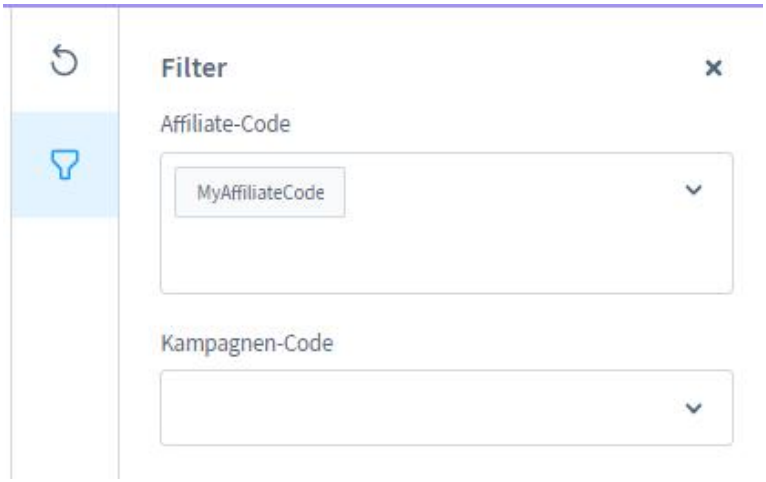
Codes Filtering

In the shopware administration you can see the used codes in the **customer overview** as well as in the **order overview.**

You can display the columns **Affiliate Code** and **Campaign Code** in both overviews via the context menu in the column row



You can also use the filter menu in the overviews to display only customers or orders with a specific code.



In the customer overview the respective code is only assigned to the customer if the customer registers in your shop via the created URL. Already registered customers who place an order via the URL will not be assigned a new code in the overview.
However, the code is assigned to the order in the order overview.

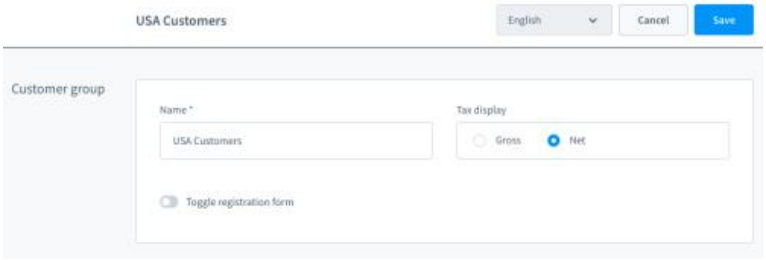
Selling products to the USA

If you sell your products to the USA, there are some tax aspects that need to be considered. Since this is a sale outside the EU, no (German) VAT is due. This means that you list the products as net and no VAT is

charged. In the USA, other tax laws apply. The so-called "sales tax" applies there, which is charged at a different rate in each US state. In order to implement this tax requirement in Shopware, some adjustments are necessary, which we will show you in this tutorial.

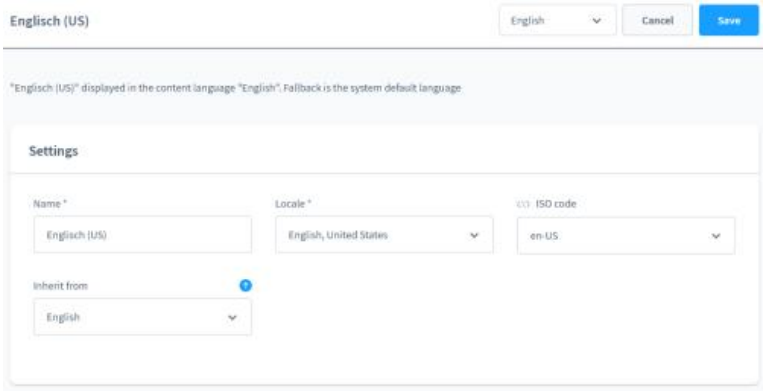
Step 1: Create a new customer group

To display the net prices correctly in the shop, create a new customer group for US customers. Navigate to **Settings > Customer Groups > Add Customer Group**. In the mask, you assign a name for the customer group and select Net as the tax representation. This will display net prices in the shop.



Step 2: Setting the language and localisation

In order for the storefront to be displayed in an American notation, you can create the language American English, which refers to the American ISO code and local. You can find the language setting in Settings > Shop > Language. To do this, add a new language and assign it the local "English, United States" and the ISO code "en-US".



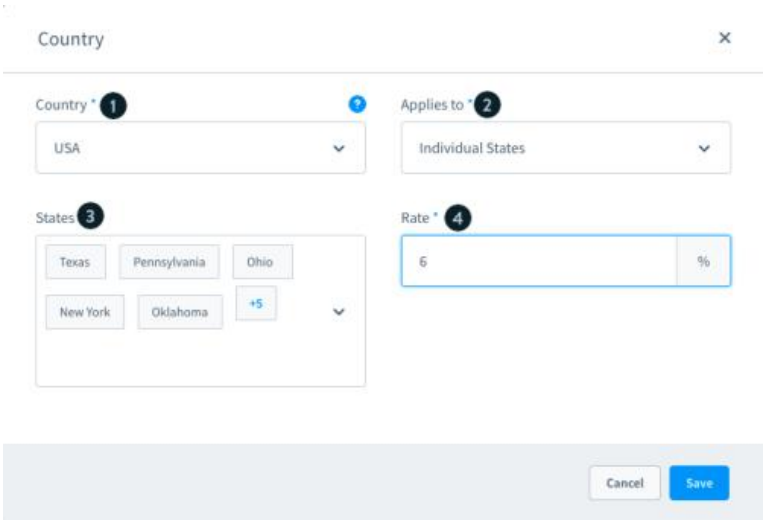
Make sure that you set the language before you install the language package. Otherwise you will not be able to assign the ISO code to the default language English.

Step 3: Assign the customer group to the sales channel

Assign the US customer group to your sales channel under **Sales Channels > Customer Group**. Also, select the created US language within the Language section.

Step 4: Configure tax rates

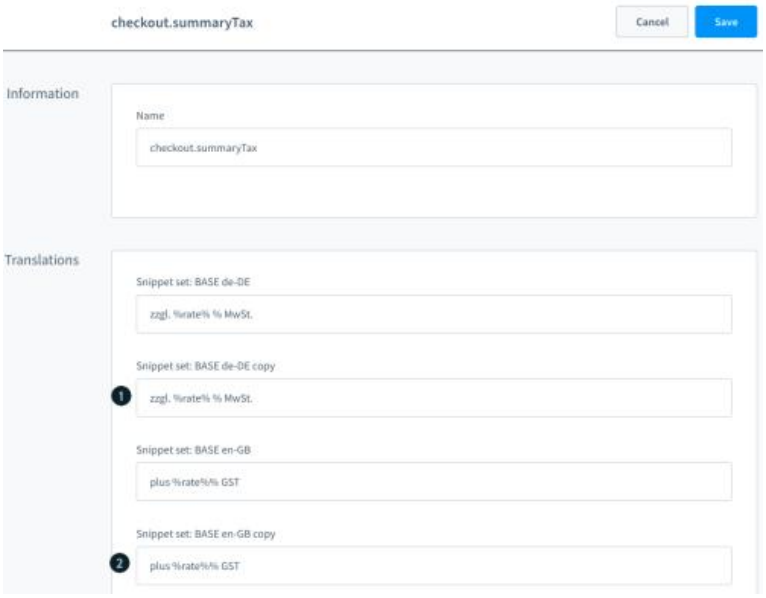
In order to calculate the appropriate tax rates (sales tax) for the respective states, you can adjust the default tax rate. **Settings > Taxes > Default rate**.



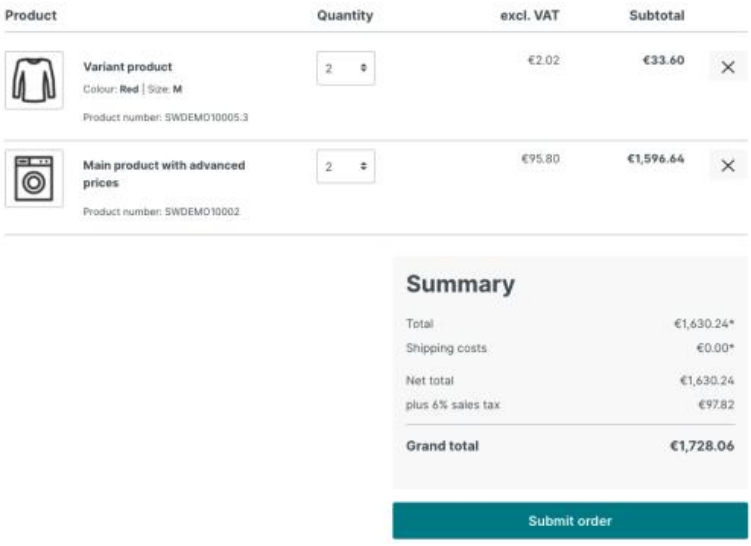
Country (1): Select "USA" as the country here.
Valid for (2): Select the option "Individual States" here. This automatically opens a new menu item under (3) where you can select the states in a dropdown list. The prerequisite is that the states are already stored in the settings of the country.
States (3): In order to enter a tax rate, you should check which US state has which tax rate. In this example, several states have the same tax rate of 6%. Simply select the states for which the tax rate is to be calculated. If a state has an exclusive tax rate, you must create it individually. The procedure is the same as for multiple states.
Tax rate (4): Enter the tax rate here.

Step 5: Set Snippets set

In the storefront, the tax is shown as "VAT" by default. To display a different designation, such as "Sales tax", you can adapt the snippet **checkout.summaryTax.** To do this, create a new text module set and adapt the snippets **(1)** + **(2)** there.



Storefront View



Track and trace

In this tutorial, you will learn how to integrate and use the tracking function with a tracking link or a tracking number in the shop.

Looking up the tracking link

To find out what the link to the shipment is, you can usually check with the logistics company whose shipping method was selected in the order. In most cases, you can simply go to the online portal of the respective company and enter the shipment number. In this example, we use DHL.

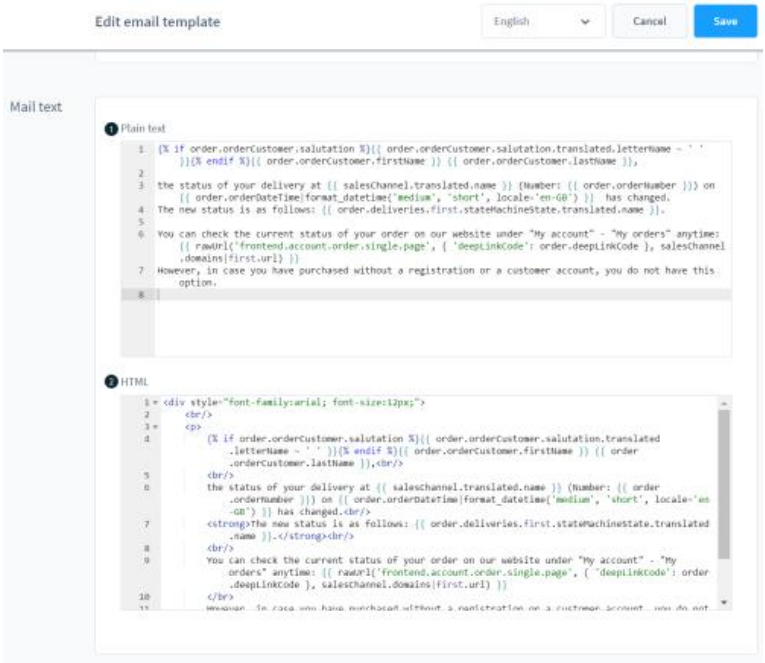
In the case the tracking link is:

```
https://www.dhl.de/en/privatkunden/pakete-empfangen/verfolgen.html?piececode=12345678
```

where the digit '12345678' represents the tracking number.

Adding the tracking link to the email template

To do this, go to your email templates under **Settings > Email templates**. In our example, we would like to insert the tracking link into the mail template "Entry delivery status: shipped". When you open the template, you have the option of modifying the mail text.



For the **text (1)** template you can use the following example code, in which the variable for the tracking number "*trackingCode*" is output.

```
{% for delivery in order.deliveries %}
 {% for trackingCode in delivery.trackingCodes %}
  https://www.dhl.de/en/privatkunden/pakete-empfangen/verfolgen.html?piececode={{ trackingCode
 {% endfor %}
{% endfor %}
```

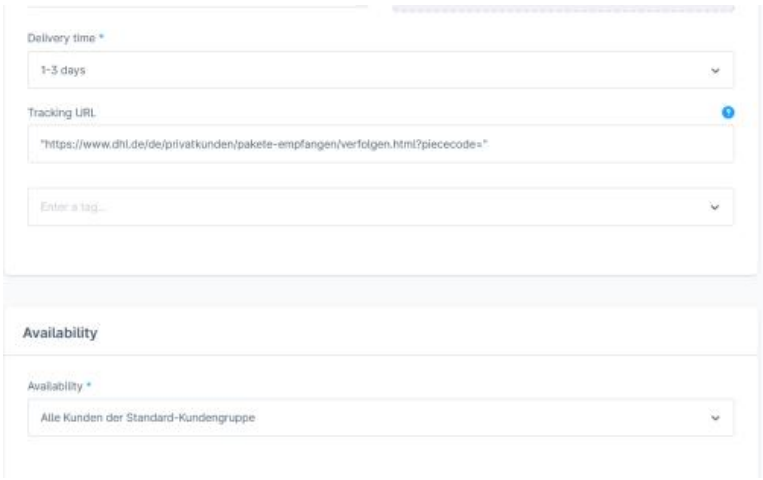
For the **HTML (2)** format, it looks like this:

```
{% for delivery in order.deliveries %}
 {% for trackingCode in delivery.trackingCodes %}
  Sendungsverfolgung: <a href="https://www.dhl.de/en/privatkunden/pakete-empfangen/verfolgen.h
 {% endfor %}
{% endfor %}
```

Insert tracking URL in the shipping method

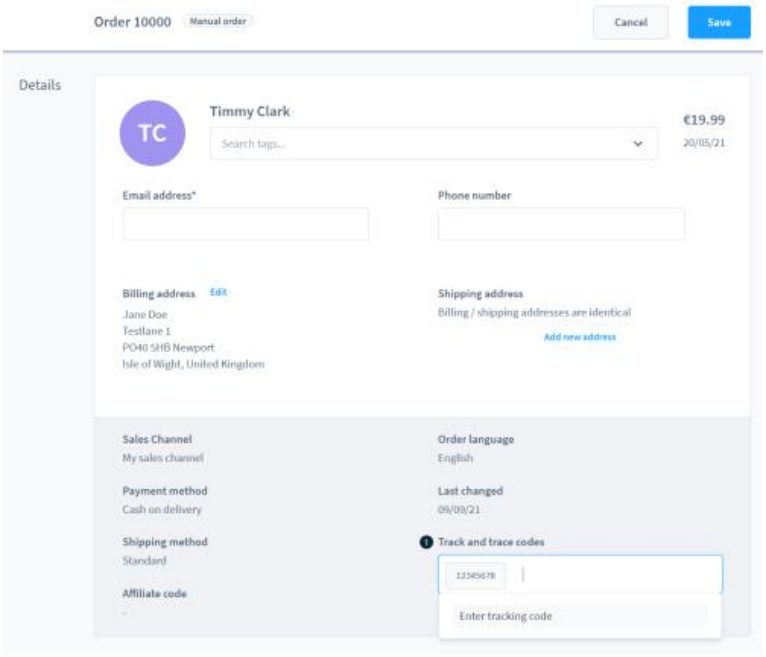
The basic tracking URL must be entered under **Settings > Shop > Shipping**, which would be this part from the example:

```
"https://www.dhl.de/en/privatkunden/pakete-empfangen/verfolgen.html?piececode="
```

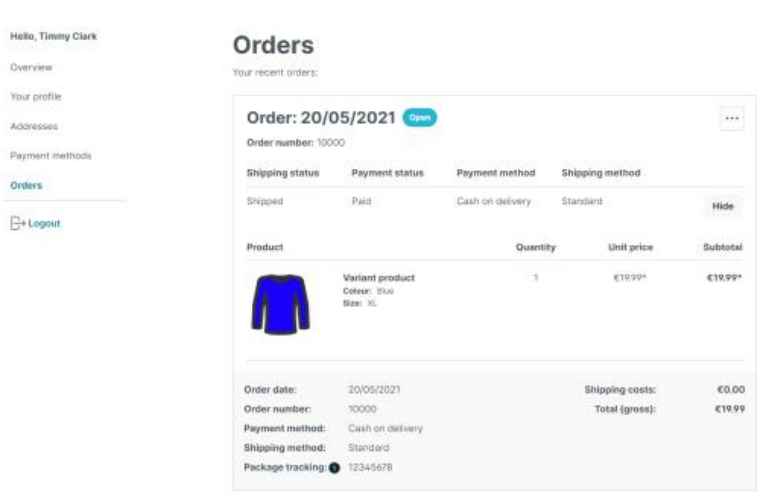


Enter the tracking number in the order details

When you open the order in the administration and **edit** it, you have the option of entering one or more tracking numbers **(1)**.



The **tracking number (1)** is located in the customer's storefront under **orders**.

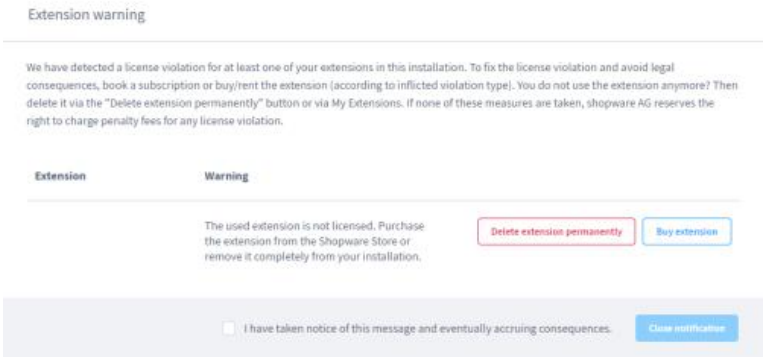


Shopware Extensions: Licences and Subscriptions - FAQ

Licenses FAQ

What does the "Extension Warning" window mean when opening my admin?

If you are using an extension for which you do not have a valid license, a corresponding message will appear when you open the admin. At least one licence of the extensions you are using has expired.

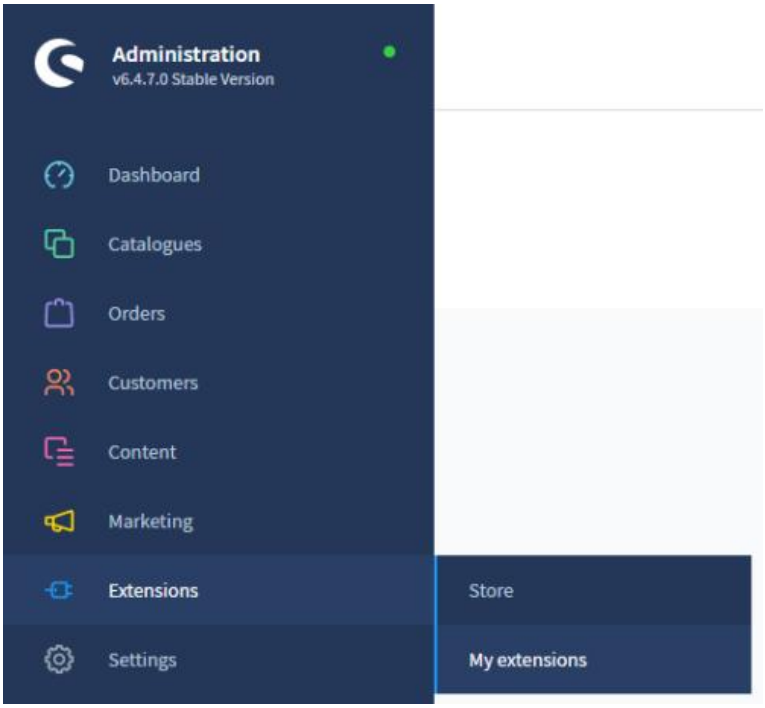


Below the warning (see above) you will see the name of the affected extension. Shopware makes no difference whether the extension has the status "activated", "deactivated" or "uninstalled" in the plugin manager. **Unlicensed plugins must be completely deleted and may not appear in the plugin manager of your shop!** You can do this by using the link **Remove plugin** completely. Alternatively you can purchase a licence for the respective plugin. Click on the button **Buy plugin** to go to the respective page in the Community Store.

How to delete licences correctly?

To physically delete an extension completely from the server, the extension must be completely deleted from the Extension-Manager. It is not enough that it is only deactivated, as the extension can then be reactivated at any time. This is also important for remedying licence violations.

Step 1: Open the extension-manager in the admin of your shop under **Extensions > My extensions**.

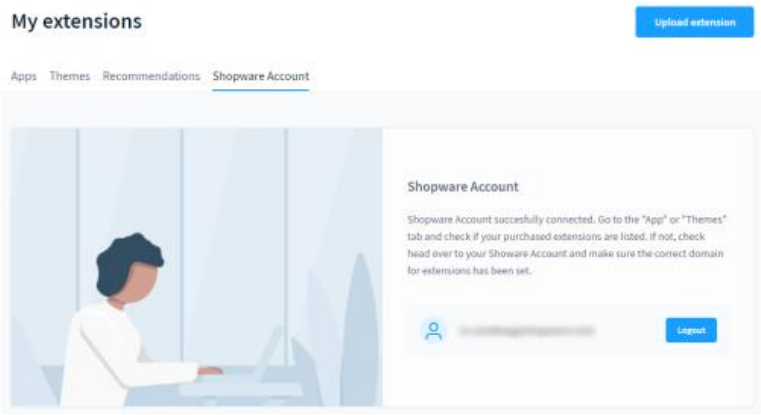


Step 2: Open the context menu to the right of the respective extension and select **Uninstall**.

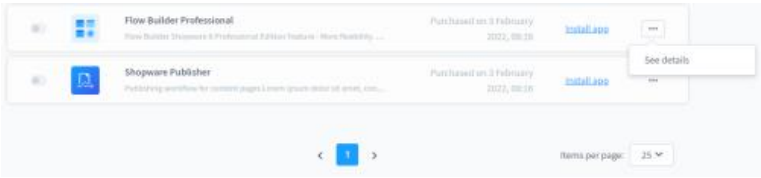
Step 3: After uninstalling, the extension will still be displayed in the list of your extensions. Using the context menu on the right side you can now delete the extension completely. This is necessary to avoid license violation.

Note: If the extension cannot be deleted, it can in most cases be deleted directly from the database. If there are complications, please contact the plugin manufacturer who can offer you support.

Step 4: Log in to the Shopware Account within the tab **Shopware Account** with your account update your data so that the deletion of the extension is updated in the entire system.



Step 5(optional): If an Extension is not removable via menu, it can be deleted via database and filesystem.



A document article for can be found here.

Step 6: Go to your Shopware account at https://account.shopware.com and cancel the rental there. Without this cancellation, the rental contract will continue to be charged.

Any other installations of the extension on this domain must also be deleted completely, this includes sub-folders and local installations.

Subscriptions FAQ

What is an extension Subscription?

With a valid extension subscription you ensure that you are provided with updates for the extension by the manufacturer of the extension. Updates may include new features, optimisations, compatibility with new Shopware versions or the fixing of security vulnerabilities.

Note: Not all extensions have a subscription exam. Free extensions, such as the Shopware PayPal plug-in, can be updated without having to book a subscription.

Why is my extension subscription no longer valid?

Subscriptions are time-limited and must be renewed under your Shopware account. The purchase of an extension normally includes a subscription valid for one year. This means that you will be provided with updates by the manufacturer of the extension for one year. If you do not renew the extension subscription,

you will not be able to update the extension and a message will appear when you open your Admin.

Note: he subscription check checks all plug-ins listed in the Plugin Manager. The check does not distinguish whether the plug-in is "Active", "Disabled" or "Uninstalled". All extensions listed in the extension-manager are checked.

What are the effects of using an extension without a valid subscription?

A missing extension subscription has no effect on the functionality of Shopware or the extension concerned. However, you should keep in mind that in this case you will not be able to benefit from any improvements and compatibilities provided by the manufacturer.

How can I renew an extension subscription?

Currently, subscriptions for extensions can no longer be renewed as the purchase option is no longer available. Once the subscription has expired, the extensions can still be used, but support and updates from the manufacturer will no longer be provided. To regain support and updates, you can switch to one of the two discounted rental models through your account. The purchase option is thus replaced by the rental model and cannot be reinstated.

The license violation was calculated - what options do I have now?

Once a license violation has been charged, no free solution for this violation is possible. Depending on the extension, it is now available and may be used with a rental license or 6 additional months extension subscription licensed for the corresponding domain. There is no additional penalty fee for the previous period.
The rental can be cancelled under the account after the extension has been deleted. Instructions can be found here:
https://docs.shopware.com/en/account-en/merchant/shops#how-do-i-cancel-a-plugin-rent

If the extension is to be used on another domain, it can be moved directly to the desired domain under the account: https://docs.shopware.com/en/account-en/merchant/shops#i-accidentally-booked-a-plugin-to-a-wrong-domain-how-can-i-transfer-the-plugin-now

Contact person for questions regarding account, licences or subscriptions

If you have any questions, please contact us at store@shopware.com.

Tips for using the Admin

Multi-browsertab usage

Shopware 6 supports the Multi-Browsertab usage of the common browsers. If you want to open several Shopware Administration functions at the same time, you can do this by **right-clicking + Open in new tab**. In the second tab you will be logged in with the same user as in the first tab.
If you log out, you only need to do this once. After logging out, you will automatically be logged out in all open tabs.

Shortcuts

Shopware can be controlled by Keyboard shortcuts. This allows you to access the most important functions of your administration with just a few keys.
You can open an overview of all available keyboard shortcuts in the administration with the shortcut **Shift + ?.**

Special shortcuts

For these functions, the keys must be pressed simultaneously.

F	Focus search
Shift + ?	Shortcut listing
alt + S	Windows: Save detail view
control + S	Mac: Save detail view
alt + S	Linux: Save detail view
Esc	Cancel detail view

Adding Items

For these functions, press the keys quickly one after the other.

A + P	Add product
A + C	Add category
A + E	Add Shopping Experience layout
A + U	Add customer
A + P + R	Add properties
A + M	Add manufacturer
A + R	Add Rule
A + S	Add sales channel

Navigation

For these functions, press the keys quickly one after the other.

G + H	Go to dashboard
G + P	Go to products
G + C	Go to categories
G + D	Go to dynamic product groups
G + P + R	Go to properties
G + M	Go to manufacturers
G + O	Go to orders

G + U	Go to customers
G + E	Go to Shopping Experiences
G + M + E	Go to Media
G + P + O	Go to promotions
G + N	Go to newsletter recipients
G + S	Go to settings listing
G + S + N	Go to snippets
G + S + P	Go to payment
G + S + S	Go to shipping
G + S + R	Go to rule builder
G + A	Go to plugins

Creating a test environment

In some cases it's useful to make changes to test environment, prior to changing a live system.
This recommended for updates, to make sure everything runs as intended without interfering with you live system. In this documentation we will show you the possibilities that exist.

Test environment in the secondary directory of the live shop.

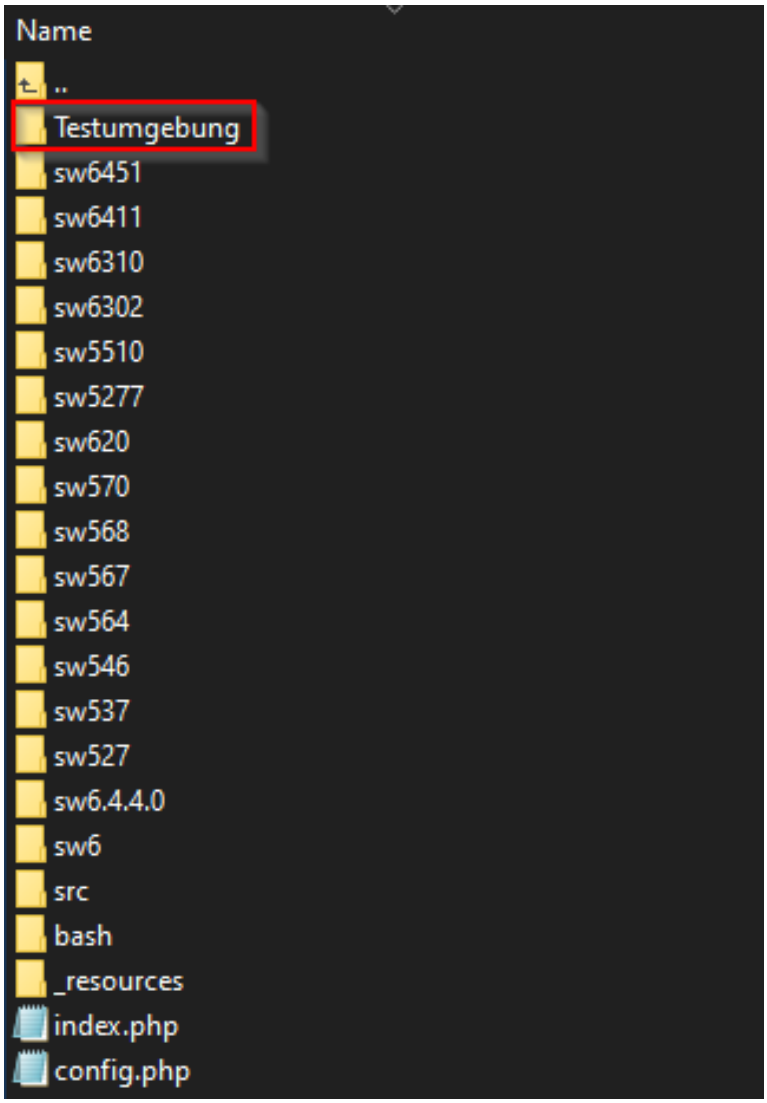
The easiest way to set up a test environment is to copy the Liveshop into a secondary directory. The public folder in this directory can then be accessed through, for example, a subdomain of the hoster.

In Shopware 5 it was usual to copy the test environment into a subdirectory of the main shop. In Shopware 6 we advise against this and recommend choosing a secondary directory to the main shop, as otherwise problems may arise in the operation of the test environment.

The following steps are necessary to mirror the liveshop into a secondary directory.

Copying the live system

Create a new folder next to the main store directory, e.g. "testshop".
Then copy the files of your live environment into the newly created folder.



It is important that you also copy the .env and .htaccess files. Please note that files beginning with "." may not be displayed directly. In this case, you may need to adjust the display settings of the program that you are using to copy the files. For more information, see the documentation for the program you are using.

Create a subdomain

At your hoster you should now create a subdomain of your main domain. This can look like this:
https://subdomain.my-shop.de
Now route this domain to the newly created folder, in which you have copied the main store.

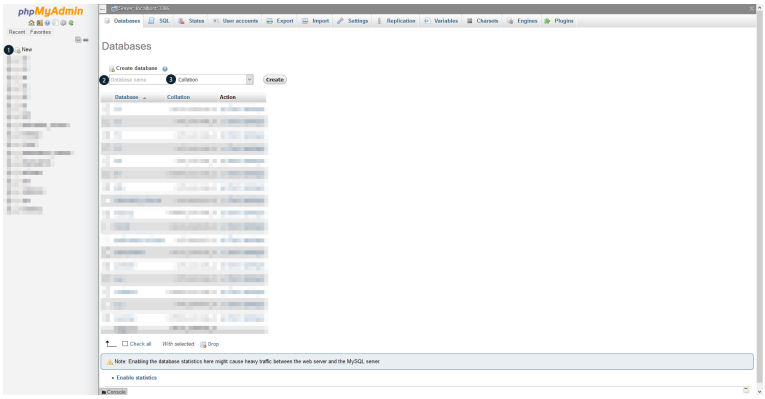
This subdomain should be different from the shop domain, otherwise the main domain will route to the test environment.

Creating an empty database

Many hosters have their own interface to do this. Usually you can find them, for example, in your host's customer account after logging in. The hoster will be able to provide support in this regard. In this case, the following methods may not be available at all.

Working in the database is inherently coupled with certain risks. Please ensure that you made a **backup** before executing the following steps.

- **New database using phpMyAdmin**



Open the database overview via the item **New (1)** or the tab Databases. Then enter a **name (2**) for the test database and select as **collation (3)** "utf8mb4_unicode_ci".

- **New database using Adminer**

Click on **Create Database (1)** and, in the following mask, select a **Name (2)** as well as the **collation (3)**. Here, too, this has to be "utf8mb4_unicode_ci"

- **New database with the MySQL Command-Line Client**

In the MySQL console you can, of course, also create a new database. First, we have to log into the console:

```
mysql -u Username -p NameOfTheDatabase
```

Change **Username** and **NameOfTheDatabase** according to your system. The command to create a new database is:

```
CREATE DATABASE IF NOT EXISTS NameOfYourDatabase CHARACTER SET utf8mb4 COLLATE utf8mb4_unicode
```

Changing the .env-file

Adapt the .env file of the test environment according to the newly created database. The file is located directly in the root directory of the test environment
In the file, the line beginning with DATABASE_URL= must be adjusted. Behind the "=" you will find the information of the database. At the very end behind the "/" is the database name to be used. Here you enter the name of the new database.

For instance, this could look like this:

```
DATABASE_URL=mysql://user:passwort@localhost:3306/testshop
```

You should also adjust the APP_URL entry so that the complete call for the test shop is stored there.
For instance, this could be as shown below:

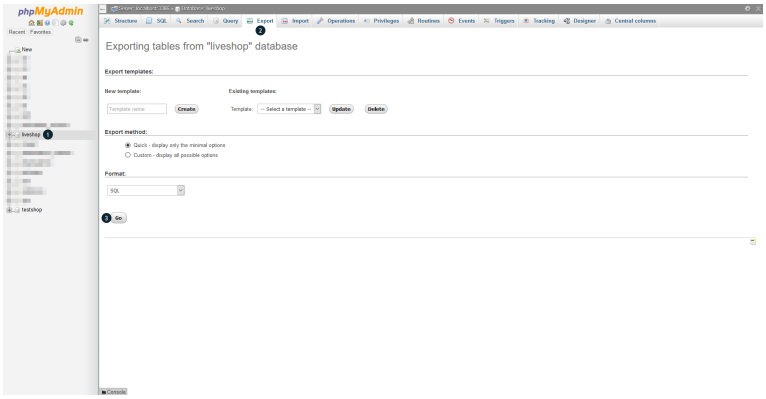
```
APP_URL=http://my-shop.com/testshop/public
```

It may also be necessary to adjust the entry under COMPOSER_HOME.
This is only necessary if the path stored there leads to your Shopware directory. If the Composer is located outside of the Shopware installation, no adjustment is necessary.

Copying the Live Database

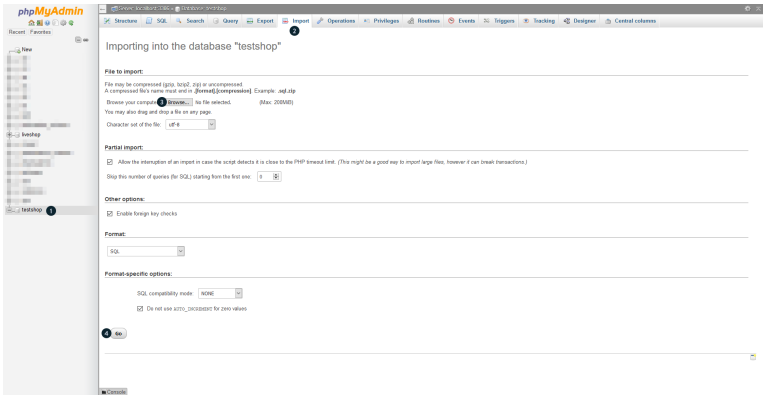
Copy the contents of the live database to the newly created test database.
This is, for example, possible via the export/import function within phpMyAdmin, Adminer or the SQL console. It is worth mentioning that you might run into limitations due to filesizes or server-side timeout settings, thus requiring you to do this via the SQL console. Either way, the console should always be the fastest way, making it the standard procedure.

- **Export & Import with phpMyAdmin**



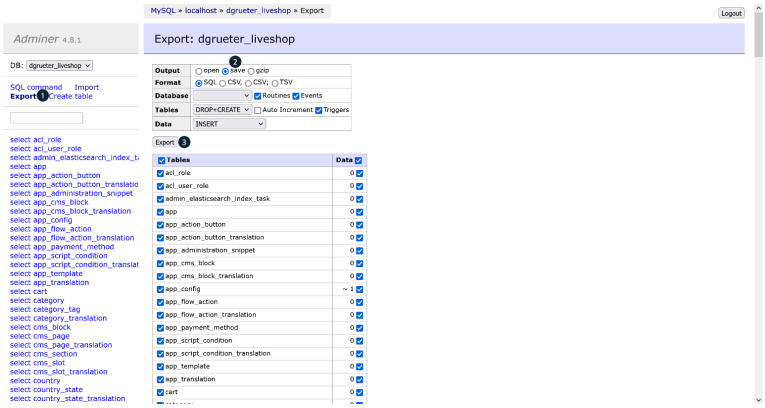
For the export select the **database of the live shop (1)** and switch to the **Export tab (2)**. Usually you don't have to make any adjustments to the settings and you can perform the export by clicking on **Go (3)**. This creates an SQL file with the name of the database.

This file can now be imported into the database of the test environment.



To perform the import, first select the database of the **test instance (1)**. Now open the tab **Import (2)**. You can select the exported file "liveshop.sql" with the **Browse button (3)**. If you have used the default settings when exporting, you normally do not need to make any further adjustments here and can start the import by clicking the **Go button (4)**.

- **Export & Import with Adminer**



To create the export, first, click on **Export (1)**. The default settings might not be ideal for our scenario, so select **save (2)** for Output. Now, click on **Export(3)** to start the export, resulting in the file being saved or, depending on the scenario, being able to download the result afterwards.

The import can now be executed with the option **Import (1)**. First, select the exported **file (2)** you want to upload and confirm this with **Execute (3)**. The exported database will now be imported.

- **Export & Import via CLI**

An export of the whole database (this is called dump) can also be accomplished via CLI with the following command:

```
mysqldump -u Username -p NameOfTheDatabase > Filename.sql
```

Username, **NameOfTheDatabase** and **Filename** have to be adapted according to your specifications.

Afterwards, we can import the dump with the following command:

```
mysql -u Username -p NameOfTheDatabase < NameOfTheExport.sql
```

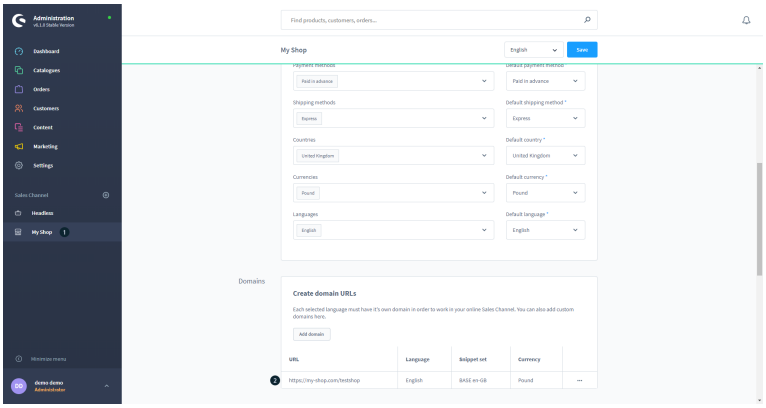
Username, **NameOfTheDatabase** & **NameOfTheExport** have to be adapted again. Please note that the export file has to be present in the same directory in which you are executing this command in, otherwise the file will not be found.

Some extensions store an APP_URL in the database, which contains the URL of the Shopware installation. In the copy of the database created here, this URL then no longer matches the URL of the test environment in the secondary directory. This leads to a message when the admin is called up for the first time:
Your shop domain has changed
Here you select the second option **Reinstall your apps**. This automatically adjusts the entry in the database.

Some extensions may not have been installed from Shopware Store or may require a monthly fee to be paid to the plugin manufacturer. In any of these cases, you should consult the manufacturer of these extensions so you are not billed twice for a copy of the database.

Customize the sales channel domain

Finally, it is necessary to adjust the domains of the sales channels in Admin. You can reach the Admin under https://my-shop.subdomain.com/admin



In Admin you select the **sales channel (1)** in the menu on the left side. In the domain section you can now adjust the **URL for the sales channel (2)**. You can reach the edit view by clicking the "..." button on the right side of the respective line. To make the testshop accessible, add a /testshop at the end. (This depends on how you named the folder in step 1). After you have saved the change, the testshop in our example is accessible at https://my-shop.subdomain.com.

Local test environment

Another way to create a test environment, is setting on up locally. Please note, that plug-ins can only be used correctly if the test environment is accessed through the domain stored in the Shopware account. Since the local environment is usually accessible through a different URL, this can be simulated, for example, with a hosts entry. How this can be implemented is described in this section.

In addition, it is important that the test environment can reach the Shopware server to be able to perform a comparison for the booked plan. Please bear in mind, if you need support the local system should be reachable over the internet.

Making a hosts entry

To access the test environment from your computer under the URL that is stored in the Shopware account

For better understanding we use the domain "my-shop.com" in this example. The test environment can be reached under the IP address 192.168.0.123.

Pay attention with the domain whether it is deposited in the Shopware account with or without "www". It is necessary that you use exactly the same spelling.

Windows

The hosts file in Windows is located in the directory C:\WINDOWS\System32\drivers\etc.In this file you can then enter the IP address of the test environment and also the plan domain.
These are as follows for our example:

```
192.168.0.123    my-shop.com
```

Linux (Ubuntu)

The hosts file in Ubuntu is located in the /etc/ directory. In the file you add the IP address of the test environment and domain above the line.

The following lines are desirable for IPv6 capable hosts

For our example, these are off:

```
192.168.0.123    my-shop.com
```

MacOS

For MacOS, the hosts file is located in the /etc/ directory. You can edit the file via the terminal using the following command.

```
sudo nano /etc/hosts
```

In the file, you then add the IP address of the test environment and the domain at a random position (it makes sense to do this in a separate line).

These are as follows for our example:

```
192.168.0.123    my-shop.com
```

Calling the local environment

After you have adapted the hosts file on your computer, you can now access the local environment via the live shop domain.
In our example, we can only reach the local test environment from our computer at my-shop.com instead of the liveshop.

Provided that the test environment can communicate with the Internet, the license comparison is also possible and the purchased plugins can also be used in the test environment.

Please note:
As long as the hosts entry is stored for the local test environment, you cannot access the liveshop from your computer via the URL.

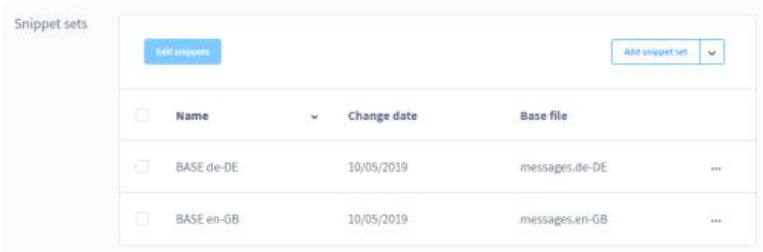
Tutorial - translations

In Shopware 6 you have the possibility to translate all texts of your shop and make them available in several languages.
In this tutorial we show you how to translate all texts of your shop.

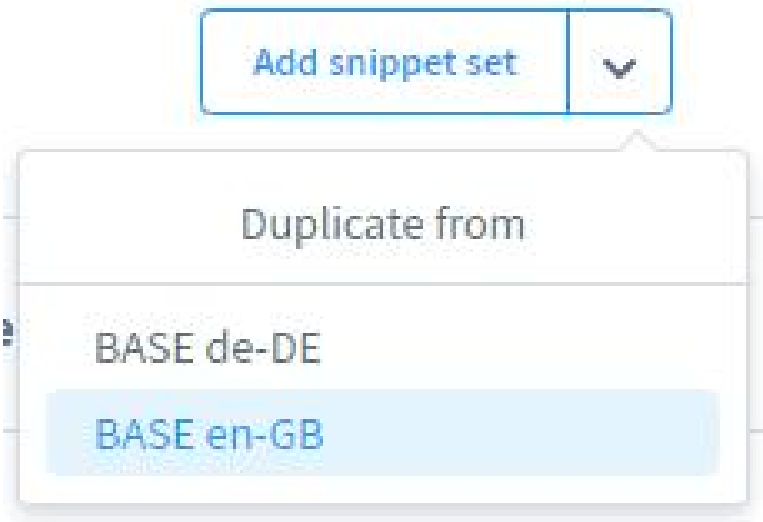
Shopware uses **snippets** for most static texts such as the labeling of the shopping cart buttons, which can be maintained in different languages. **Individual texts** like names or descriptions can be translated directly in the corresponding settings.

Snippets

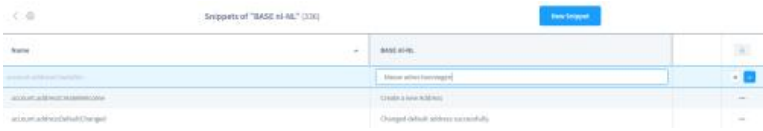
The system texts such as the **Add to cart** button are edited in the Snippets. You can find them in the administration under **Settings > Shop > Snippets**. Each language has its own snippet set. By default we supply the sets for English and German, which already contain all system texts in these two languages.



If you want to offer your shop in another language such as Dutch, it is best to duplicate an existing set.



Then you can translate the individual snippets into the desired language. All texts that you do not translate immediately will make use of the duplicated set at first.



Alternatively, you can also visit our Plugin Store to see if there is already a language pack available for your desired language.

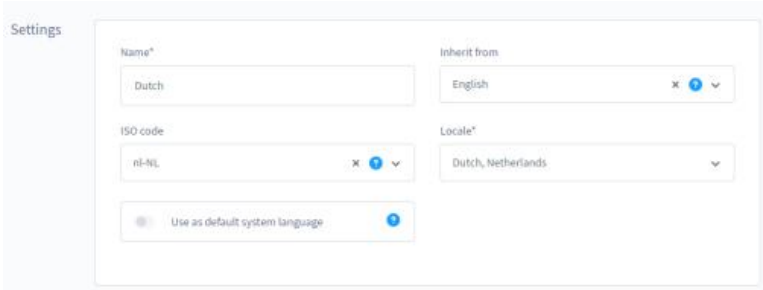
Individual texts

In addition to the fixed snippets, there are of course also individual texts in many parts of the shop that have to be translated. These can be article names, shipping names, payment names but also different description texts or worlds of experience.

Languages

For the individual texts Shopware uses the configured languages, which you can find in the administration under **Settings > Shop > Languages**.

The two languages English and German are preconfigured in the standard system. Further languages, as in this example Dutch, can be added by clicking the button **Add language**.

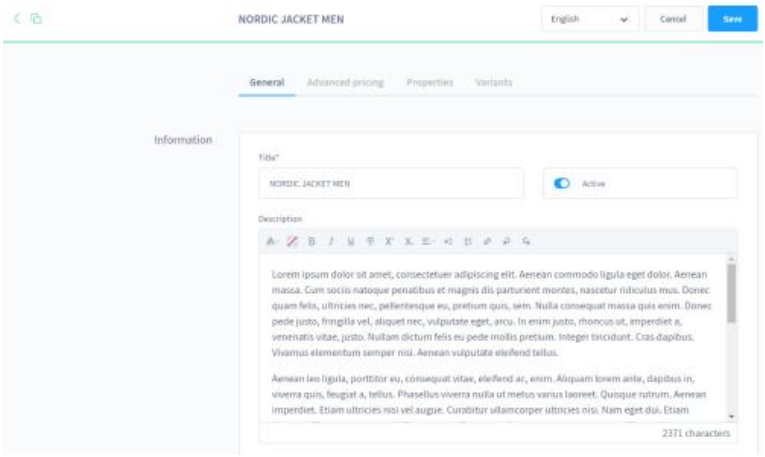


In the Shopware Administration you will now see a language selection at the top in every area where translations are possible.

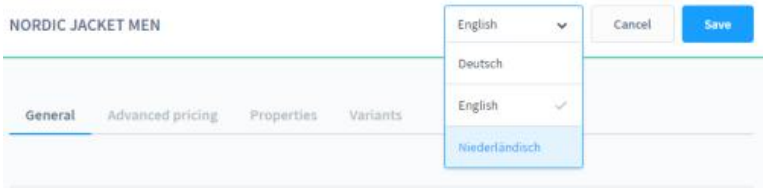
Translate

With the help of a product we will show you how to create translations now.

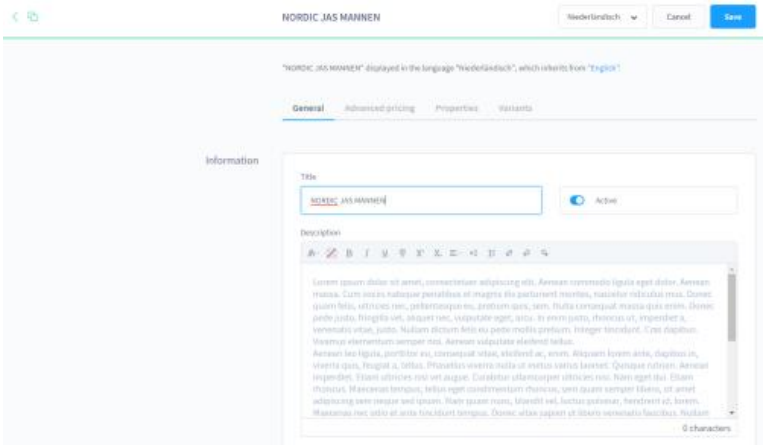
First open the product overview and select the language in which you have created your product at the top.



Now you open the details of the product you want to edit.



In the product overview, change the language selection at the top to the language into which you want to translate your texts.



You will then be shown the language version of the product from the language you selected.
You can now translate all fields into the target language.
You have specified an inheritance when creating the language. As long as you have not yet translated a field, the content of the inherited language will be displayed there in a slightly grayed out font.

How to design my Homepage

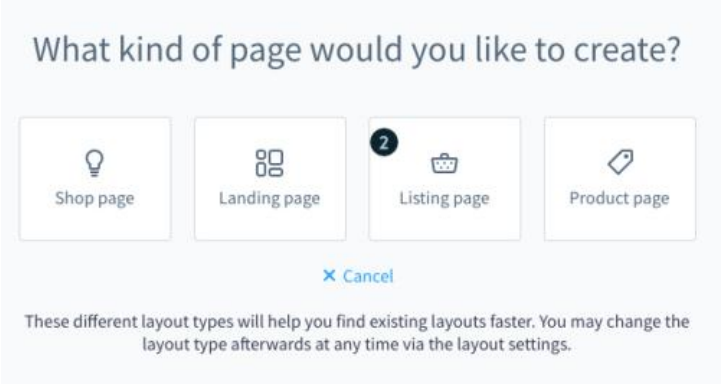
In this article, you will find out what options are available for creating your shop with the help of different layouts.

Create layout

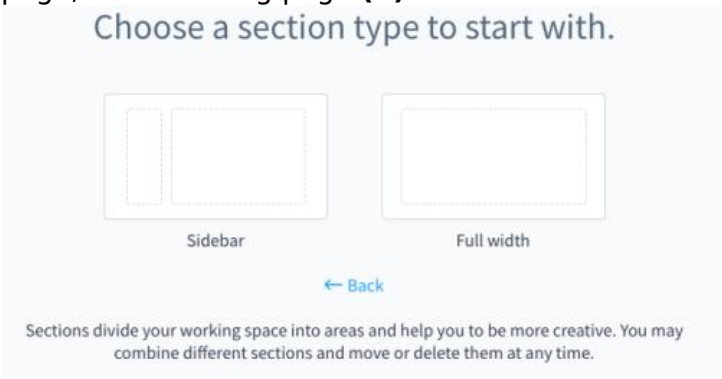
As described in our documentation about shopping experiences, Shopware 6 offers the possibility to create different layouts. This tutorial is about how you can make your shop diversified and interesting by using different category layouts.

In order to be able to assign layouts to the categories, they must first be created. To do this, go to **Content > Shopping Experiences** and create a new layout there. You can find the available options for creating a layout here.

- You can start creating a new layout by clicking on the **Create new layout** button **(1).**

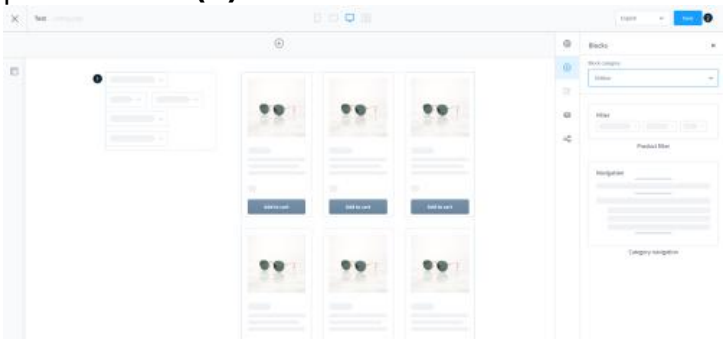


- Here you select the kind of layout you want to create. Since you need the layout for a category/listing page, select Listing page **(2)**.



- At this point, you can determine the structure of your layout, which can also be changed afterwards.

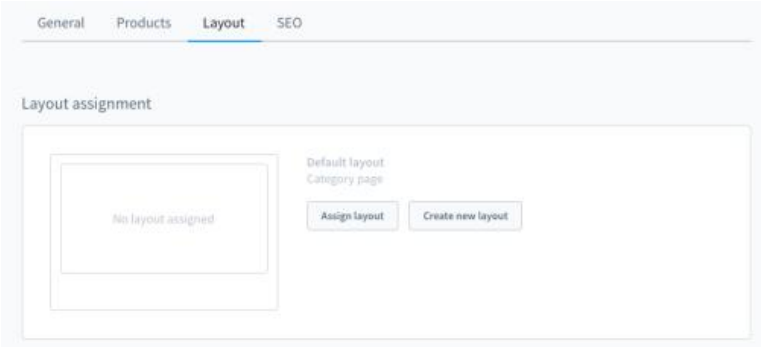
- Next, you can design your layout as you wish. To do this, you can add new elements via the plus **(1)**.
- As an example, the sidebar **(2)** is selected here, but you can also select many other block categories and objects. Information about the different possibilities of the layout editor can be found here.
- In the next step you can select which element you would like to add to your layout, whereby the product filter **(3)** has been selected here.



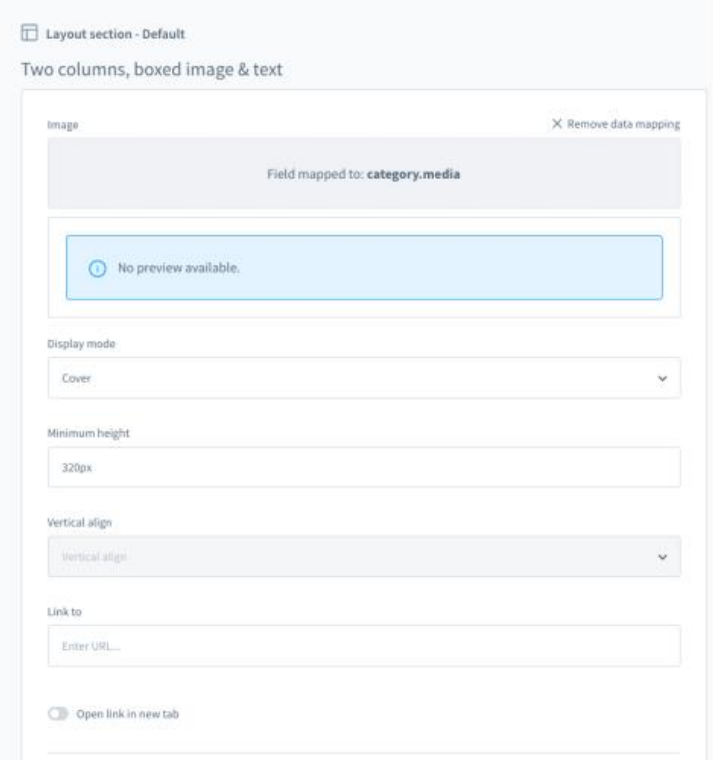
- You can then drag the block element you have selected **(1)** to any free space in your layout so that it is displayed as in the screenshot.
- When you are finished with your layout, you must save it by clicking on the **Save** button **(2)**.

Assign Layout

In order to assign the layout to a category, first you have to go to the module that can be found under **Catalogues > Categories.**
There you will find the appearance of your selected category under the **Layout** tab. Under **Assign Layout** you can assign the layout you created in the Shopping Experiences. You can also switch directly to the Shopping Experiences editor by clicking on the **Create New Layout** button and create a completely new layout there.



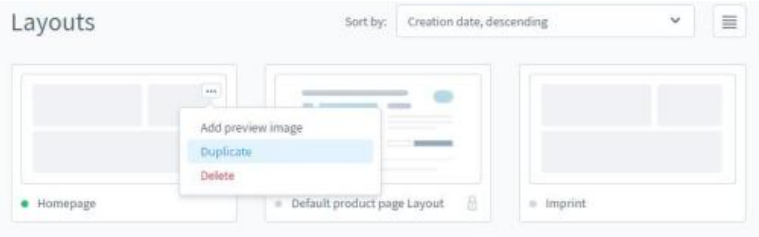
As soon as you have selected a layout, all segments of the selected shopping experiences are displayed in the Layout area. Initially, the content of the layout is displayed like block groups. The type and number of blocks vary depending on the layout. Here you have the option of directly adjusting the content to be displayed without having to switch to the shopping experiences and create a separate category page for each category.



Assign the same layout with different content

If you have created a layout that should be seen in several landing pages with different content, you can duplicate and customize it.

To do this, go to **Content → Shopping Experiences** and click on the three dots at the desired layout and then on **"Duplicate"**.



Now you have an exact copy of your previously created layout, which you can modify and assign as desired.

Payment methods for several countries

If you have activated several countries in your shop, you can also offer different payment methods for each (invoice) country. This gives you the option of activating or blocking a payment method for one or more countries. You do not have to make this configuration for each country or each payment method individually. You can easily use the rule builder.

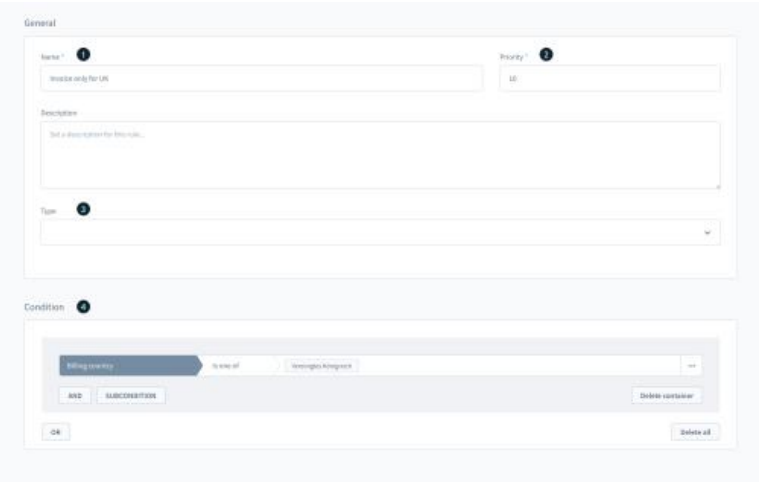
The prerequisite for using one or more of these rules are: Active payment types and active countries that have already been created.

Due to the EU-wide regulation on geoblocking, we recommend that you discuss your project with a legal advisor and have it checked once if you are in doubt about sales within the EU.

Step 1: Create a rule

Example 1: Payment method for UK only

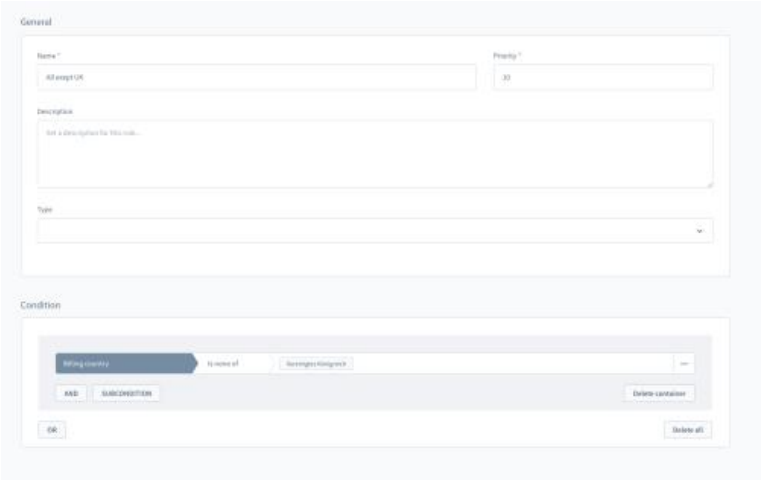
You only want to offer the invoice payment method to customers whose billing address is in the United Kingdom. In this case the configuration looks like this:



- Name: Invoice only for UK
- Priority: 1 (if you want a prioritization when using several shipping methods, please adjust the value accordingly)
- Type (optional): Payment type (if you want to use the rule in other areas as well, you can add other types or leave the selection blank)
- Conditions: billing country | Is one of | "United Kingdom"

Example 2: Payment method for all countries except UK

You can also go the other way around and exclude countries from the overall selection. For example, you could choose to have invoice available to everyone except for UK billing addresses.



- Name: Invoice only for UK
- Priority: 1 (if you want a prioritization when using several shipping methods, please adjust the value accordingly)
- Type (optional): Payment type (if you want to use the rule in other areas as well, you can add other types or leave the selection blank)
- Conditions: billing country | Is none of | "United Kingdom"

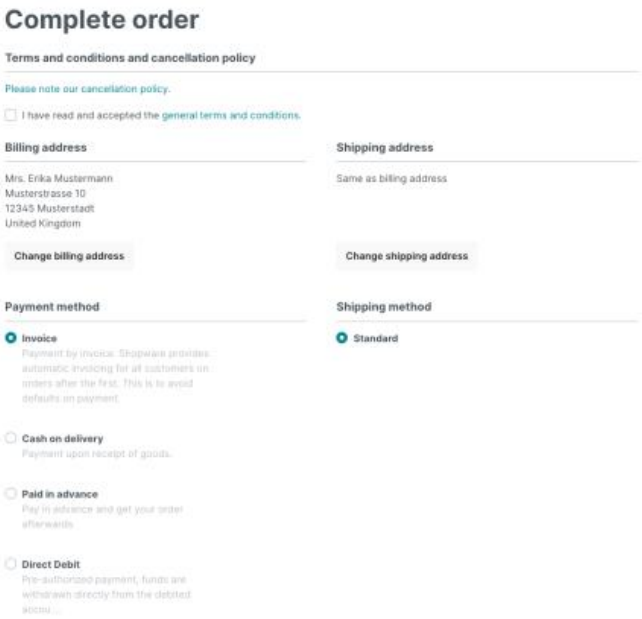
Step 2: Store the rule in the payment method

To make the rule usable, you still have to specify the payment method for which this rule should apply. In this example it naturally makes sense to store the rule for the invoice payment method. Alternatively, you can also save this rule for any other payment method.

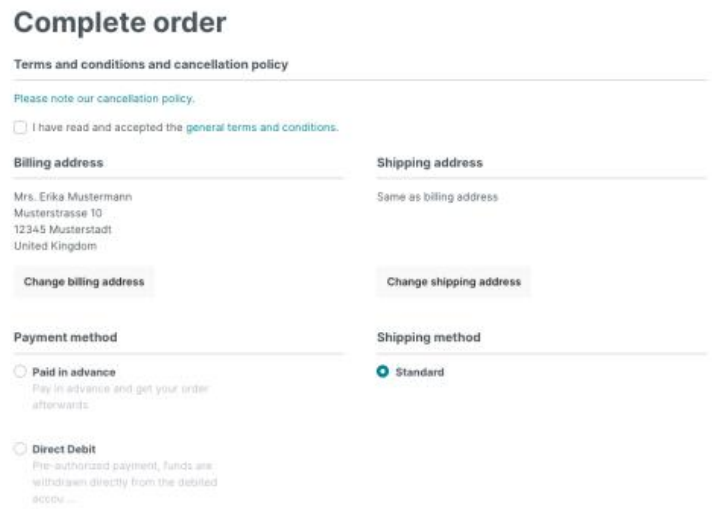
Availability rule: Select the previously created rule as the availability rule.

Step 3: View in the storefront

Example 1: Billing country | Is one of | United Kingdom



Example 2: Billing country | Is none of | United Kingdom



Shipping to the UK from the EU

In this section we inform you about things that you need to keep in mind when sending goods to the UK, please note that this is a guide and things could change so always check your local authorities for the latest laws on export.

Doing business with the UK

From the European point of view

You deliver directly to the UK
From a VAT perspective, this case is to be assessed as a so-called export delivery. Export deliveries are always tax-exempt, it does not matter if the customer is a consumer or a business partner.

You or a logistics provider bring the goods to a fulfilment centre in the UK.
From a VAT perspective, at least from an EU perspective this case is a non-taxable transaction and therefore not to be recorded for VAT purposes.

From the British point of view

You deliver goods that are bought from your webshop in the EU to the UK with a value of goods up to £135.
Direct deliveries from the EU to the UK through your webshop are exempt from customs duty and import VAT.

You deliver goods that are bought from your webshop in the EU to the UK with a value of goods over £135.
In this case the VAT does not arise here at the point of sale, but at import.
In this case, VAT is also due for your delivery, only in the form of import VAT and directly with the import in the UK. You do not have to be registered for VAT for these cases. However, being registered for VAT, you can declare and pay the import VAT collectively in the following month and not immediately upon import as in other cases.
If you do not register for VAT, a logistics provider or customs agent can declare and pay the import VAT and customs duty for you

Delivery through Amazon, eBay and Co. Goods from the EU to the UK goods with a value up to £135.
The goods are send from an EU state to the UK. However, the mediation and direct settlement with the customer takes place through a marketplace, e.g. Amazon, eBay.
In these cases, the British VAT law simulates a generally taxable supply of the marketplace to the end consumer. This means that there is no obligation for the trader to register in the UK as long as he only carries out this type of transaction.

Delivery through Amazon and Co. from the EU to the UK goods with a value of goods over £135.
In this case the VAT does not arise here at the point of sale, but at import.
In this case, VAT is also due for your delivery, only in the form of import VAT and directly with the import in the UK. You do not have to be registered for VAT for these cases. However, being registered for VAT, you can declare and pay the import VAT collectively in the following month and not immediately upon import as in other cases.
If you do not register for VAT, a logistics provider or customs agent can declare and pay the import VAT and customs duty for you

Sale out of a fulfilment centre in the UK where the value of goods does not matter.
If you still wish to use the fulfilment by Amazon (FbA), you need to ship your goods yourself.
The goods are send from an EU state to the UK. However, the mediation and direct settlement with the customer takes place through a marketplace, e.g. Amazon, eBay.
In these cases, the British VAT law simulates a generally taxable supply of the marketplace to the end consumer. This means that there is no obligation for the trader to register in the UK as long as he only carries out this type of transaction.

Customs & VAT

Customs clearance process

Every package entering the UK will have to go through the customs clearance process. The UK has a list of banned and restricted goods, just like every other country. The customs officers will check the content of the parcels to see if they contain any of these items. The customs officers will cease the parcels should the contend be listed.

VAT and duties

Please make sure to inform you customers that when receiving goods from abroad, recipients may have to pay VAT and duties. The VAT and duties will be applied depending on the type and value of the goods. For gifts over £39 and goods over £135, Royal Mail may collect the VAT and customs duties on behalf of HM Revenue & Customs (HMRC). from the recipient prior to delivery. Documents and letters are usually exempt.

VAT charges

Goods send from the EU to the UK will be subject to charges and undergo tax payment, customs and procedures. The VAT payment will depend on the total value of the good one is sending to GB plus the shipping costs. In most cases, the customer / importer pays for the VAT. VAT will apply to the following:

- All goods purchased online.
- Imported gifts to the UK whose declared value exceeds £39.
- Alcohol, tobacco and perfumes, regardless of their value.

Customs declaration

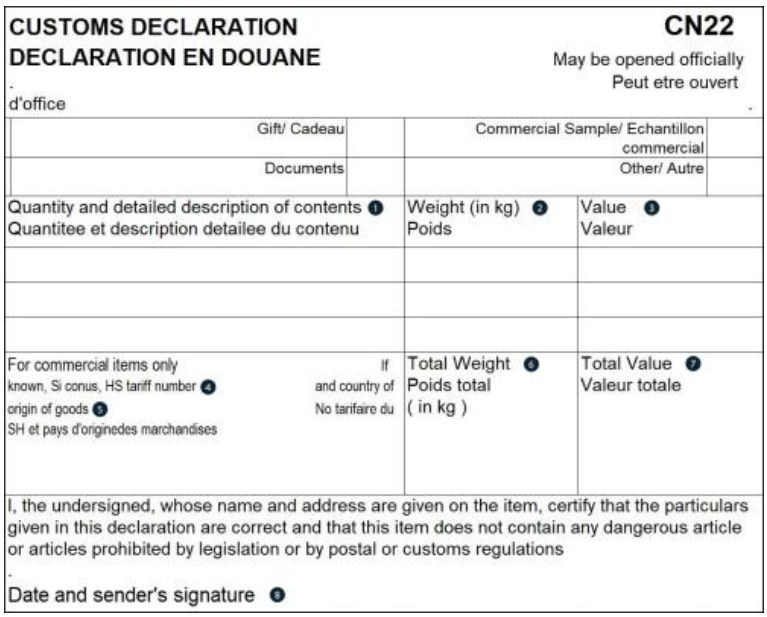
There are two types of customs declarations required for shipping a parcel outside of the EU, the CN22 form and the CN23 and CP71 forms. Customs forms are a mandatory requirement when shipping a package internationally with a postal carrier service such as PostNL in the Netherlands or Royal Mail in the United Kingdom. The forms can be obtained from you local carrier.

It depends on the package weight and value which form you need to use.

Parcels being shipped internationally are often read by a scanner. If your CN22 or CN23 customs declaration does not accurately describe the contents of your parcel, then you may be fined up to 100% of the actual value of the merchandise.

CN22 customs declaration

The CN22 customs declaration is used for packages weighing up to 2 kilograms with a value of up to 425€. The CN22 form can be printed in the form of a sticker to be attached to the address side of the package.



CUSTOMS DECLARATION **CN22**
DECLARATION EN DOUANE
May be opened officially
Peut etre ouvert
d'office

Gift/ Cadeau		Commercial Sample/ Echantillon commercial	
Documents		Other/ Autre	

Quantity and detailed description of contents ❶ Quantitee et description detailee du contenu	Weight (in kg) ❷ Poids	Value ❸ Valeur
For commercial items only If known, Si conus, HS tariff number ❹ and country of origin of goods ❺ No tarifaire du SH et pays d'originedes marchandises	Total Weight ❻ Poids total (in kg)	Total Value ❼ Valeur totale

I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations

Date and sender's signature ❽

Description (1) Mandatory Give a detailed description of each article in the item, e.g. “men’s cotton shirts”. General descriptions, e.g. “spare parts”, “samples” or “food products” are not permitted.
Weight (2) Give the net weight of each article (in kg)
Value (3) Mandatory Give the value of each article, indicating the currency used (e.g. EUR for Euro).
HS tariff number (4) The HS tariff number (6-digit) must be based on the Harmonized Commodity Description and Coding System developed by the World Customs Organization.
Country of origin (5) Mandatory “Country of origin” means the country where the goods originated, e.g. were produced/manufactured or assembled. Senders of commercial items are advised to supply this information as it will assist Customs in processing the items.
Total weight (5) Give the total weight of the item (in kg), including packaging, which corresponds to the weight used to calculate the postage.
Total Value (7) Mandatory Give the total value all articles, indicating the currency used (e.g. EUR for Euro).
Date and signature (8) Mandatory Your signature and the date confirm your liability for the item.
Tipp boxes on top Additional information for customs.

CN23 Customs declaration

The CN23 + CP71 customs declaration is used for packages weighing from 2-20 kilograms with a value of 425€ or more.
The CN23 is a more detailed version of the CN22, and it must be printed separately.
The CP71 dispatch form, this should be used as an address card to be shown on the outside of the clear documents wallet. Unlike the CN23, the CP71 does not show the value of the individual items.

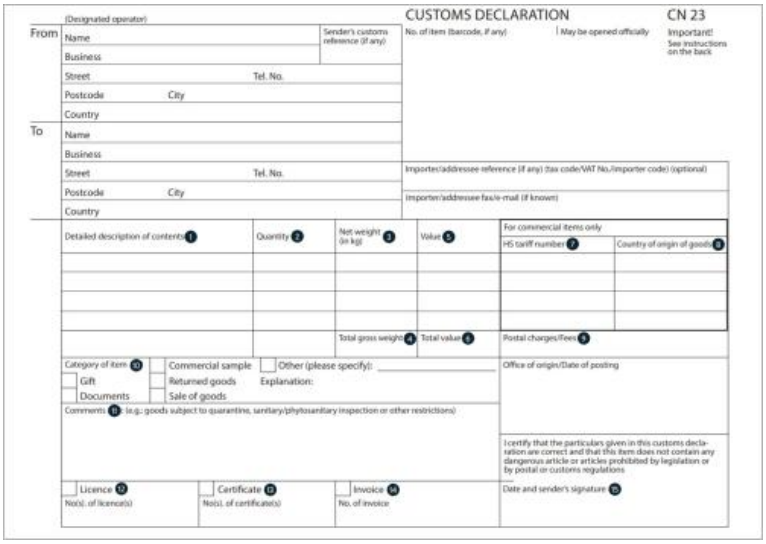
You should attach this customs declaration and accompanying documents securely to the outside of the item, preferably in an adhesive transparent envelope. If the declaration is not clearly visible on the outside, or if you prefer to enclose it inside the item, you must fix a label to the outside indicating the presence of a customs declaration.

To accelerate customs clearance, complete this declaration in English, French or in a language accepted in the destination country. If available, add importer/ addressee telephone number and e-mail address, and sender telephone number.

To clear your item, the Customs in the country of destination need to know exactly what the contents are. You must therefore complete your declaration fully and legibly; otherwise, delay and inconvenience may result for the addressee. A false or misleading declaration may lead to a fine or to seizure of the item.

Your goods may be subject to restrictions. It is your responsibility to enquire into import and export regulations (prohibitions, restrictions such as quarantine, pharmaceutical restrictions, etc.) and to find out what documents, if any (commercial invoice, certificate of origin, health certificate, licence, authorization for goods subject to quarantine (plant, animal, food products, etc.) are required in the destination country.

Commercial item means any goods exported/imported in the course of a business transaction, whether or not they are sold for money or exchanged


(Designated operator)

CUSTOMS DECLARATION

CN 23

No. of item (barcode, if any) | May be opened officially

Important! See instructions on the back

From
Name
Sender's customs reference (if any)
Business
Street Tel. No.
Postcode City
Country

To
Name
Business
Street Tel. No.
Postcode City
Country

Importer/addressee reference (if any) (tax code/VAT No./importer code) (optional)

Importer/addressee fax/e-mail (if known)

Detailed description of contents 1	Quantity 2	Net weight (in kg) 3	Value 5	For commercial items only: HS tariff number 7	Country of origin of goods 8
		Total gross weight 4	Total value 6	Postal charges/Fees 9	

Category of item 10
Commercial sample
Other (please specify):
Gift
Returned goods
Explanation:
Documents
Sale of goods

Office of origin/Date of posting

Comments 11 (e.g.: goods subject to quarantine, sanitary/phytosanitary inspection or other restrictions)

I certify that the particulars given in this customs declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations

Licence 12
No(s). of licence(s)

Certificate 13
No(s). of certificate(s)

Invoice 14
No. of invoice

Date and sender's signature 15

Description (1) Give a detailed description of each article in the item, e.g. “men’s cotton shirts”. General descriptions, e.g. “spare parts”, “samples” or “food products” are not permitted.
Quantity (2) Give the quantity of each article and the unit of measurement used.
Weight (3) Give the net weight of each article (in kg).
Total weight (4) Give the total weight of the item (in kg), including packaging, which corresponds to the weight used to calculate the postage.
Value (5 + 6) Give the value of each article and the total, indicating the currency used (e.g. EUR for Euro).
HS tariff number (7) The HS tariff number (6-digit) must be based on the Harmonized Commodity Description and Coding System developed by the World Customs Organization.
Country of origin (8) “Country of origin” means the country where the goods originated, e.g. were produced/manufactured or assembled. Senders of commercial items are advised to supply this information as it will assist Customs in processing the items.
Postal charges/fees (9) Give the amount of postage paid to the Post for the item. Specify separately any other charges, e.g. insurance.
Category of item (10) Tick the box or boxes specifying the category of item.
Comments (11) Provide details if the contents are subject to quarantine (plant, animal, food products, etc.) or other restrictions.
Licence (12) and Certificate (13) If your item is accompanied by a licence or a certificate, tick the appropriate box and state the number.
Invoice (14) You should attach an invoice for all commercial items and state the number.
Signature (15) Your signature and the date confirm your liability for the item.

EORI-number

EORI is an abbreviation for Economic Operators Registration and Identification.
Starting on the first of January in 2021 you will need an EORI number to move goods between the EU and the UK. An EORI number is an identification number you need to do business across borders. Customs use this number to exchange information quickly.

You can easily apply for an EORI number from the authorities. It is important that you need a number starting with GB in order to send to the UK. For shipments to Northern Ireland you will need a separate number.

Disabling stock calculation

Since Shopware 6.5.4.0 it is possible to disable the internal stock calculation functions, enabling, for example, an ERP, to handle all stock calculations.

The following changes' effect is that Shopware itself no longer calculates any stock-related values - such as in the event of an order placed - which would have an effect on either the stock or available stock. This change also results in the sales of the products no longer being tracked (found in the product overview in the 'Sales' column).

Edits in the shop's configuration

Edit in the shopware.yaml

Please note that this change should almost always be made in the **z-shopware.yaml**, because edits in the shopware.yaml will be overwritten in case of an update, resulting in the change losing effect. Edits in the z-shopware.yaml are unaffected by an update.

In the .yaml file, which you can find in the directory /config/packages/(z-)shopware.yaml, you can now add the following code:

```
shopware:
  stock:
    enable_stock_management: false
```

After the edit, the shop's cache should be cleared.

A product's stock values still exist after the change, but Shopware no longer adds or detracts stock values triggered by placed or delivered orders.

At this point, for example, an ERP can take the lead when it comes to stock values, without Shopware having any influence over them.

Stores in other languages

Setting up the Store for Switzerland in German and French

Please note this is only valid Shopware 6.2.0 to 6.3.5.3 using the individual language pack.
For Shopware 6.3.5.3 with the new Shopware language pack and Shopware 6.4 please continue here.

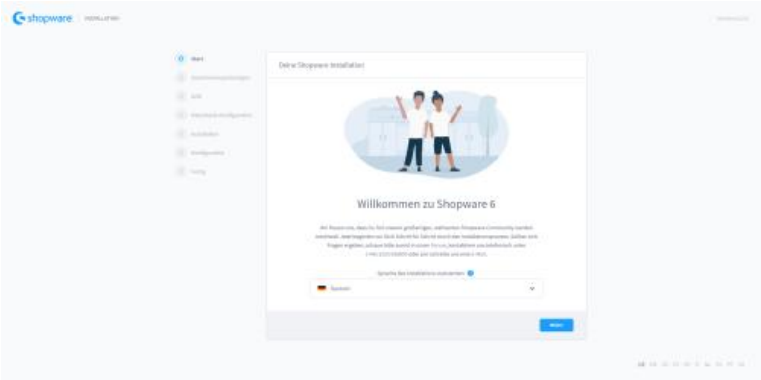
To get started with Shopware 6, download the latest version that can be found here.
Once that is done, please follow the instructions that can be found here to deploy Shopware.

Translation

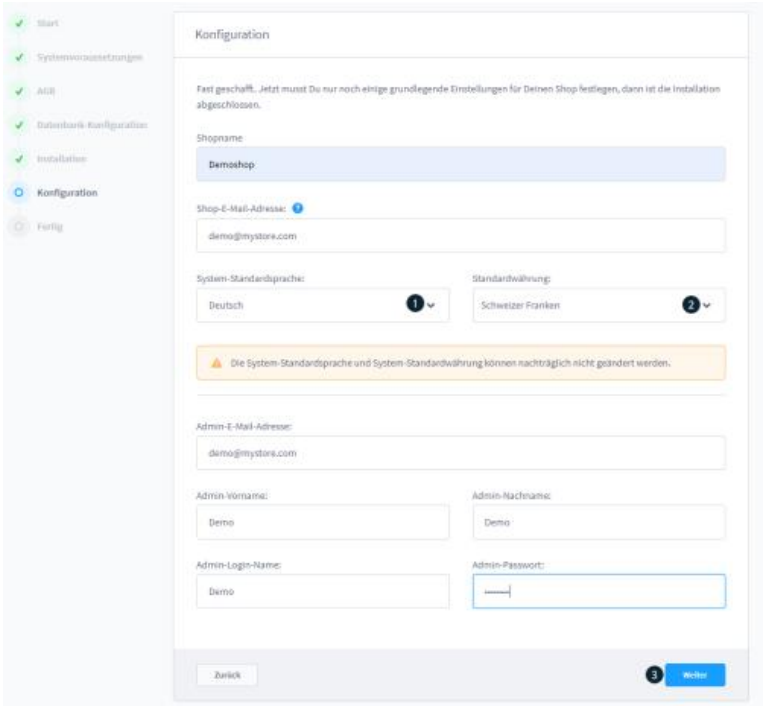
Shopware is available in many languages, if you want to contribute you can do so on Crowdin by clicking here you are redirected to our Crowdin Shopware 6 page.

Installation

Please note that the selected language is only for the installer.
In this guide we will show how to setup the for **Switzerland in German and French**, the languages can be changed to any language offered.



Pick the desired language from the **drop down menu (1)** and click **Next (2)**.
Since we chose German, the menu will be in German.
Make sure that your system fulfills the system requirements and click Next.
Read and accept the general terms and conditions and click Next.
Enter the requested information about your database and click Next.

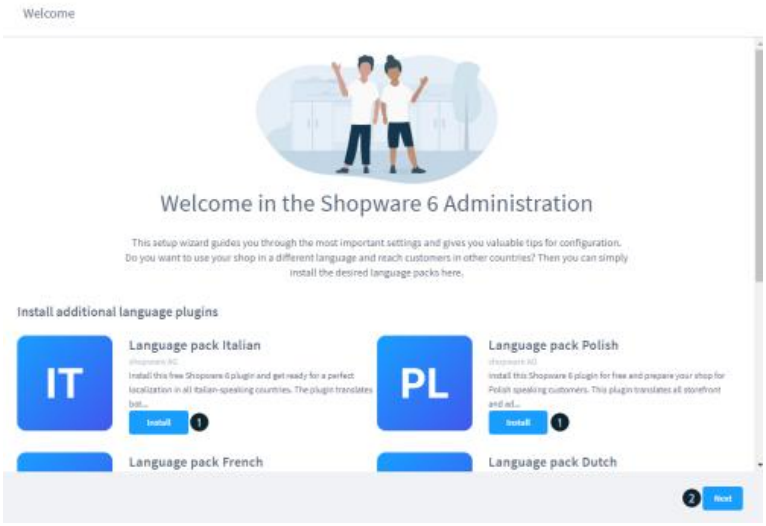


It's recommend to use **English** or **German** as the system default language.
We are using German as the **system default language (1)** and we are adding French by installing and activating the corresponding language plug-in in the next step.

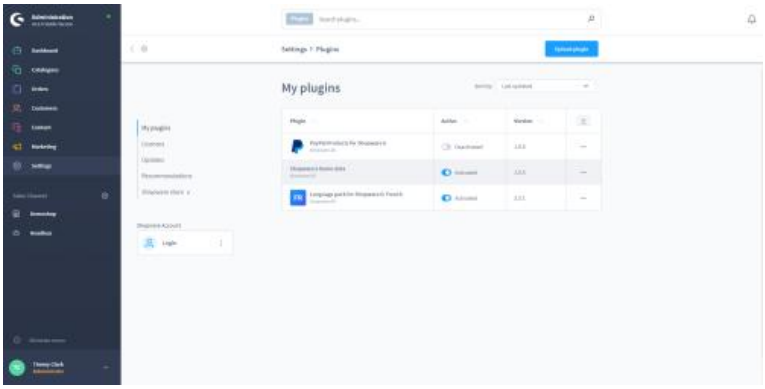
Remember to set your **default currency (2)** this is important as it's used as a base for calculating different currencies.
After the installation, you can change the language in the Admin area for the complete store.
Fill in all required fields, and click **Next (3)**.
If everything has been setup right you should now be presented with the login screen for the admin area.

First run wizard in the Admin

If the admin login does not show for a reason, you can call this by using *www.mystore.com/admin*.
You will be greeted by the first run wizard. Since we picked German as the default language the admin will be shown in German,
Please note that we used English instead of German for this guide.

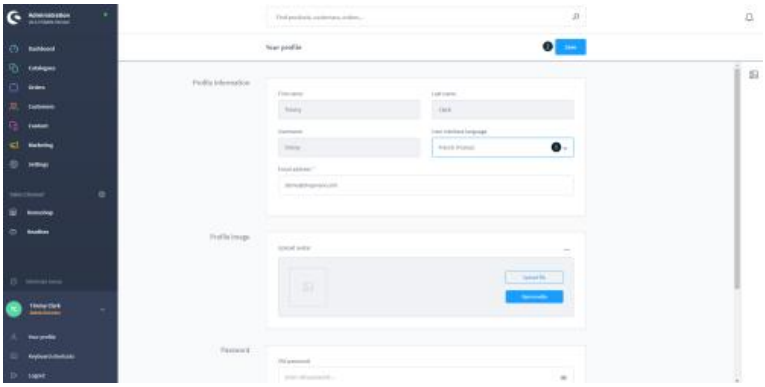


Install the **language pack (1)** that you need and click **Next (2).** In this guide we will install the French language pack. Proceed through the first run wizard until done.
Navigate to **Settings** > **System** > **Plugins** and make sure the required language pack is **installed** and **activated**.

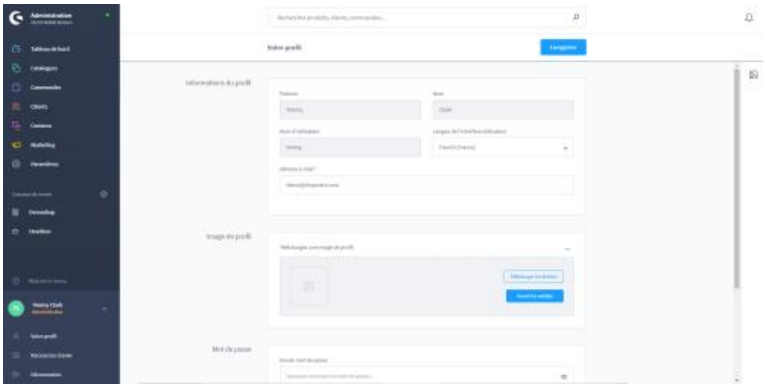


Changing the Admin language

If the admin login does not show for a reason, you can call this by using www.mystore.com/admin.
You will be greeted by the first run wizard in German. In the next step we are showing you to change this to French. Every administrator can use the language that they prefer as long as it's installed, English and German are default system languages so these are always available.
Navigate to **Administrator**, expand and click **your profile**.



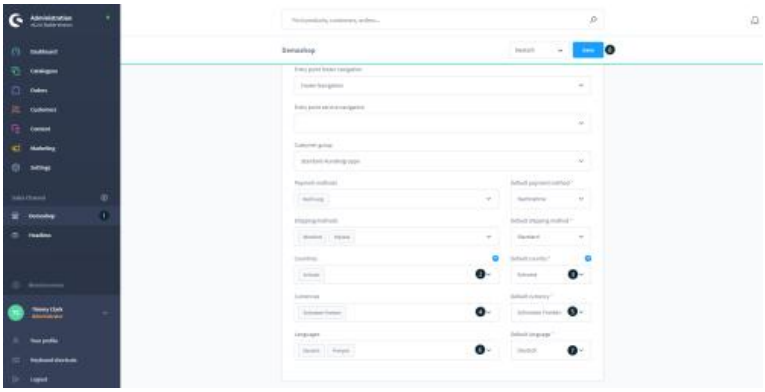
Set the **User interface language (1)** to the language that you desire and click **Save (2)**.
Your admin area is now displayed in the language of your choice as seen below.



Please note that we changed the User interface language back to English for this guide.

Changing the store language

Up until this point, only the Admin area is shown in your desired language, the webstore it self remains unchanged. We are going to change this now.

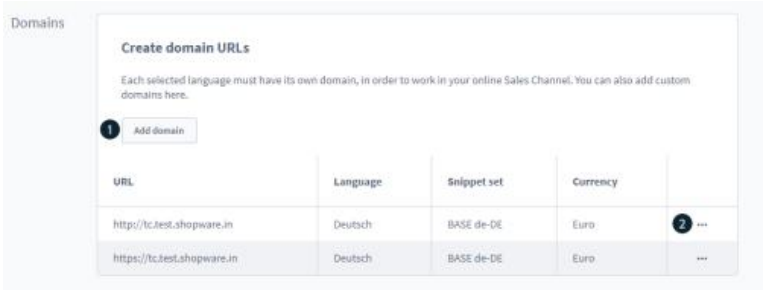


Navigate to **Sales channel of choice (1)**, add all **countries (2)** that you plan on using under this sales channel. Set the **default country (3)** to your primary country in this case the Switzerland.

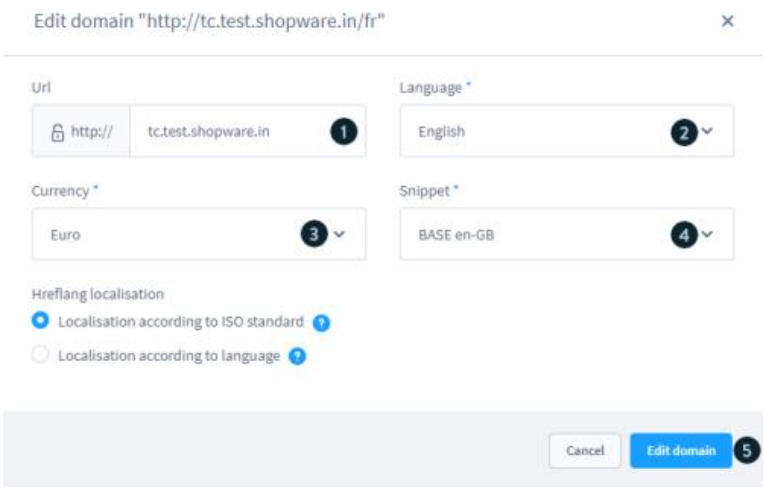
If you want to add more than one currency to the sales channel add these to the **currencies (4)**, and set the **default currency (5)**, in this case it's Swiss francs.
Change the available **language (6)** to match all languages that you wish to display in this sales channel, we added German and French. Change the **default language (7)** for this channel to German and click **Save (7)**.
If you have more than one sales channel remember that these settings are only applied to the selected sales channel.

Adjust the domain

We are now adjusting the domains so that we the store will show a German and French page.

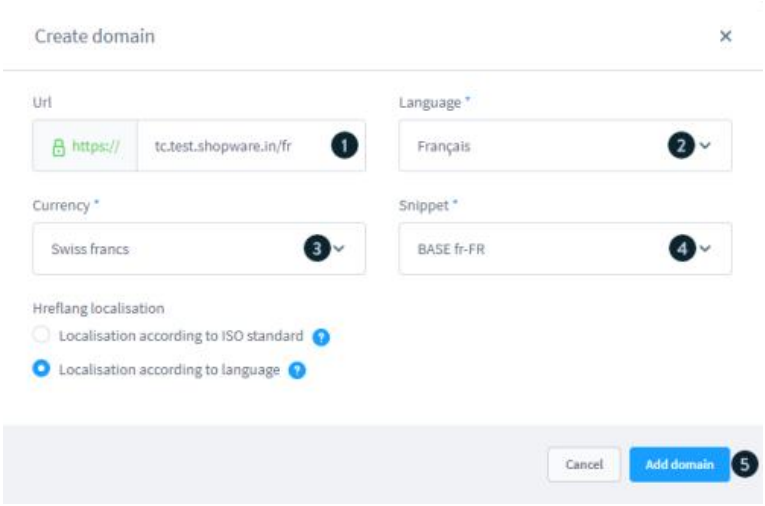


In the section domain, we start with **... (2)** where we select **edit domain**, here we need to change the currency to Swiss francs, once this is done click add **domain (1)** to add a sub domain for the French store front.



Make sure that the **url (1)** is right. Check the **Language (2)** and associated **Snippet (3)** as desired. Change the **Currency (1)** to Swiss francs and click **Edit domain (4)**. These settings are important and will only be available for this domain.
Make sure to setup the domain for http and https and that these have the same settings.

Back in the overview click add domain.



Add the **url (1)** we added */fr* to indicate that this is pointing to the French language.
Set the **Currency (1)**, **Language (2)** and associated **Snippet (3)** as desired and click a**dd domain (5)**.
These settings are important and will only be available for this domain.
Make sure to setup the domain for http and https and that these have the same settings.

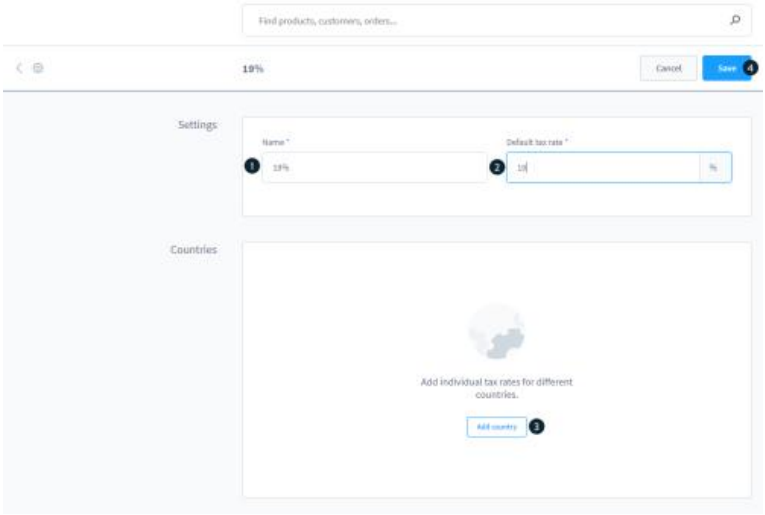
Verify all previous settings under General settings and the Languages and Snippet set under **domains (1)**, if all are showing the settings click **Save** located at the top of the page.
If there are any default translations that don't meet your expectations these can be changed under **Settings** > **Snippet**.

If you take a look at the store front you should see that there is a drop down menu in the top right. This is where your customers can change the language of the store front.

Tax

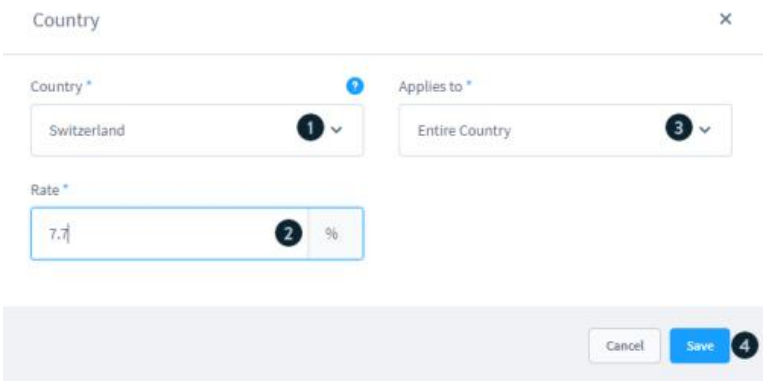
We need to update the tax rates to reflect so these are valid for this country. This can be found under **Settings** > **Tax**.

Click on the **... (1)** next to the tax rate that you want to change, this will open up a new mask.

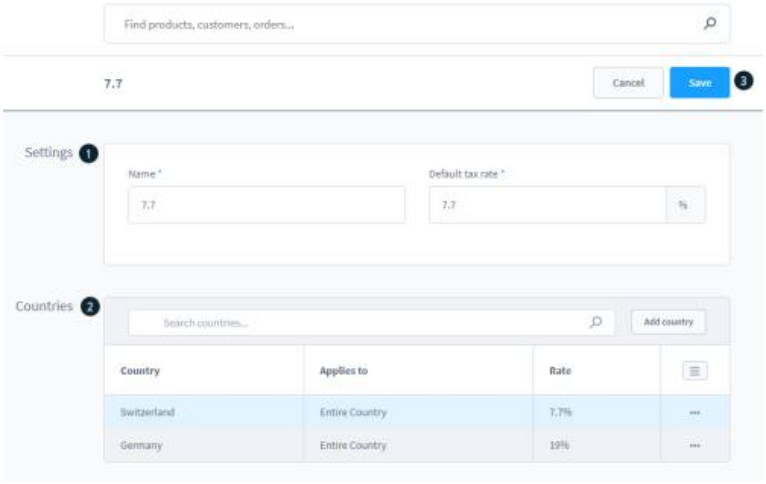


Give your tax a **Name (1)** and enter the **Default tax rate (2)**. The default tax rate is your fallback if nothing else is defined. You can define a tax rate for countries by clicking **Add country (3)**. If you are done click **save (4)**.In this example we will setup the tax rate for the Switzerland which is 7.7%.

We changed the 19% default rate to 7.7%, and we added the Switzerland and Germany.
Adding the Switzerland is not needed because the tax rate matches the default rate.



Choose a **country (1)** from the drop down list, set the **tax rate (2)** and choose whenever this **applies to (3)** the entire country, a zip code or a state. **Save (4)** your settings once you are done.

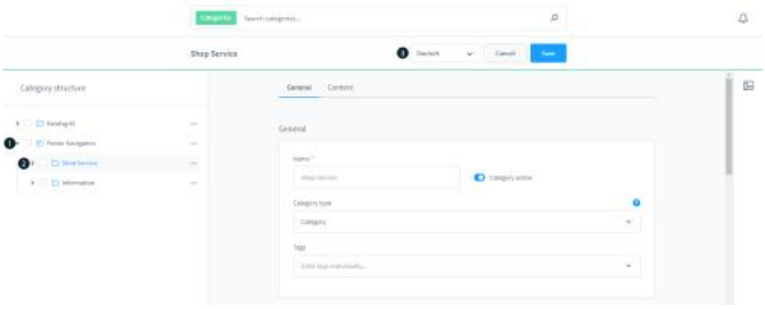


You will now see the **default tax rate (1)** added **countries (2)** with their set tax rate. If every thing is as desired click **save (3)**.

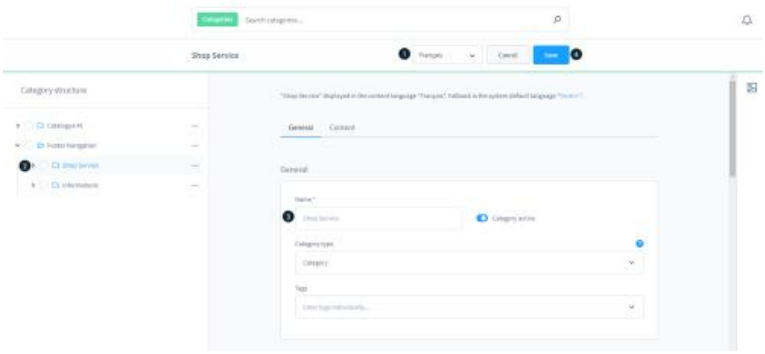
Adding custom pages

Footer Navigation

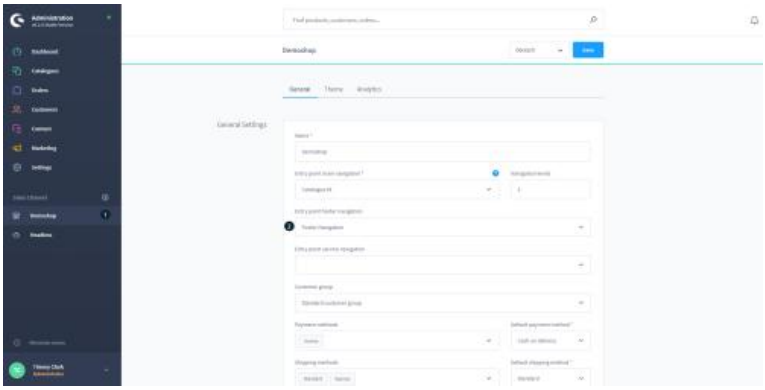
In this section we will explain how you can set up the footer from scratch.
The first thing that we need to do is add some categories, this needs to be done under **Catalogues > Categories**. How to set up a new category is explained here.
Please make sure to pick a name that indicates what content can be found in the section, because the name will show up in the frontend



We add a new **first level category (1)** called Footer Navigation, after saving this we add **two sub categories (2)** Shop Service and Information, these are added in the *shop system default language*. The language is shown in the **drop down menu (3)**.

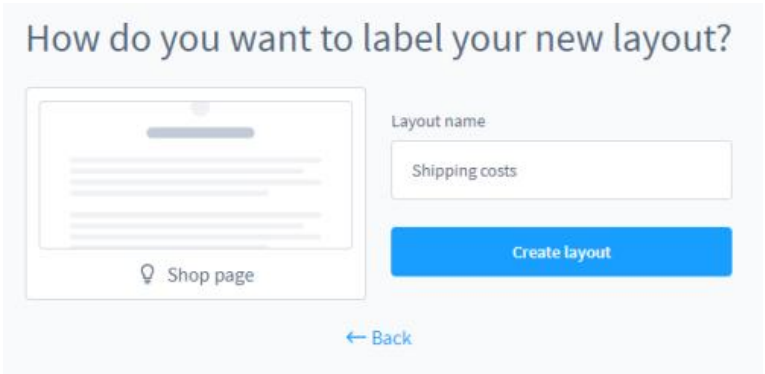


Now select the French language from **drop down menu (1)**. We can skip the *first level category* called Footer Navigation. Click on one of the added **sub categories (2).** The **name (3)** is displayed in a lighter tone, this indicates that it's not yet translated and will fall back to the system default language. After translating the **name (3)**, click **save (4)** and continue to the next sub category

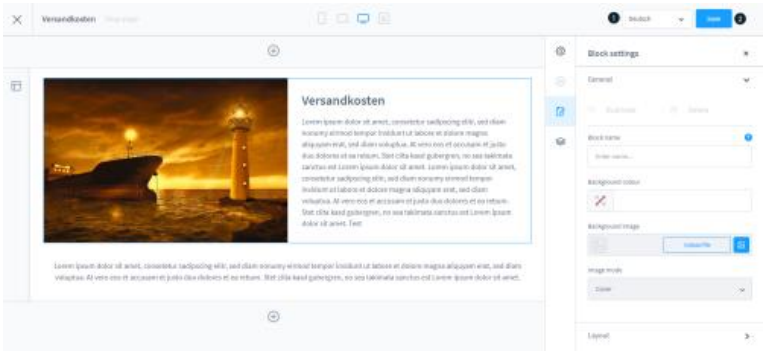


Now we have our basic category structure, we need to assign this as a entry point for our shop. First we select our **Sales Channel (1)**, next we need to define the **Entry point footer navigation (2)**.
In the drop down menu select *Footer navigation*, the one that we just created and **click Save (3)**.

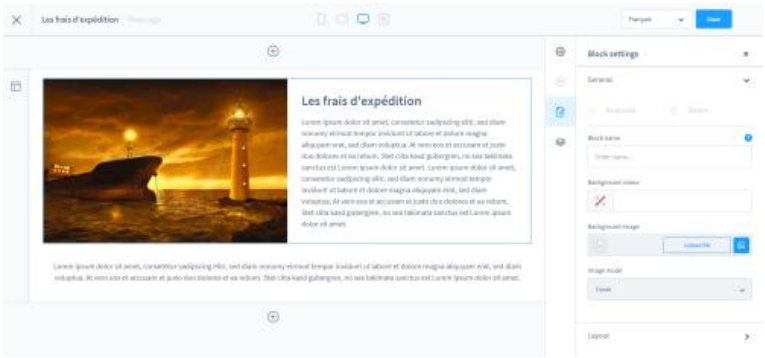
Now we are ready to create the shop pages that we want to show in the frontend under the appropriate section. In order to do so please navigate to **Content > Shopping Experiences** and create a new shop page.
Information about shopping experiences and how to create them can be found here.



In this case we will create and add the shop page Shipping cost, we can translate this page and don't need to create a new page for every language.



After you are happy with your layout, **save (2)** the page and switch to the French in the **drop down menu (1)**.



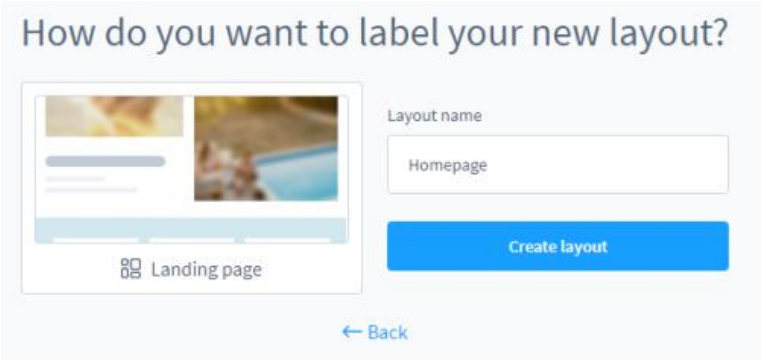
After you are happy with your translation click on save in the top right corner.

Head back to **Catalogues > Categories**.
Create a sub category under one of the previously created sub category Information.
Verify that you are working on the Dutch language.
Name this shipping costs, and assign the layout that we just created in the last section.
Now you need to make sure the sub category is active and click Save.

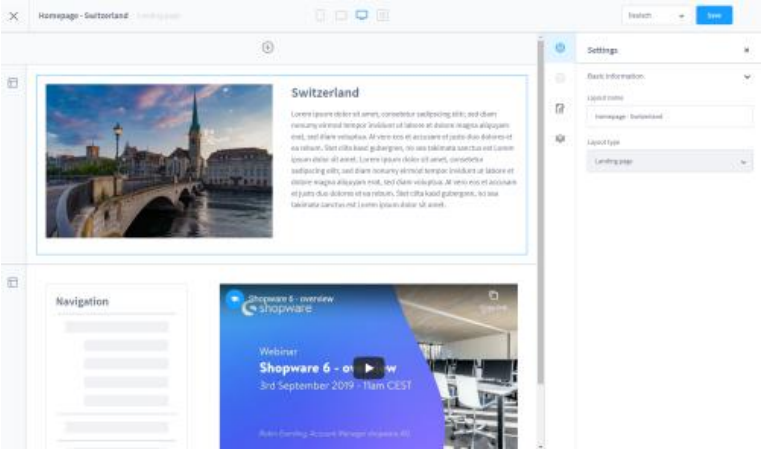
To make sure every works as intend please navigate to the frontend of your store and take a look at the footer, you should see your newly created pages.

Landing page

Just like we created the shop pages for our footer we are going to create a landing page. We can do a lot with the shopping experiences so that it stands out.
Please navigate to **Content > Shopping Experiences** and create a new landing page. Information about shopping experiences and how to create them can be found here.

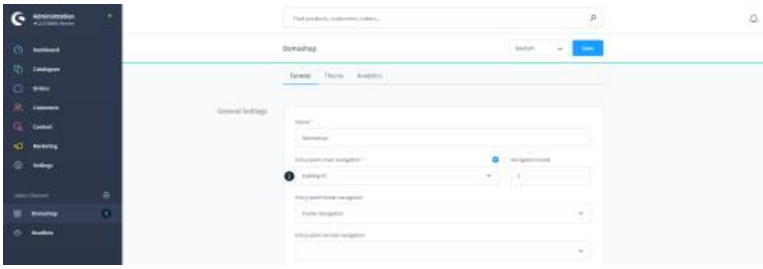


In this case we will create and add the landing page Homepage.



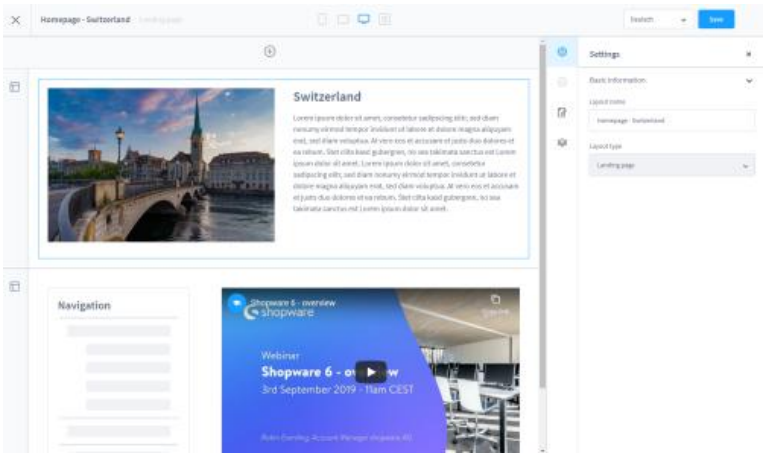
After you are happy with your layout, save the page.

Remember to use the button in the top right corner to switch between the languages that you use in your shop and translate these accordingly.



n order to tie the landing page to the right category we navigate to our **Sales channel (1)**, here we take a look at Entry point main **navigation (2)**. This tells us where the customer will enter the site, thus telling us to which category we need to add the landing page.

Head back to **Catalogues > Categories**. Click on the **category** that's set as your entry point. **Change the layout** to the created landing page, confirm and click on **Save**.

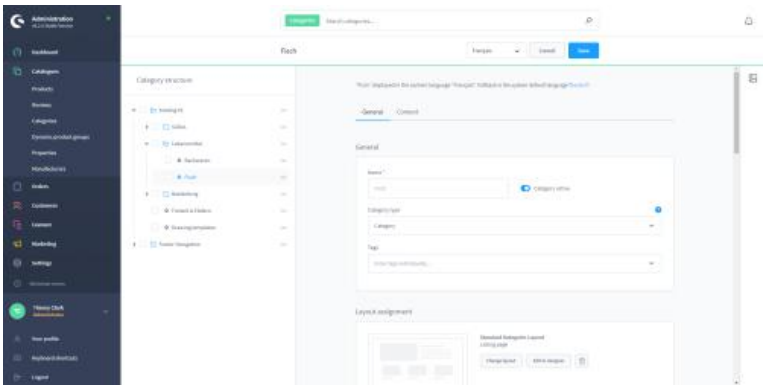


To make sure every works as intend please navigate to the frontend of your store and take a look at landing page.

Optional changing the demo data

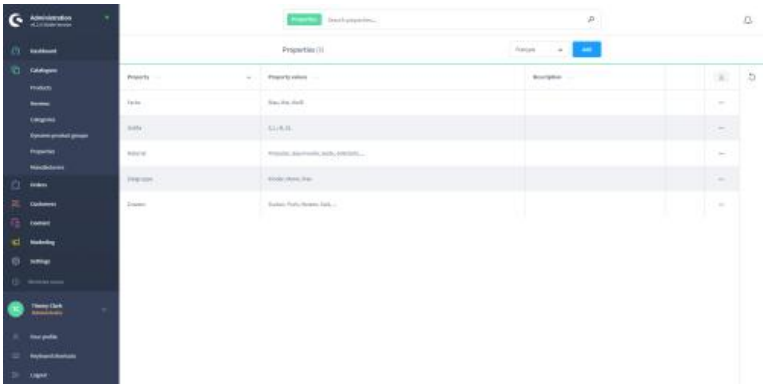
categories and Products

Please note that these steps only apply if you have chosen to install the **Demo data**.
If you take a look at the frontend of your webstore you will notice that everything is in the desired language except the **Demo data**. To change this we need to go back into the admin area.
Navigate to **Catalogues** > **Categories** and pick a category that you want to translate.

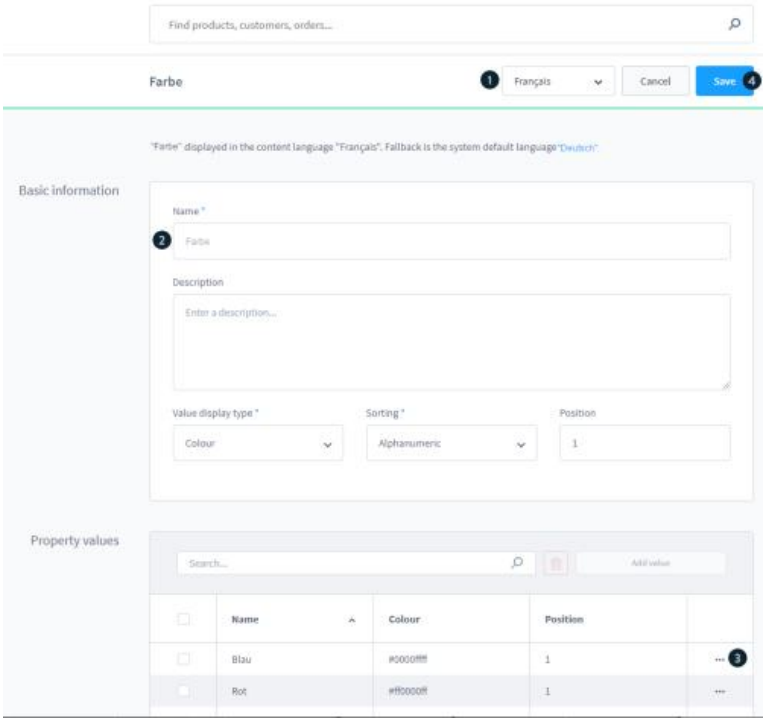


Select the language from the **drop down menu (1)** that you'd like to add, in this case it's Dutch.
Notice that the **name is displayed in grey (2)**, this means that it will fall back to the store default language which is English in this case. Enter the translated name for the category and click **Save (3)**. The same applies to Products, these need to be translated or they will fallback to the default store language.
If you used the **Demo Data** there is something else that you will need to translate.

Product properties



As you can see these are still in German. We need to translate the Properties and Property values.
To translate a property click the **...** on the right-hand side.



Select the language from the **drop down menu (1)** that you'd like to add, in this case it's Dutch.
Notice that the **name is displayed in grey (2)**, this means that it will fallback to the store default language which is English in the case. Enter the translated name for the property and click **Save (4)**.
The same applies to **Property values (3)**, these need to be translated or they will fallback to the default store language.

Setting up the Store for the United Kingdom in English

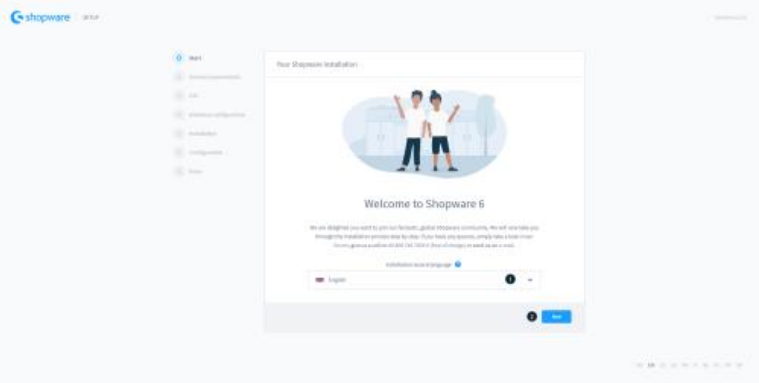
To get started with Shopware 6, download the latest version that can be found here.
Once that is done, please follow the instructions that can be found here to deploy Shopware.

Translation

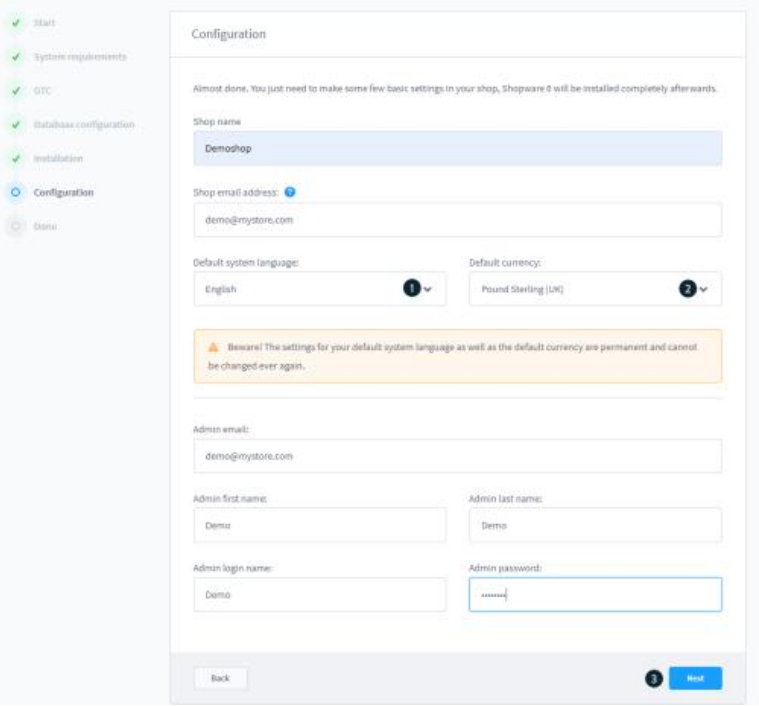
Shopware is available in many languages, if you want to contribute you can do so on Crowdin by clicking here you are redirected to our Crowdin Shopware 6 page.

Installation

Please note that the selected language is only for the installer.
In this guide we will show how to setup your store for the **United Kingdom in English**, the language can be changed to any language offered.



Pick the desired language from the **drop down menu (1)** and click **Next (2)**.
Since we chose English, the menu will be in English.
Make sure that your system fulfills the system requirements and click Next.
Read and accept the general terms and conditions and click Next.
Enter the requested information about your database and click Next.

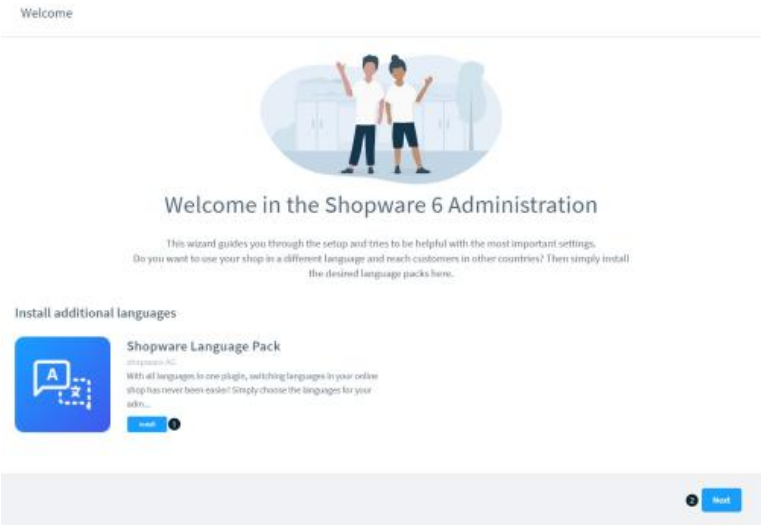


Where are using **English (1)**, this and **German (1)** are considered system default languages in Shopware.
If you have a want to use a different language you need to install and activate the corresponding language plug-in in the next step.
It's recommended that you use English or German as a default a language.

Remember to set your **default currency (2)** this is important as it's used as a base for calculating different currencies.
After the installation, you can change the language in the Admin area for the complete store.
Fill in all required fields, and click **Next (3)**.
If everything has been setup right you should now be presented with the login screen for the admin area.

First run wizard in the Admin

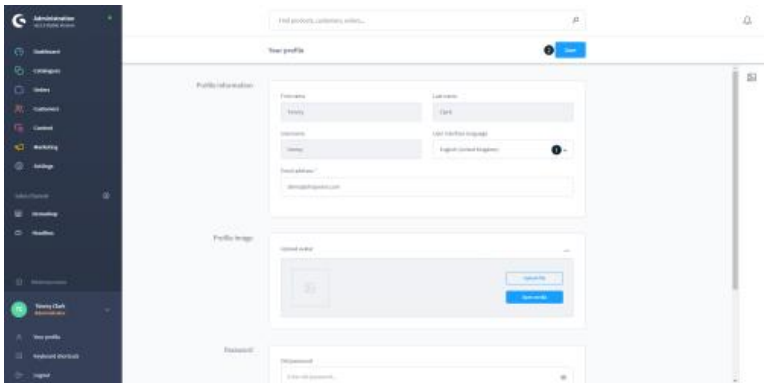
If the admin login does not show for a reason, you can call this by using *www.mystore.com/admin*.
You will be greeted by the first run wizard. Since we picked English as the default language the admin will be shown in English.



Optional: install the a **language pack (1)** that you need and click **Next (2).**

***Optional*: Changing the Admin language**

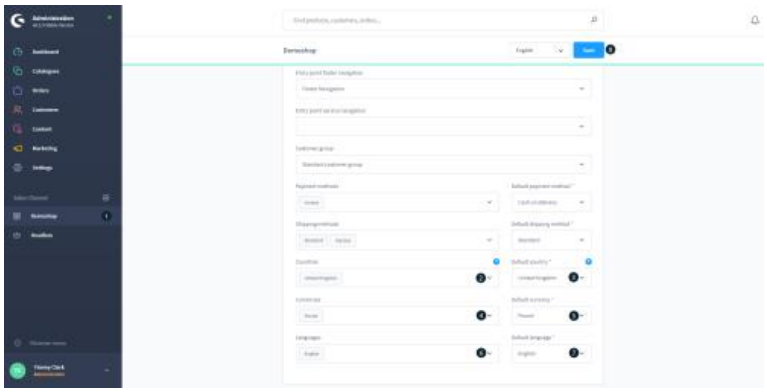
You will be greeted by the first run wizard.
If you wish to change the admin language you can do this under **Administrator**, expand and click **your profile**.



Set the **User interface language (1)** to the language that you desire and click **Save (2)**.
Your admin area is now displayed in the language of your choice as seen below, different users can have a different admin language.

Changing the store settings

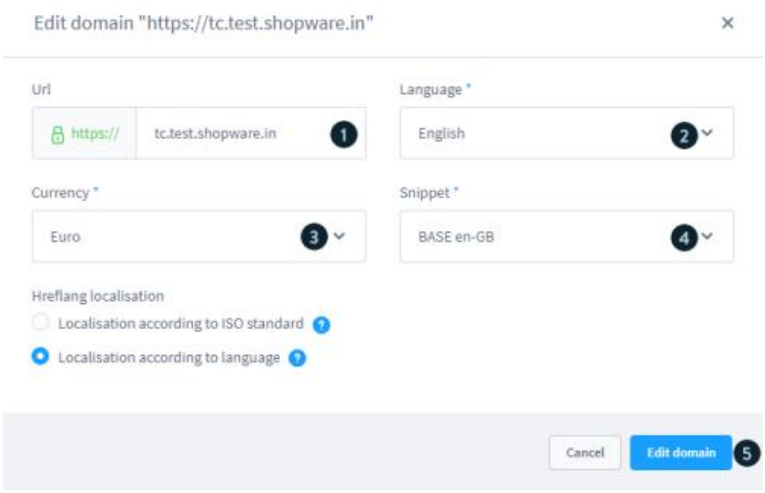
Now we need to change some setting so that the webstore is ready for the United Kingdom.



Navigate to **Sales channel of choice (1)**, add all **countries (2)** that you plan on using under this sales channel. Set the **default country (3)** to your primary country in this case the United Kingdom.
If you want to add more than one currency to the sales channel add these to the **currencies (4)**, and set the **default currency (5)**, in this case it's Pounds.
Change the available **language (6)** to match all languages that you wish to display in this sales channel and then change the **default language (7)** for this channel to English and click **Save (8)**.
If you have more than one sales channel remember that these settings are only applied to the selected sales channel.

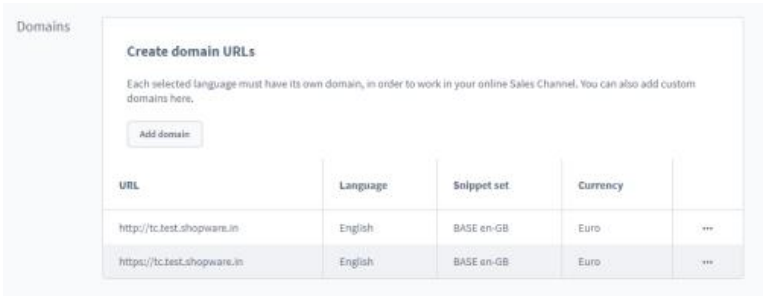
Adjusting the domain

If you are using more languages than only English, make sure that these settings are reflected in the domain. To check this scroll down to **Domains** and click the **...** and select **Edit domain.**



Make sure the **url (1)** is right. Set the **Language (2)** ,**Currency (3)** and associated **Snippet (4)** as desired and click **Edit domain (5)** to save. These settings are mandatory and only apply to this domain. Make sure to setup the domain for http and https and that these have the same settings.

If you added more languages you need to setup a sub domain like *www.mystore.com/de* for Germany, these need their own domain within the sales channel, which will allow customers to switch the language from your store in the frontend. The mask will close and you see the changed settings.

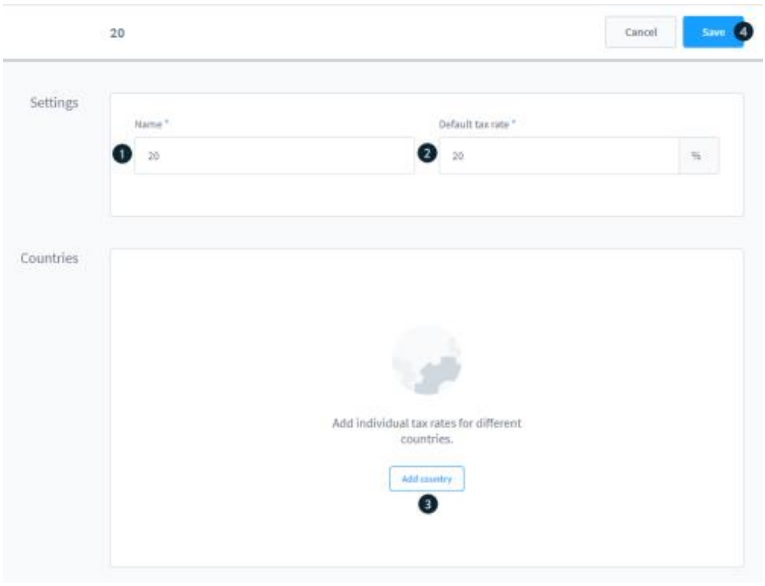


Verify all previous settings under General settings and the Languages and Snippet set under **Domains (1)**, if all are showing the settings click **Save** located at the top of the page.
If there are any default translations that don't meet your expectations these can be changed under **Settings** > **Snippet**.

Tax

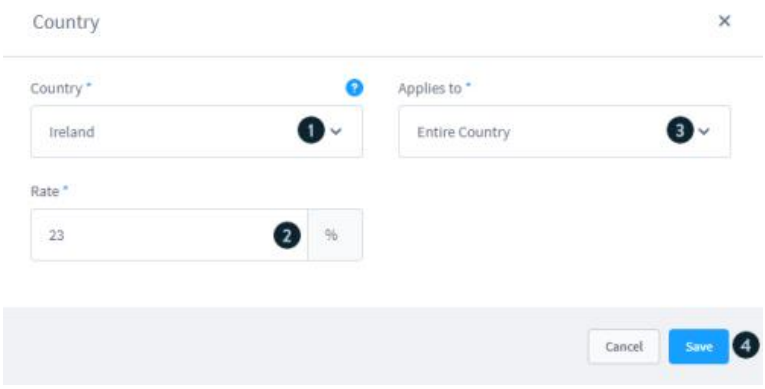
We need to update the tax rates to reflect so these are valid for this country. This can be found under **Settings** > **Tax**.

Click on the **... (1)** next to the tax rate that you want to change, this will open up a new mask.

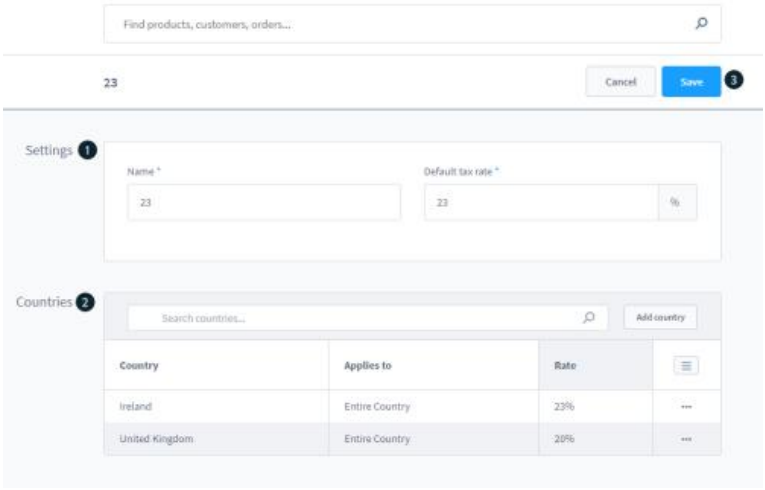


Give your tax a **Name (1)** and enter the **Default tax rate (2)**. The default tax rate is your fallback if nothing else is defined. You can define a tax rate for countries by clicking **Add country (3)**. If you are done click **save (4)**.In this example we will setup the tax rate for the United Kingdom which is 20%.

We changed the default rate to 20%, and we added the United Kingdom and Ireland.
Adding the United Kingdom is not needed because the tax rate matches the default rate.



Choose a **country (1)** from the drop down list, set the **tax rate (2)** and choose whenever this **applies to (3)** the entire country, a zip code or a state. **Save (4)** your settings once you are done.

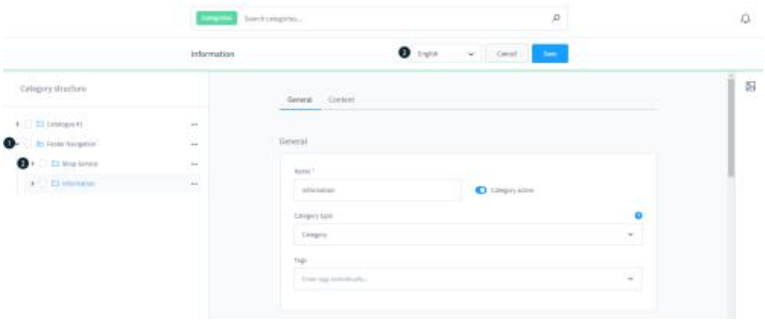


You will now see the **default tax rate (1)** added **countries (2)** with their set tax rate. If every thing is as desired click **save (3)**.

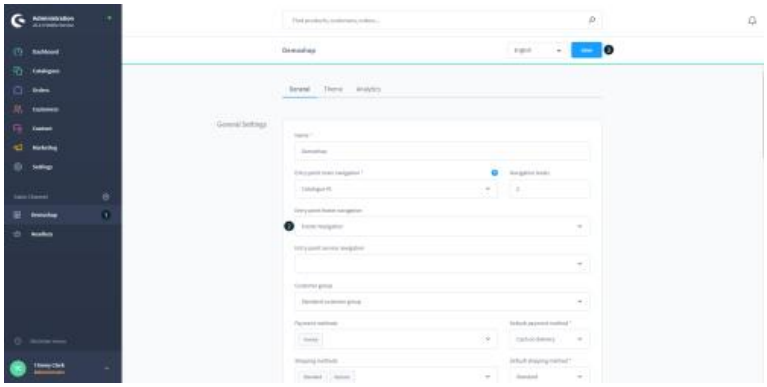
Adding custom pages

Footer Navigation

In this section we will explain how you can set up the footer from scratch.
The first thing that we need to do is add some categories, this needs to be done under **Catalogues > Categories**. How to set up a new category is explained here.
Please make sure to pick a name that indicates what content can be found in the section, because the name will show up in the frontend.

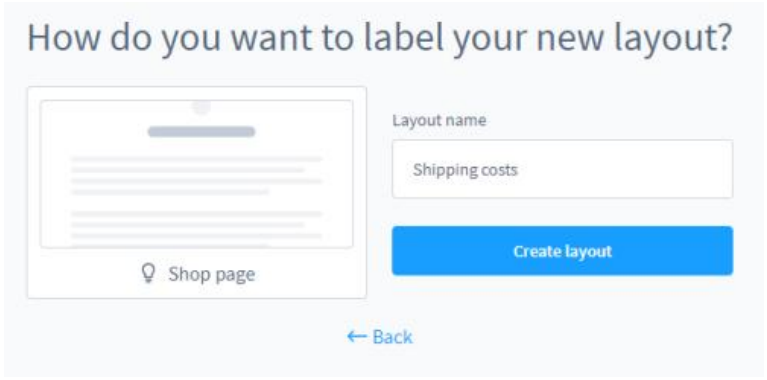


We add a new **first level category (1)** called Footer Navigation, after saving this we add **two sub categories (2)** Shop Service and Information, these are added in the *shop default language*. The language is shown in the **drop down menu (3)**

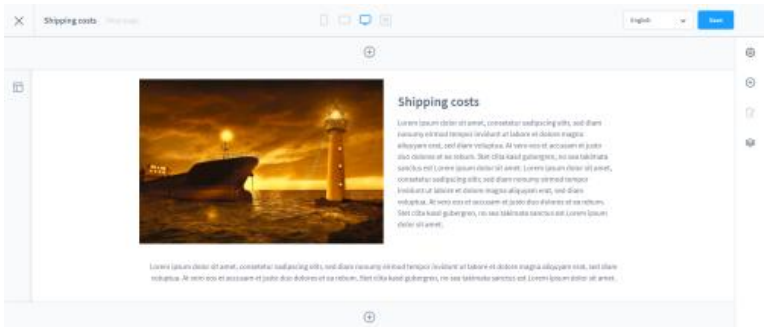


Now we have our basic category structure, we need to assign this as a entry point for our shop. First we select our **Sales Channel (1)**, next we need to define the **Entry point footer navigation (2)**.
In the drop down menu select *Footer navigation*, the one that we just created and **click Save (3)**.

Now we are ready to create the shop pages that we want to show in the frontend under the appropriate section. In order to do so please navigate to **Content > Shopping Experiences** and create a new shop page.
Information about shopping experiences and how to create them can be found here.

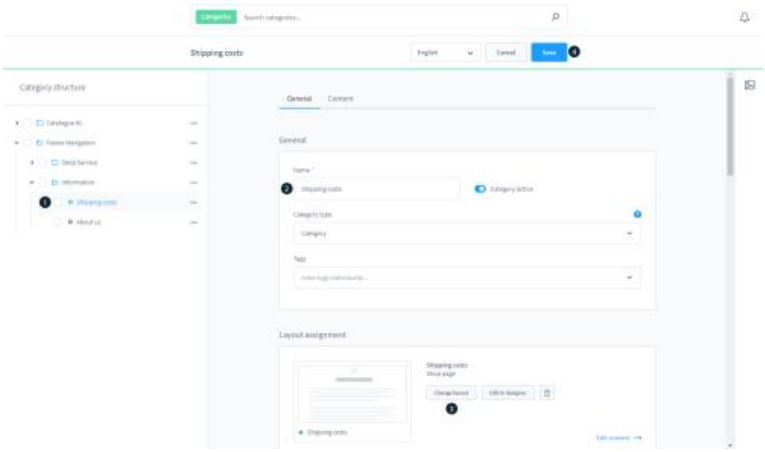


In this case we will create and add the shop page Shipping costs.



After you are happy with your layout, save the page.

Remember to use the button in the top right corner to switch between the languages that you use in your shop and translate these accordingly

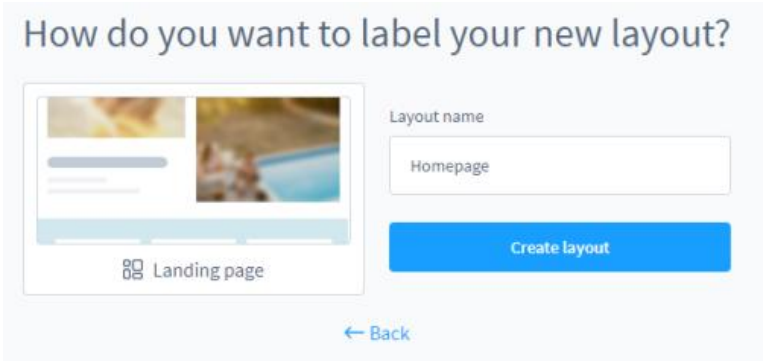


Head back to **Catalogues > Categories**.
Create a sub category under one of the previously created sub category **Infromation (1)**.
Name this **Shipping costs (2)**, and **assign the layout (3)** that we just created in the last section.
Now you need to make sure the sub category is active and click **Save (4)**.

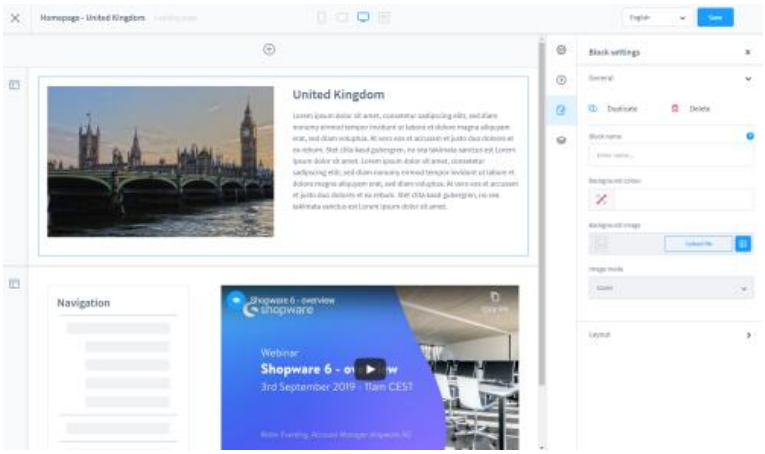
To make sure every works as intend please navigate to the frontend of your store and take a look at the footer, you should see your newly created pages.

Landing page

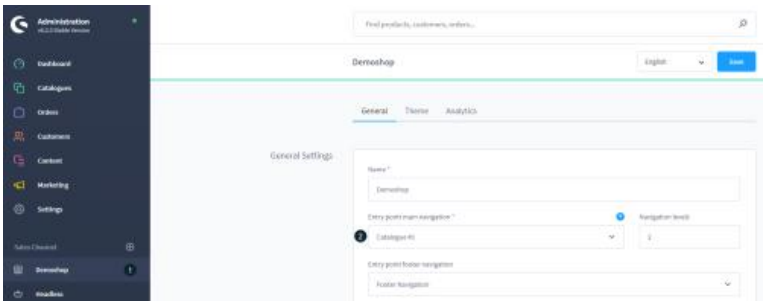
Just like we created the shop pages for our footer we are going to create a landing page. We can do a lot with the hopping experiences so that it stands out.
Please navigate to **Content > Shopping Experiences** and create a new landing page. Information about shopping experiences and how to create them can be found here.



In this case we will create and add the landing page Homepage.



After you are happy with your layout, save the page.



In order to tie the landing page to the right category we navigate to our **Sales channel (1)**, here we take a look at Entry point main **navigation (2)**. This tells us where the customer will enter the site, thus telling us to witch category we need to add the landing page.

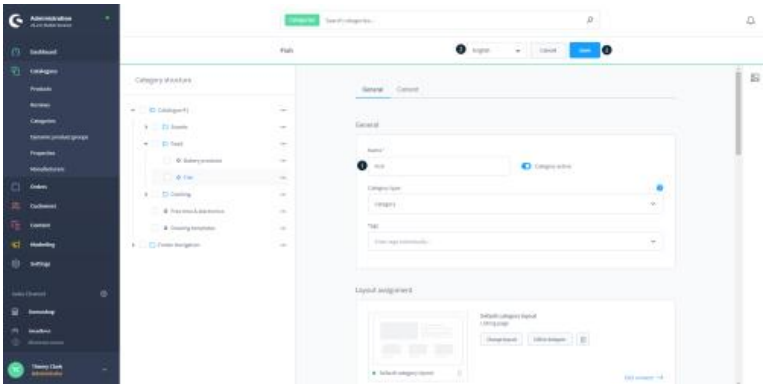
Head back to **Catalogues > Categories**. Click on the **category (1)** that's set as your entry point. **Change the layout (2)** to the created landing page, confirm and click on **Save (3)**.

To make sure every works as intend please navigate to the frontend of your store and take a look at landing page.

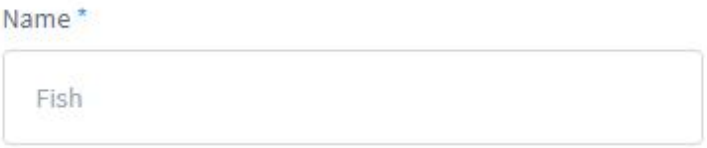
Optional changing the demo data

categories and Products

Please note that these steps only apply if you have chosen to install the **Demo data**.
If you take a look at the frontend of your webstore you will notice that everything is in the desired language.
The **Demo data** will still be unchanged, in order to change this we need to go back into the admin area.
Navigate to **Catalogues** > **Categories** and pick a category that you want to change.

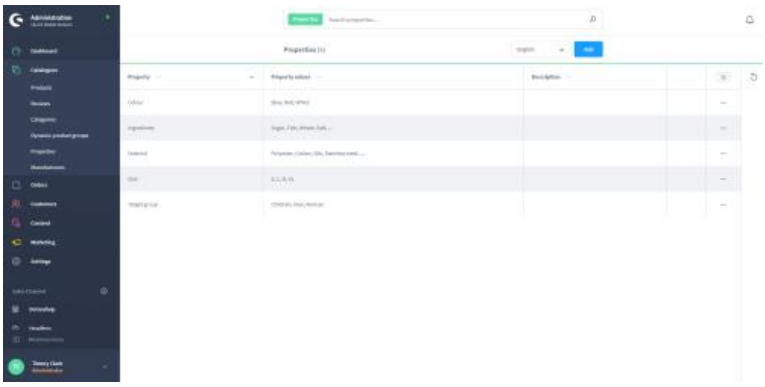


Change the **name (1)** of the category and click **Save (3)**. The same applies to Products, these need to be changed or newly created.
If you use a second language don't forget to select the language from the **drop down menu (1)** that you'd like to add. Non translated entities will fallback to the default store language.
If you used the **Demo Data** there is something else that you might want to change.

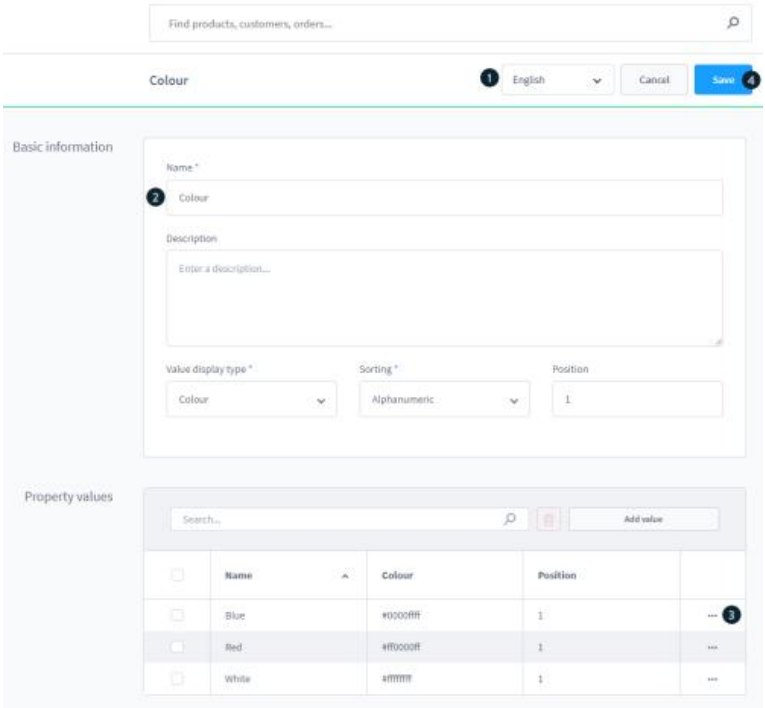


If you are using a second language and you switch to that language you will notice that the **name is displayed in grey (1)**, this means that it will fall back to the store default language which is English in this case.

Product properties



As you can see these are in English. If you need to make changes or translate the Properties and Property values.
You can do so by clicking the **...** on the right-hand side.;



You can change the **name (2)** and add a translation by selecting the language from the **drop down menu (1)**. Enter the changed;or translated name for the property and click **Save (4)**.
The same applies to **Property values (3)**. Remember should you use a second language to translate this or the value will be displayed in the store default language.

Setting up the Store for Ireland in English

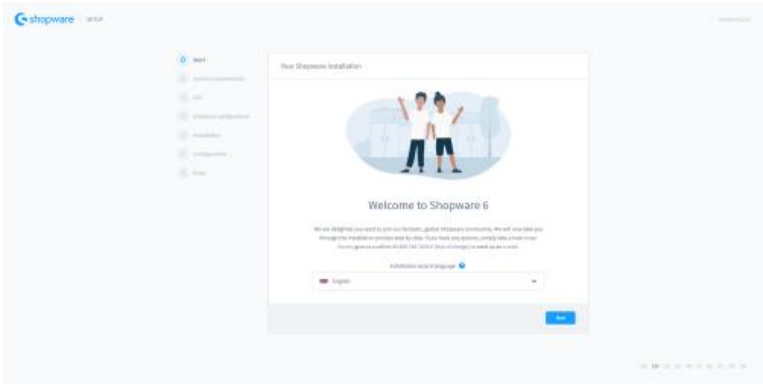
To get started with Shopware 6, download the latest version that can be found here.
Once that is done, please follow the instructions that can be found here to deploy Shopware.

Translation

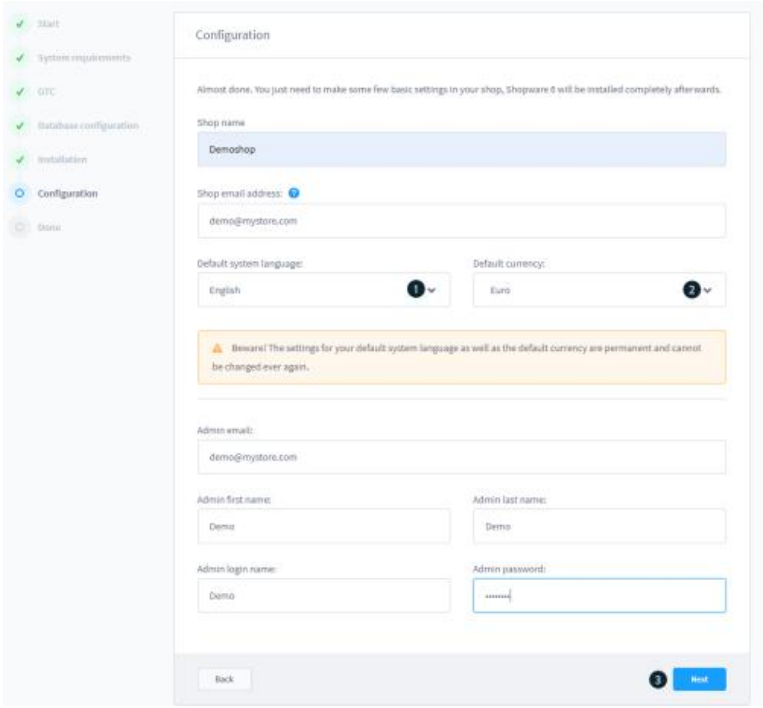
Shopware is available in many languages, if you want to contribute you can do so on Crowdin by clicking here you are redirected to our Crowdin Shopware 6 page.

Installation

Please note that the selected language is only for the installer.
In this guide we will show how to setup your store for **Ireland using the English**, the language can be changed to any language offered.



Pick the desired language from the **drop down menu (1)** and click **Next (2)**.
Since we chose English, the menu will be in English.
Make sure that your system fulfills the system requirements and click Next.
Read and accept the general terms and conditions and click Next.
Enter the requested information about your database and click Next.

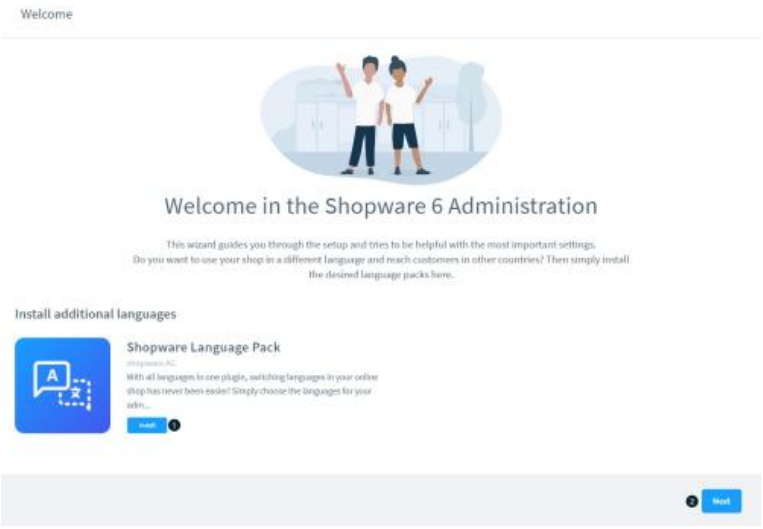


Where are using **English (1)**, this and **German (1)** are considered system default languages in Shopware.
If you have a want to use a different language you should install and activate the corresponding language plug-in in the next step.
It's recommended that you use English or German as a default language.

Remember to set your **default currency (2)** this is important as it's used as a base for calculating differnt currencies.
After the installation, you can change the language in the Admin area for the complete store.
Fill in all required fields, and click **Next (3)**.
If everything has been setup right you should now be presented with the login screen for the admin area.

First run wizard in the Admin

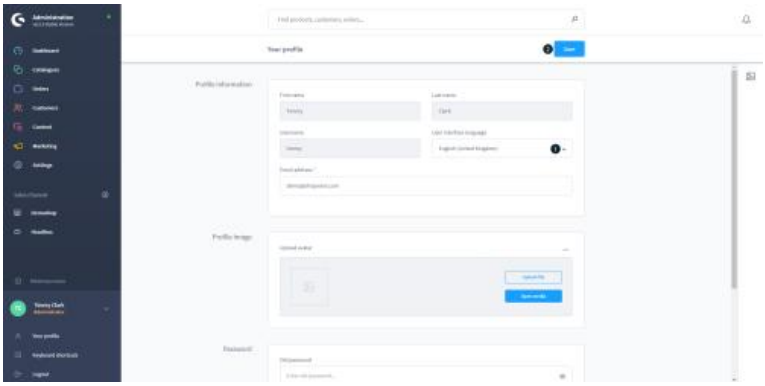
If the admin login does not show for a reason, you can call this by using *www.mystore.com/admin*.
You will be greeted by the first run wizard. Since we picked English as the default language the admin will be shown in English.



Optional: install the **Shopware language pack (1)** and click **Next (2).** We don't need a language pack because where using a default language.

***Optional*: Changing the Admin language**

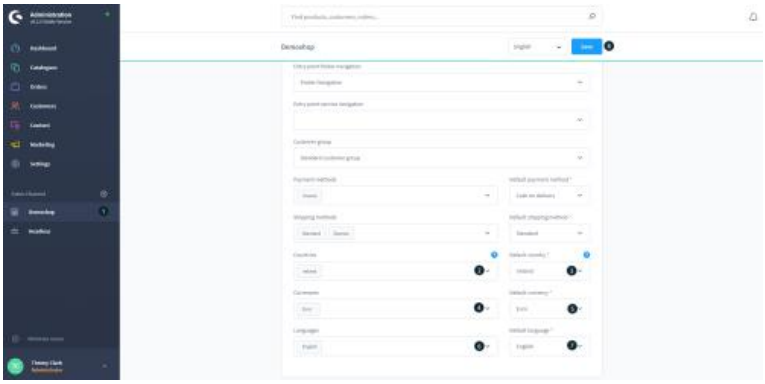
You will be greeted by the first run wizard. If you wish to change the admin language you can do this under **Administrator**, expand and click **your profile**.



Set the **User interface language (1)** to the language that you desire and click **Save (2)**.
Your admin area is now displayed in the language of your choice as seen below, different users can have a different admin language.

Changing the store settings

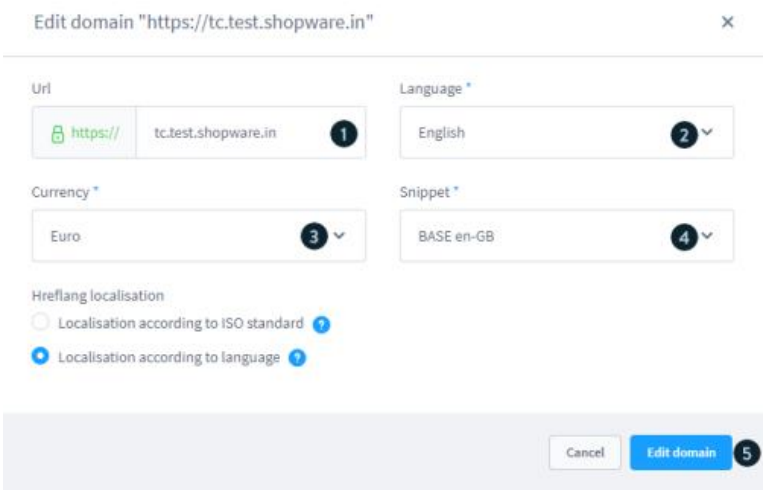
Now we need to change some setting so that the webstore is ready for Ireland.



Navigate to **Sales channel of choice (1)**, add all **countries (2)** that you plan on using under this sales channel. Set the **default country (3)** to your primary country in this case the Ireland.
If you want to add more than one currency to the sales channel add these to the **currencies (4)**, and set the **default currency (5)**, in this case it's Euro.
Change the available **language (6)** to match all languages that you wish to display in this sales channel and then change the **default language (7)** for this channel to Englsih and click **Save (7)**.
If you have more than one sales channel remember that these settings are only applied to the selected sales channel.

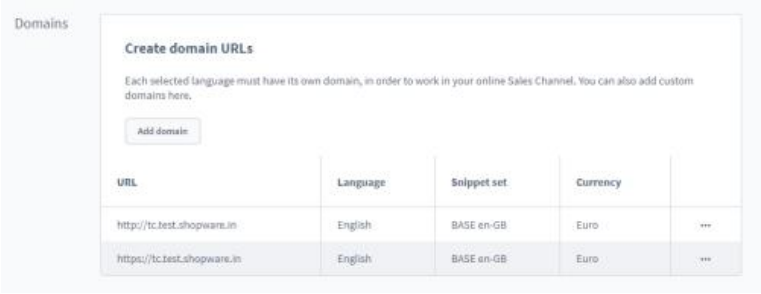
Adjusting the domain

If you are using more languages than only English, make sure that these settings are reflected in the domain. To check this scroll down to **Domains** and click the **...** and select **Edit domain.**



Make sure the **url (1)** is right. Set the **Currency (2)**, **Language (3)** and associated **Snippet (4)** as desired and click **Edit domain (5)** to save. These settings are mandatory and only apply to this domain. Make sure to setup the domain for http and https and that these have the same settings.

If you added more languages you need to setup a sub domain like *www.mystore.com/de* for Germany, these need their own domain within the sales channel, which will allow customers to switch the language from your store in the frontend. The mask will close and you see the changed settings.

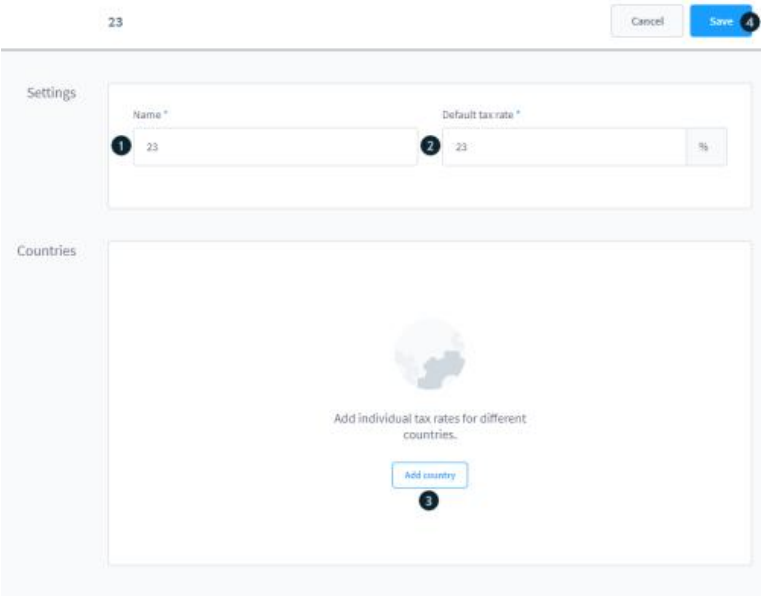


Verify all previous settings under General settings and the Languages and Snippet set under **Domains (1)**, if all are showing the settings click **Save** located at the top of the page.
If there are any default translations that don't meet your expectations these can be changed under **Settings** > **Snippet**.

Tax

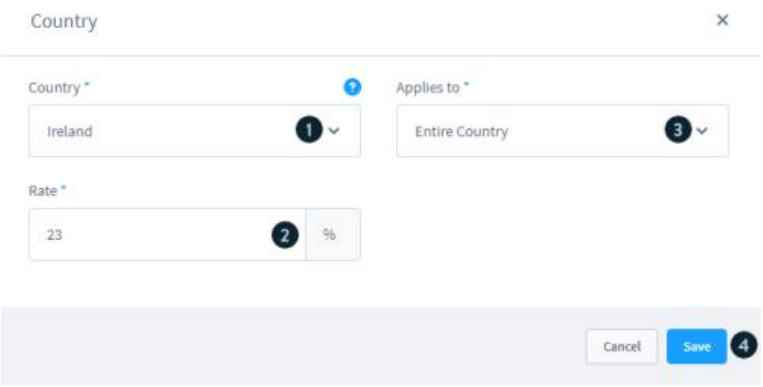
We need to update the tax rates to reflect so these are valid for this country. This can be found under **Settings** > **Tax**.

Click on the **... (1)** next to the tax rate that you want to change, this will open up a new mask.

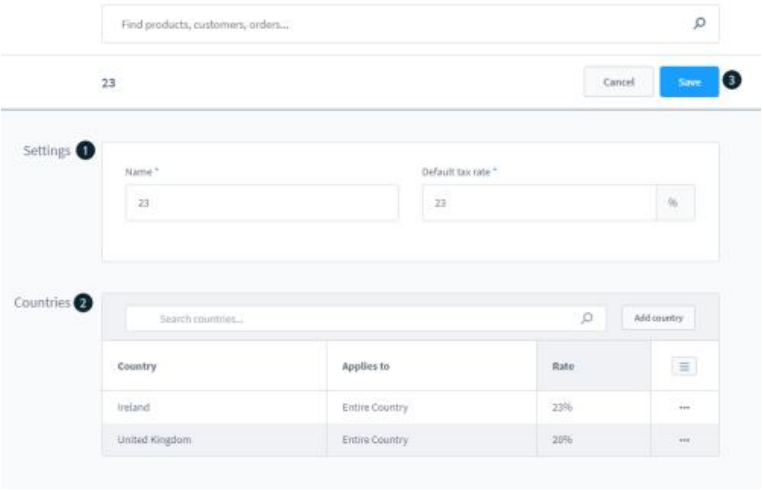


Give your tax a **Name (1)** and enter the **Default tax rate (2)**. The default tax rate is your fallback if nothing else is defined. You can define a tax rate for countries by clicking **Add country (3)**. If you are done click **save (4)**.In this example we will setup the tax rate for the Ireland which is 23%.

We changed the 20% default rate to 23%, and we added the Ireland and United Kingdom.
Adding the Ireland is not needed because the tax rate matches the default rate.



Choose a **country (1)** from the drop down list, set the **tax rate (2)** and choose whenever this **applies to (3)** the entire country, a zip code or a state. **Save (4)** your settings once you are done.

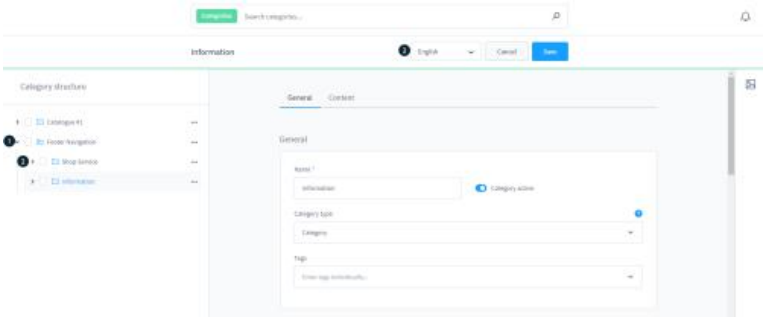


You will now see the **default tax rate (1)** added **countries (2)** with their set tax rate. If every thing is as desired click **save (3)**.

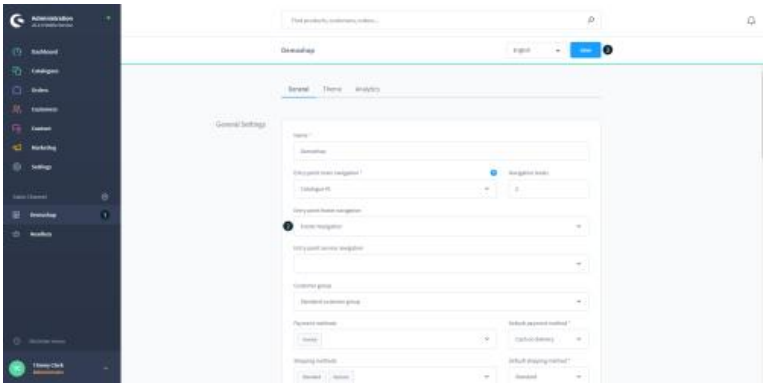
Adding custom pages

Footer Navigation

In this section we will explain how you can set up the footer from scratch.
The first thing that we need to do is add some categories, this needs to be done under **Catalogues > Categories**. How to set up a new category is explained here.
Please make sure to pick a name that indicates what content can be found in the section, because the name will show up in the frontend

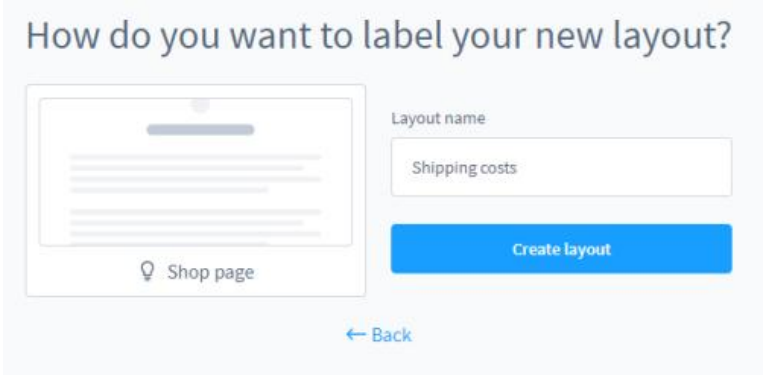


We add a new **first level category (1)** called Footer Navigation, after saving this we add **two sub categories (2)** Shop Service and Information, these are added in the *shop default language*. The language is shown in the **drop down menu (3)**

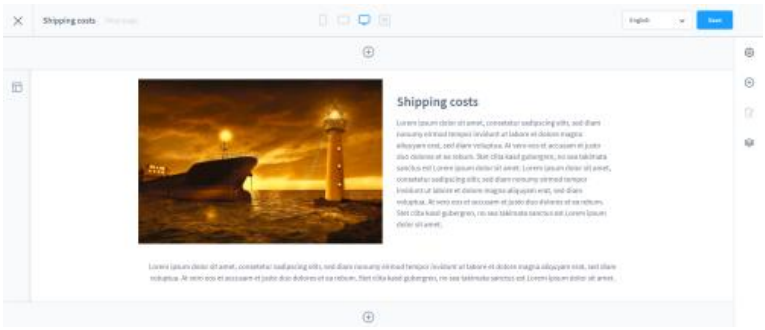


Now we have our basic category structure, we need to assign this as a entry point for our shop. First we select our **Sales Channel (1)**, next we need to define the **Entry point footer navigation (2)**.
In the drop down menu select *Footer navigation*, the one that we just created and **click Save (3)**.

Now we are ready to create the shop pages that we want to show in the frontend under the appropriate section. In order to do so please navigate to **Content > Shopping Experiences** and create a new shop page.
Information about shopping experiences and how to create them can be found here.

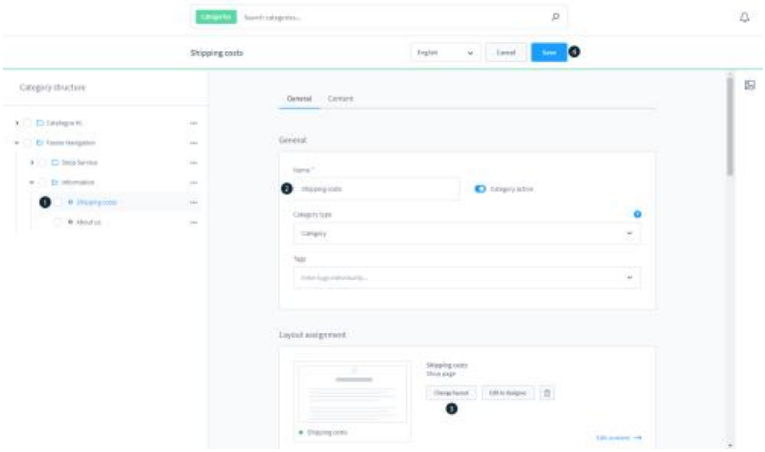


In this case we will create and add the shop page Shipping costs.



After you are happy with your layout, save the page.

Remember to use the button in the top right corner to switch between the languages that you use in your shop and translate these accordingly



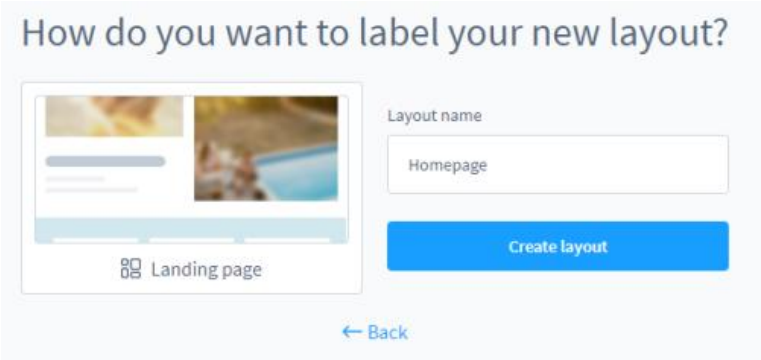
Head back to **Catalogues > Categories**.
Create a sub category under one of the previously created sub category **Infromation (1)**.
Name this **Shipping costs (2)**, and **assign the layout (3)** that we just created in the last section.
Now you need to make sure the sub category is active and click **Save (4)**.

To make sure every works as intend please navigate to the frontend of your store and take a look at the footer, you should see your newly created pages.

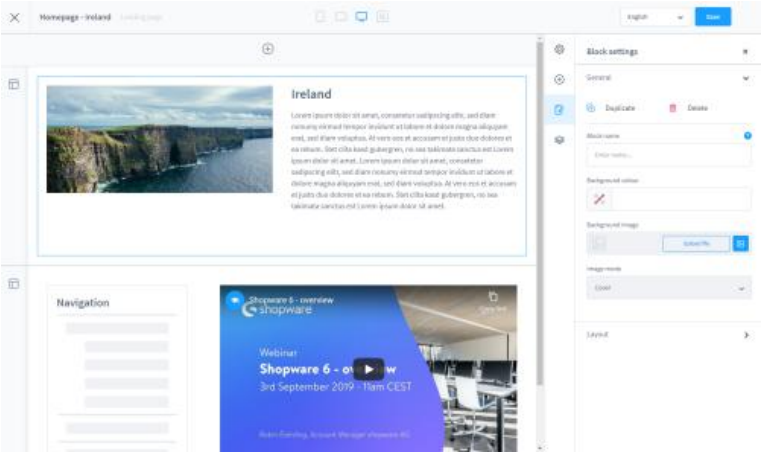
Landing page

Just like we created the shop pages for our footer we are going to create a landing page. We can do a lot with the shopping experiences so that it stands out.
Please navigate to **Content > Shopping Experiences** and create a new landing page. Information about

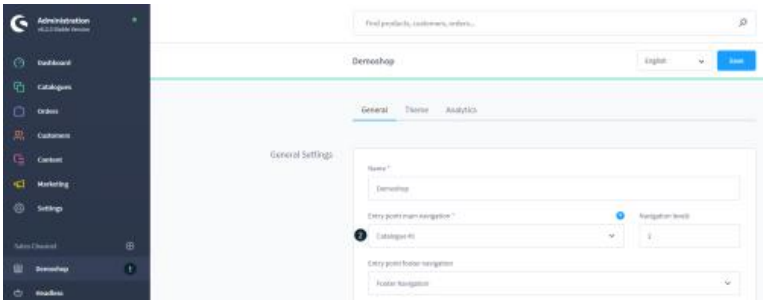
shopping experiences and how to create them can be found here.



In this case we will create and add the landing page Homepage.

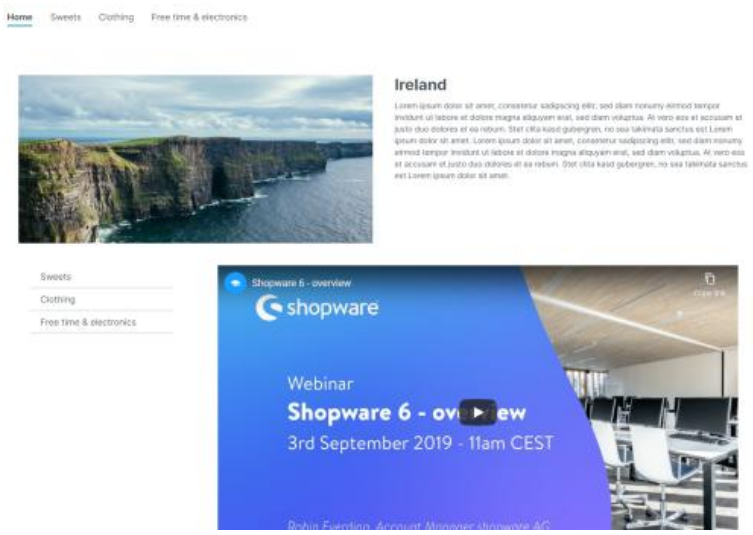


After you are happy with your layout, save the page.



In order to tie the landing page to the right category we navigate to our **Sales channel (1)**, here we take a look at Entry point main **navigation (2)**. This tells us where the customer will enter the site, thus telling us to witch category we need to add the landing page.

Head back to **Catalogues > Categories**. Click on the **category (1)** that's set as your entry point. **Change the layout (2)** to the created landing page, confirm and click on **Save (3)**.

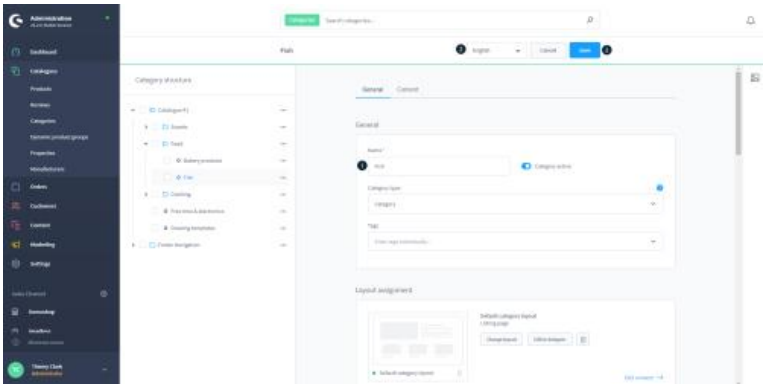


To make sure every works as intend please navigate to the frontend of your store and take a look at landing page.

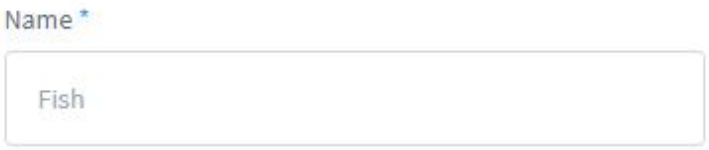
Optional changing the demo data

categories and Products

Please note that these steps only apply if you have chosen to install the **Demo data**.
If you take a look at the frontend of your webstore you will notice that everything is in the desired language.
The **Demo data** will still be unchanged, in order to change this we need to go back into the admin area.
Navigate to **Catalogues** > **Categories** and pick a category that you want to change.

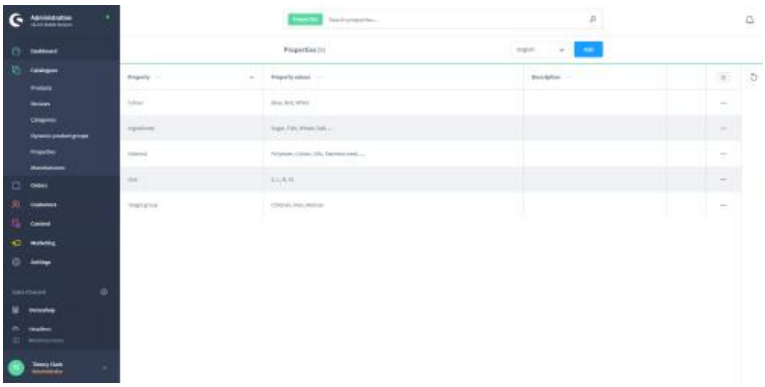


Change the **name (1)** of the category and click **Save (3)**. The same applies to Products, these need to be changed or newly created.
If you use a second language don't forget to select the language from the **drop down menu (1)** that you'd like to add. Non translated entities will fallback to the default store language.
If you used the **Demo Data** there is something else that you might want to change.

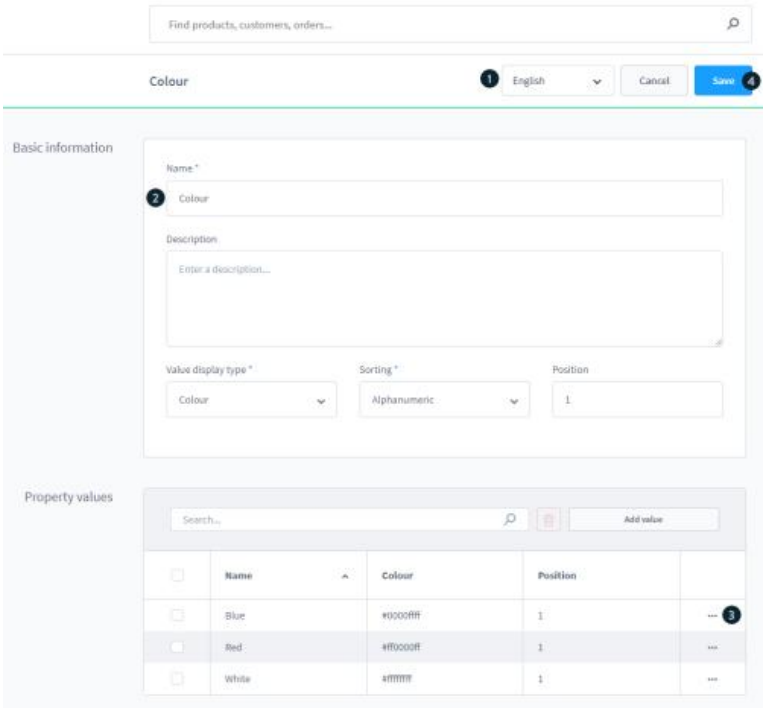


If you are using a second language and you switch to that language you will notice that the **name is displayed in grey (1)**, this means that it will fall back to the store default language which is English in this case.

Product properties



As you can see these are in English. If you need to make changes or translate the Properties and Property values.
You can do so by clicking the **...** on the right-hand side.



You can change the **name (2)** and add a translation by selecting the language from the **drop down menu (1)**. Enter the changed or translated name for the property and click **Save (4)**.
The same applies to **Property values (3)**. Remember should you use a second language to translate this or the value will be displayed in the store default language.

Setting up the Store for the Netherlands in Dutch

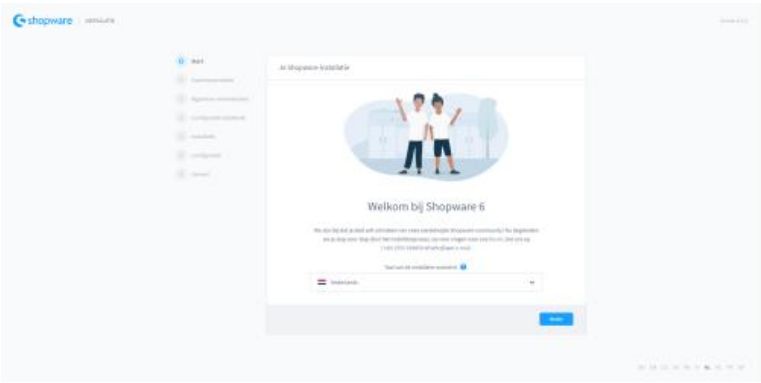
To get started with Shopware 6, download the latest version that can be found here.
Once that is done, please follow the instructions that can be found here to deploy Shopware.

Translation

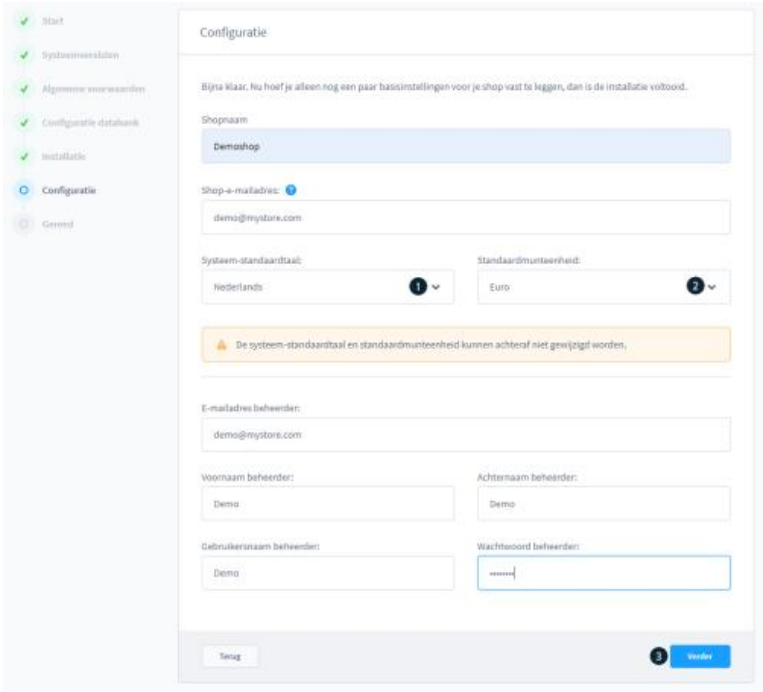
Shopware is available in many languages, if you want to contribute you can do so on Crowdin by clicking here you are redirected to our Crowdin Shopware 6 page.

Installation

Please note that the selected language is only for the installer.
In this guide we will show how to setup the **for the Netherlands in Dutch**, the language can be changed to any language offered.



Pick the desired language from the **drop down menu (1)** and click **Next (2)**.
Since we chose Dutch, the menu will be in Dutch.
Make sure that your system fulfills the system requirements and click Next.
Read and accept the general terms and conditions and click Next.
Enter the requested information about your database and click Next.

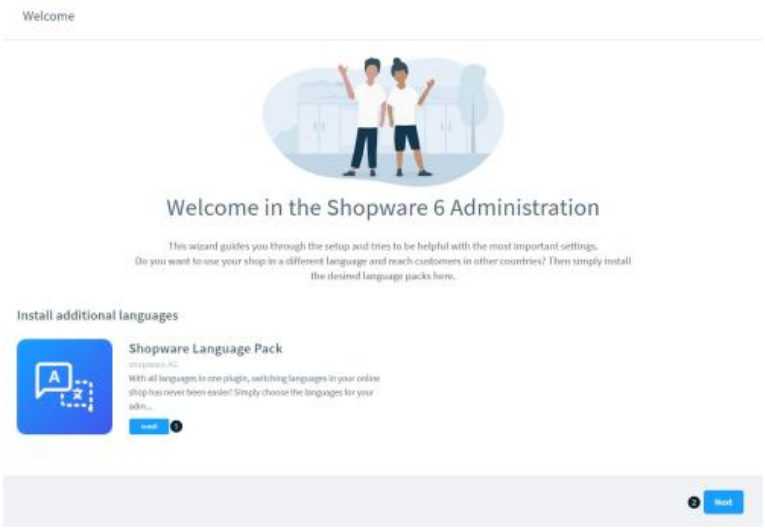


It's recommend to use **English** or **German** as the system default language.
If you have a language other than **English** or **German (1)** you should install and activate the Shopware language pack extension in the next step.

Remember to set your **default currency (2)** this is important as it's used as a base for calculating different currencies.
After the installation, you can change the language in the Admin area for the complete store.
Fill in all required fields, and click **Next (3)**.
If everything has been setup right you should now be presented with the login screen for the admin area.

First run wizard in the Admin

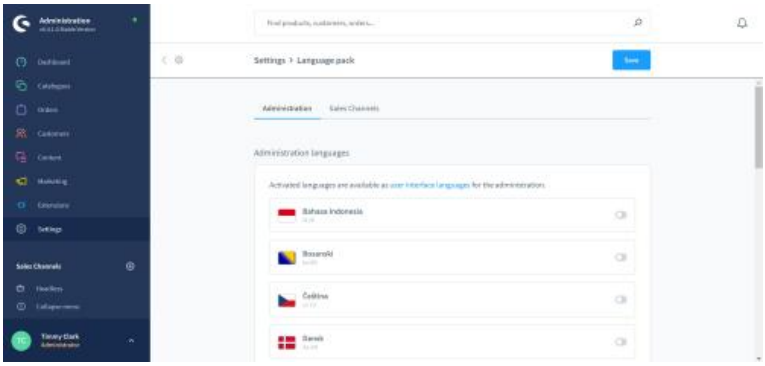
If the admin login does not show for a reason, you can call this by using *www.mystore.com/admin*.
You will be greeted by the first run wizard. Since we picked English as the default language the admin will be shown in English.



Install the **Shopware language pack (1)** this pack offers multiple languages and click **Next (2).** Proceed through the first run wizard until done.
Navigate to **Extensions** > **My extensions** and make sure the required language pack is **installed** and **activated**.

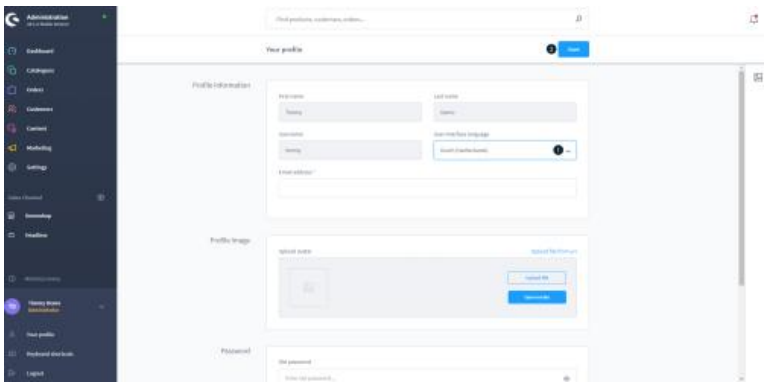
Optional deactivate not needed languages

You can deactivate all the languages that you don't intend to use under **Settings > Extensions > Language Pack**. This is a pure optional step since it doesn't impact the performance. However this does make it easier to find the language in the variouse drop down menus.

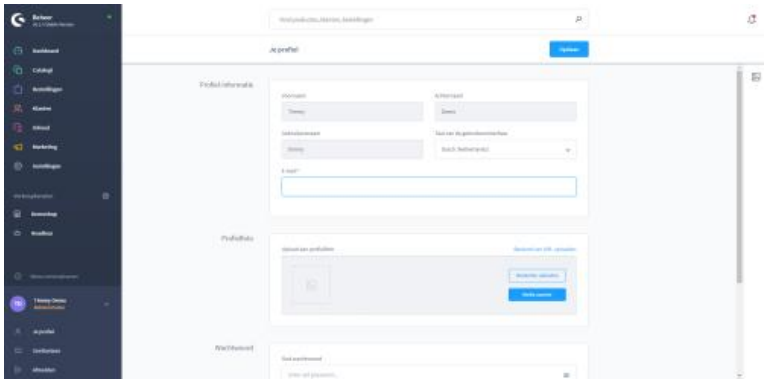


Changing the Admin language

If the admin login does not show for a reason, you can call this by using www.mystore.com/admin.
You will be greeted by the first run wizard. Since we picked English as the default language, the admin will be shown in English. In the next step we are changing this to Dutch.
Navigate to **Administrator**, expand and click **your profile**.



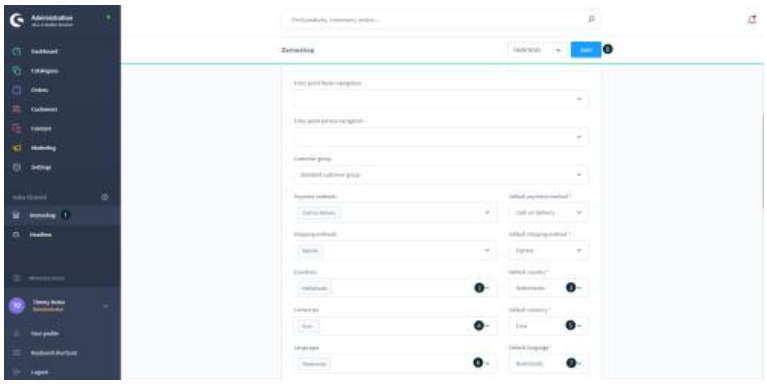
Set the **User interface language (1)** to the language that you desire and click **Save (2)**.
Your admin area is now displayed in the language of your choice as seen below.



Please note that we changed the User interface language back to English for this guide.

Changing the store language

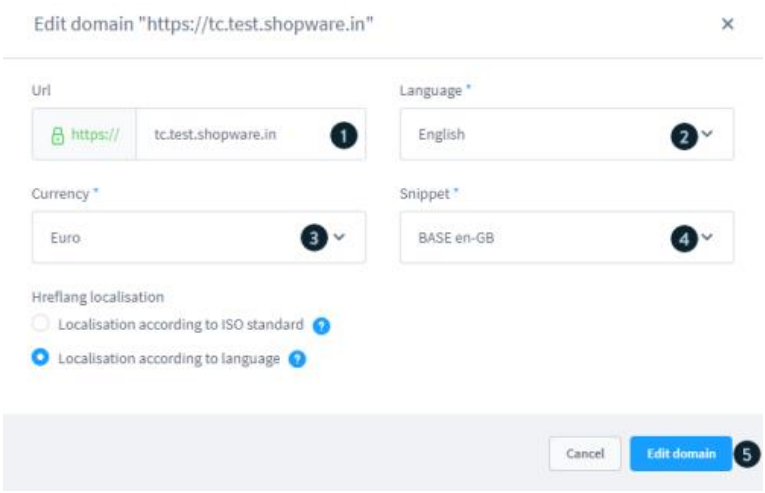
Up until this point, only the Admin area is shown in your desired language, the webstore it self remains unchanged. We are going to change this now.



Navigate to **Sales channel of choice (1)**, add all **countries (2)** that you plan on using under this sales channel. Set the **default country (3)** to your primary country in this case the Netherlands.
If you want to add more than one currency to the sales channel add these to the **currencies (4)**, and set the **default currency (5)**, in this case it's Euro.
Change the available **language (6)** to match all languages that you wish to display in this sales channel and then change the **default language (7)** for this channel to Dutch and click **Save (7)**.
If you have more than one sales channel remember that these settings are only applied to the selected sales channel.

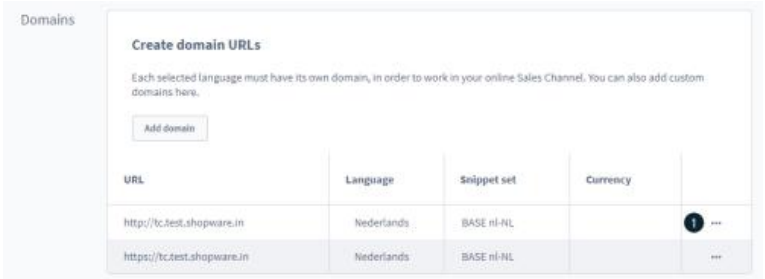
Adjusting the domain

There is one more change that we need to make to the sales channel for the store to be displayed in Dutch. Scroll down to **Domains** and click the **...** and select **Edit domain.**



Make sure the **url (1)** is right. Set the **Currency (2)**, **Language (3)** and associated **Snippet (4)** as desired and click **Edit domain (5)** to save. These settings are mandatory and only apply to this domain. Make sure to setup the domain for http and https and that these have the same settings.

If you added more languages you need to setup a sub domain like *www.mystore.com/de* for Germany, these need their own domain within the sales channel, which will allow customers to switch the language from your store in the frontend. The mask will close and you see the changed settings.

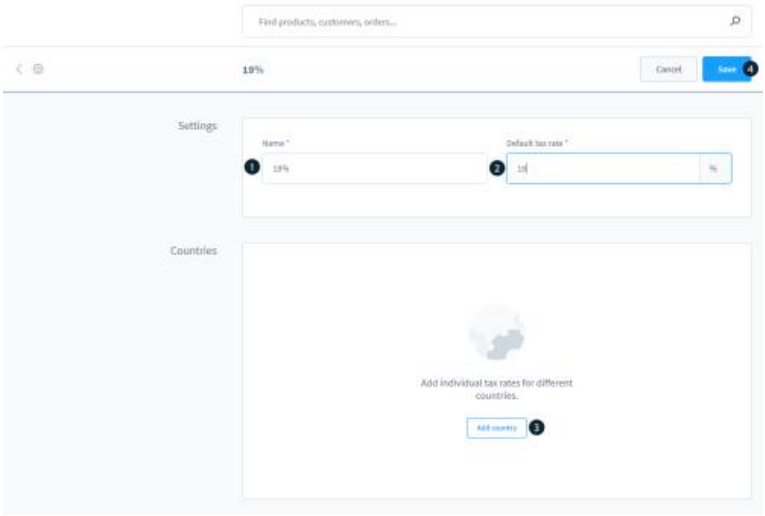


Verify all previous settings under General settings and the Languages and Snippet set under **Domains (1)**, if all are showing the settings click **Save** located at the top of the page.
If there are any default translations that don't meet your expectations these can be changed under **Settings** > **Snippet**.

Tax

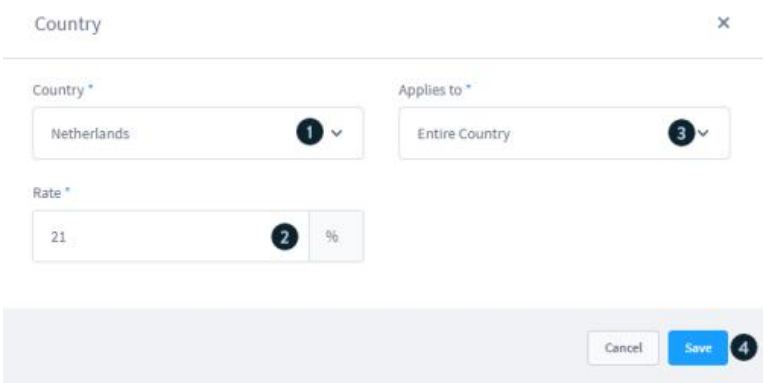
We need to update the tax rates to reflect so these are valid for this country. This can be found under **Settings** > **Tax**.

Click on the **... (1)** next to the tax rate that you want to change, this will open up a new mask.

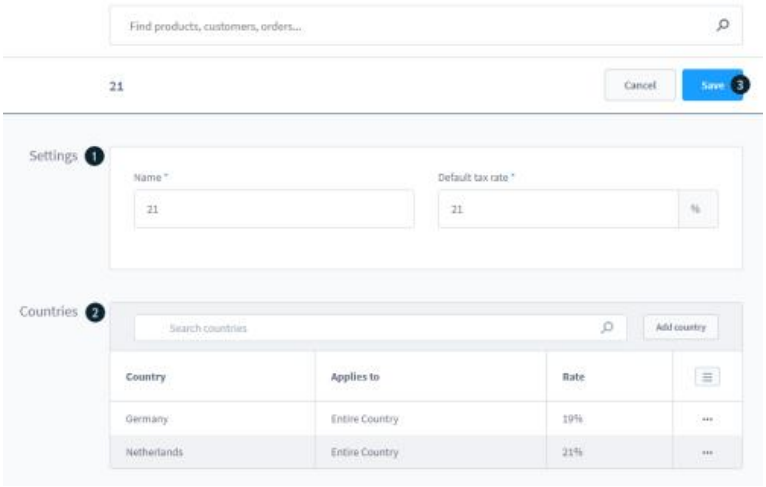


Give your tax a **Name (1)** and enter the **Default tax rate (2)**. The default tax rate is your fallback if nothing else is defined. You can define a tax rate for countries by clicking **Add country (3)**. If you are done click **save (4)**.In this example we will setup the tax rate for the Netherlands which is 21%.

We changed the 19% default rate to 21%, and we added the Netherlands and Germany.
Adding the Netherlands is not needed because the tax rate matches the default rate.



Choose a **country (1)** from the drop down list, set the **tax rate (2)** and choose whenever this **applies to (3)** the entire country, a zip code or a state. **Save (4)** your settings once you are done.

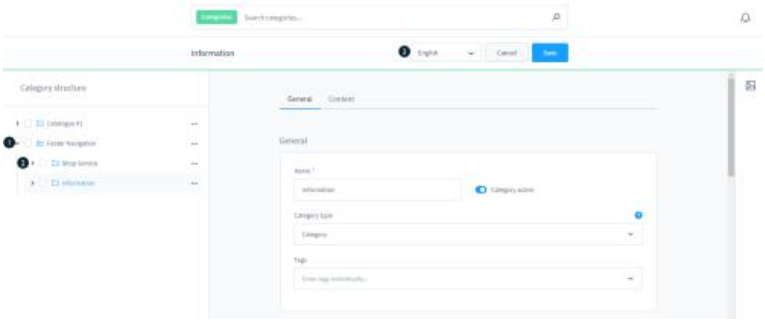


You will now see the **default tax rate (1)** added **countries (2)** with their set tax rate. If every thing is as desired click **save (3)**.

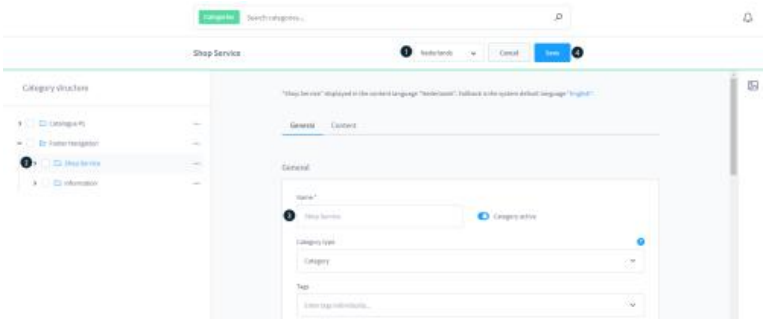
Adding custom pages

Footer Navigation

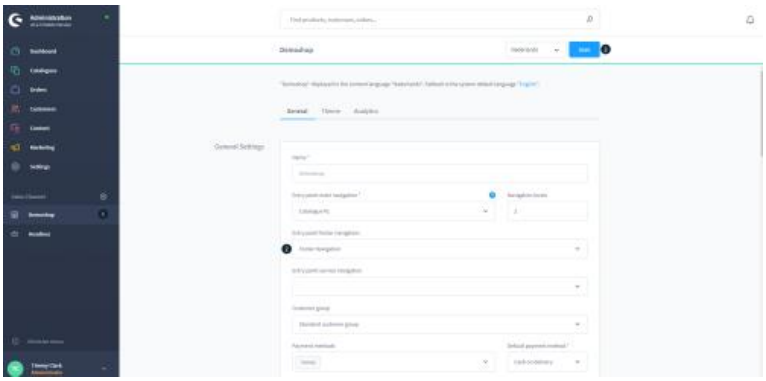
In this section we will explain how you can set up the footer from scratch.
The first thing that we need to do is add some categories, this needs to be done under **Catalogues > Categories**. How to set up a new category is explained here.
Please make sure to pick a name that indicates what content can be found in the section, because the name will show up in the frontend.



We add a new **first level category (1)** called Footer Navigation, after saving this we add **two sub categories (2)** Shop Service and Information, these are added in the *shop default language*. The language is shown in the **drop down menu (3)**

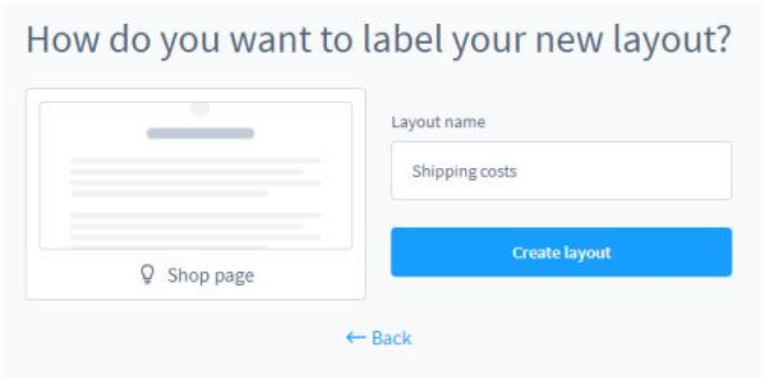


Now select the language you wish to add from **drop down menu (1)**. We can skip the *first level category* called Footer Navigation. Click on one of the added **sub categories (2).** The **name (3)** is displayed in a lighter tone, this indicates that it's not yet translated and will use the default fall back language. After translating the **name (3)**, click **save (4)** and continue to the next sub category.

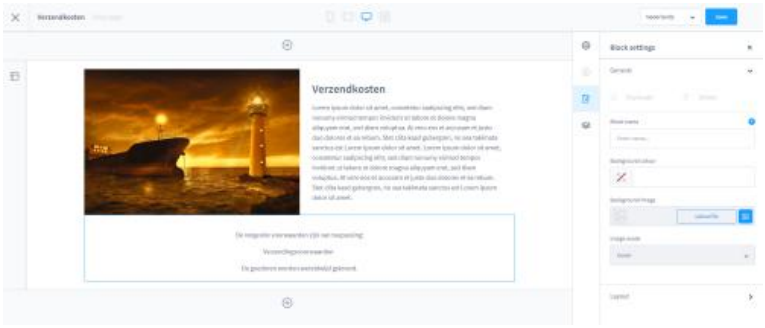


Now we have our basic category structure, we need to assign this as a entry point for our shop. First we select our **Sales Channel (1)**, next we need to define the **Entry point footer navigation (2)**.
In the drop down menu select *Footer navigation*, the one that we just created and **click Save (3)**.

Now we are ready to create the shop pages that we want to show in the frontend under the appropriate section. In order to do so please navigate to **Content > Shopping Experiences** and create a new shop page.
Information about shopping experiences and how to create them can be found here.

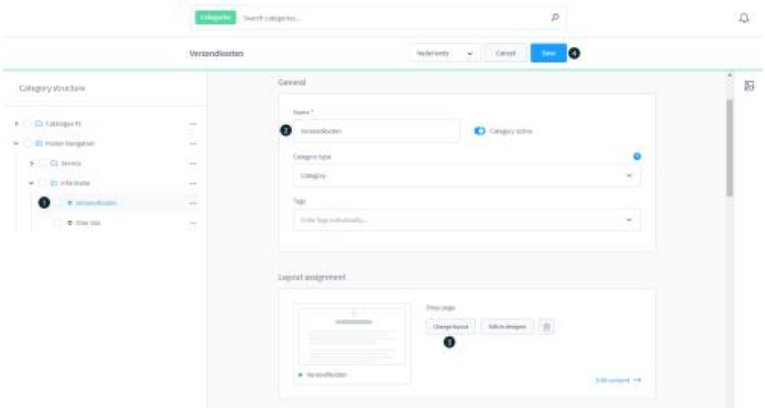


In this case we will create and add the shop page Shipping costs.



After you are happy with your layout, save the page.

Remember to use the button in the top right corner to switch between the languages that you use in your shop and translate these accordingly

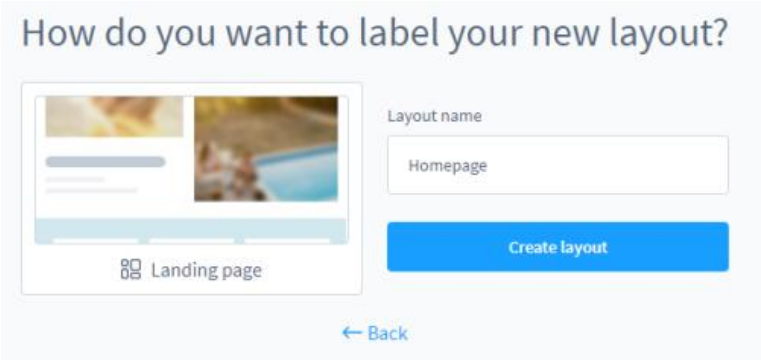


Head back to **Catalogues > Categories**.
Create a sub category under one of the previously created sub category **Informatie(1)**.
Verify that you are working on the Dutch language.
Name this **Verzendkosten (2)**, and **assign the layout (3)** that we just created in the last section.
Now you need to make sure the sub category is active and click **Save (4)**.

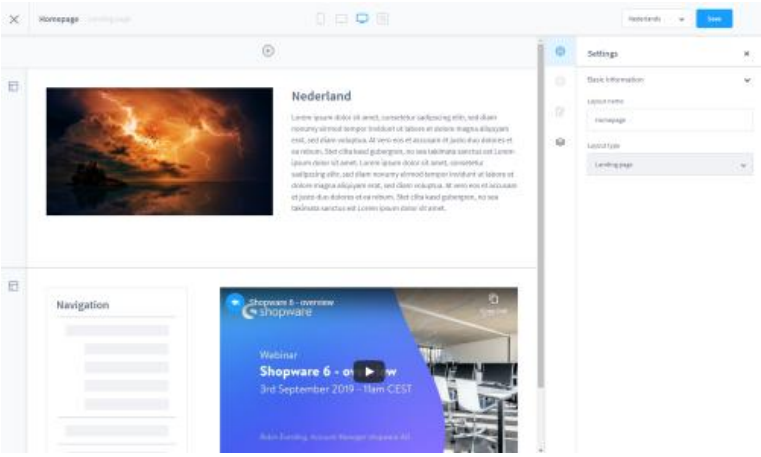
To make sure every works as intend please navigate to the frontend of your store and take a look at the footer, you should see your newly created pages.

Landing page

Just like we created the shop pages for our footer we are going to create a landing page. We can do a lot with the hopping experiences so that it stands out.
Please navigate to **Content > Shopping Experiences** and create a new landing page. Information about shopping experiences and how to create them can be found here.

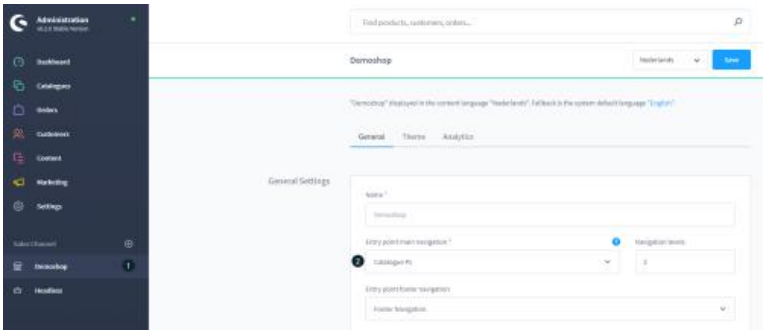


In this case we will create and add the landing page Homepage.



After you are happy with your layout, save the page.

Remember to use the button in the top right corner to switch between the languages that you use in your shop and translate these accordingly



In order to tie the landing page to the right category we navigate to our **Sales channel (1)**, here we take a look at Entry point main **navigation (2)**. This tells us where the customer will enter the site, thus telling us to witch category we need to add the landing page.

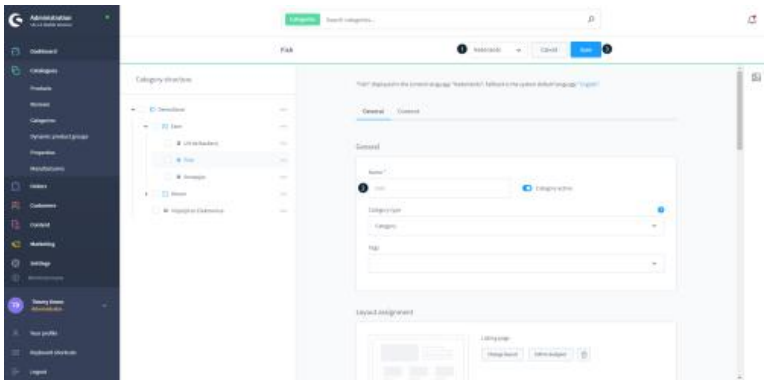
Head back to **Catalogues > Categories**. Click on the **category (1)** that's set as your entry point. **Change the layout (2)** to the created landing page, confirm and click on **Save (3)**.

To make sure every works as intend please navigate to the frontend of your store and take a look at landing page.

Optional changing the demo data

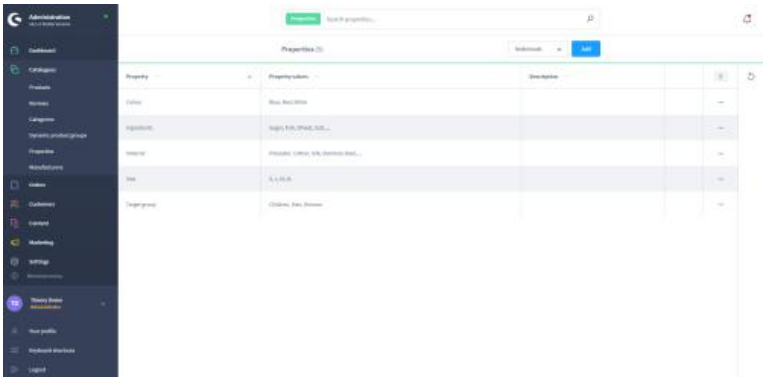
categories and Products

Please note that these steps only apply if you have chosen to install the **Demo data**.
If you take a look at the frontend of your webstore you will notice that everything is in the desired language except the **Demo data**. To change this we need to go back into the admin area.
Navigate to **Catalogues** > **Categories** and pick a category that you want to translate.

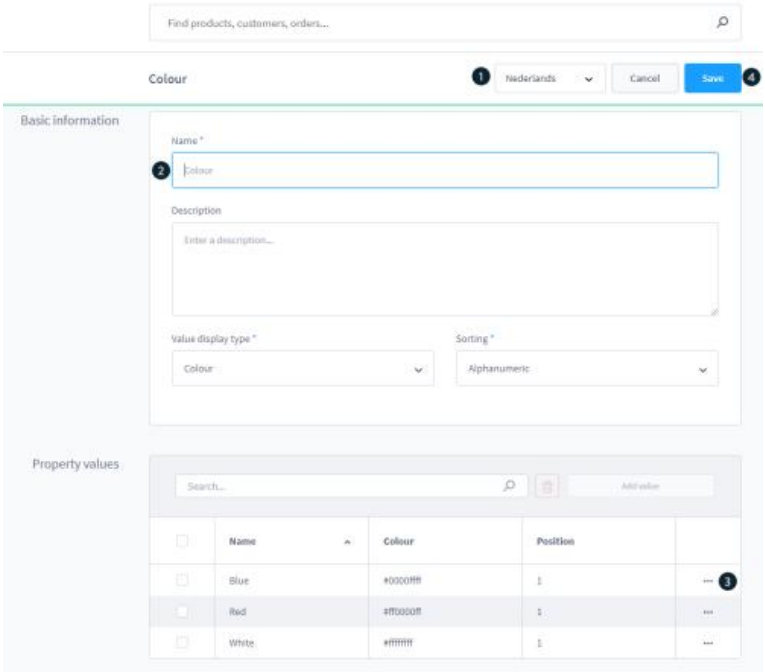


Select the language from the **drop down menu (1)** that you'd like to add, in this case it's Dutch.
Notice that the **name is displayed in grey (2)**, this means that it will fall back to the store default language which is English in this case. Enter the translated name for the category and click **Save (3)**. The same applies to Products, these need to be translated or they will fallback to the default store language.
If you used the **Demo Data** there is something else that you will need to translate.

Product properties



As you can see these are still in English. We need to translate the Properties and Property values.
To translate a property click the **...** on the right-hand side.



Select the language from the **drop down menu (1)** that you'd like to add, in this case it's Dutch.
Notice that the **name is displayed in grey (2)**, this means that it will fallback to the store default language which is English in the case. Enter the translated name for the property and click **Save (4)**.
The same applies to **Property values (3)**, these need to be translated or they will fallback to the default store language.

Setting up the Store for Poland in Polish

Please note this is only valid Shopware 6.2.0 to 6.3.5.3 using the individual language pack.
For Shopware 6.3.5.3 with the new Shopware language pack and Shopware 6.4 please continue here.

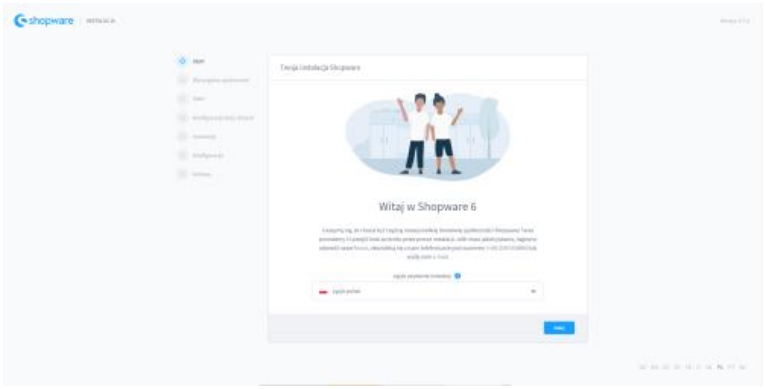
To get started with Shopware 6, download the latest version that can be found here.
Once that is done, please follow the instructions that can be found here to deploy Shopware.

Translation

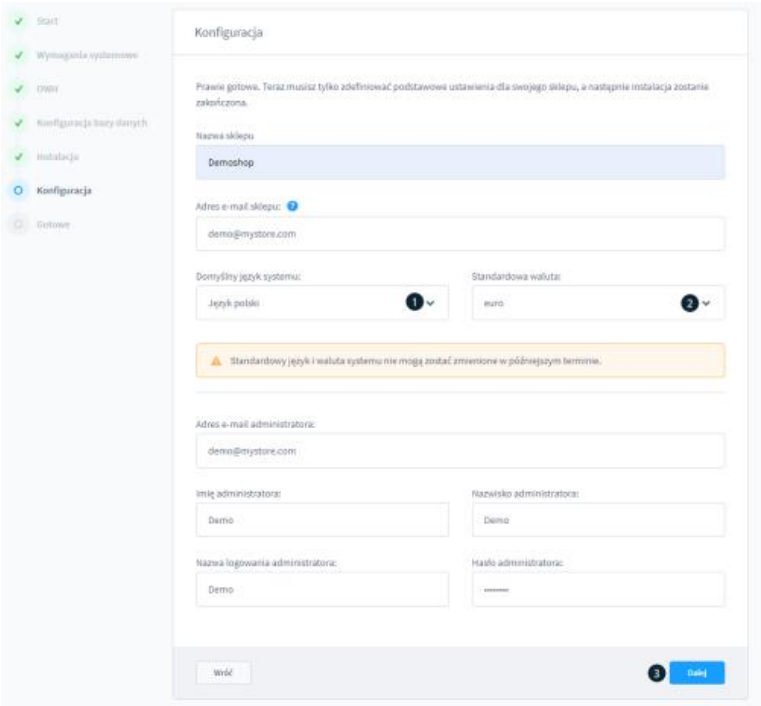
Shopware is available in many languages, if you want to contribute you can do so on Crowdin by clicking here you are redirected to our Crowdin Shopware 6 page.

Installation

Please note that the selected language is only for the installer.
In this guide we will show how to setup the for **Poland in Polish**, the language can be changed to any language offered.



Pick the desired language from the **drop down menu (1)** and click **Next (2)**.
Since we chose Polish, the menu will be in Polish.
Make sure that your system fulfills the system requirements and click Next.
Read and accept the general terms and conditions and click Next.
Enter the requested information about your database and click Next.

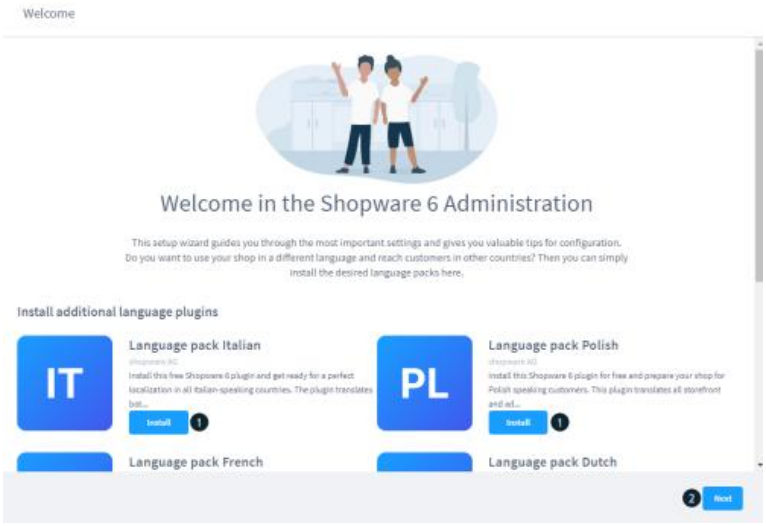


It's recommend to use **English** or **German** as the system default language.
If you have a language other than **English** or **German (1)** you should install and activate the corresponding language plug-in in the next step.

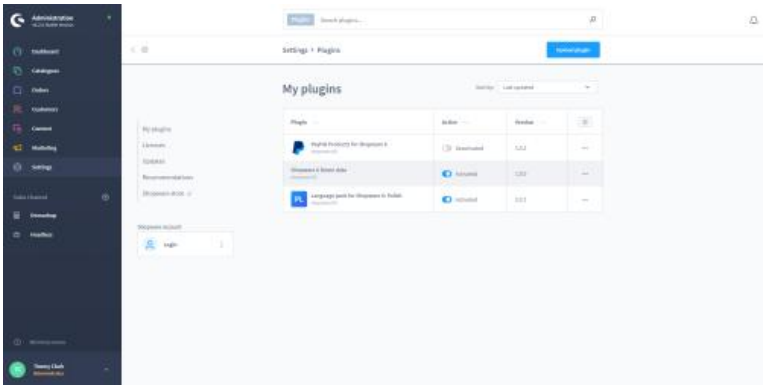
Remember to set your **default currency (2)** this is important as it's used as a base for calculating different currencies.
After the installation, you can change the language in the Admin area for the complete store.
Fill in all required fields, and click **Next (3)**.
If everything has been setup right you should now be presented with the login screen for the admin area.

First run wizard in the Admin

If the admin login does not show for a reason, you can call this by using *www.mystore.com/admin*.
You will be greeted by the first run wizard. Since we picked English as the default language the admin will be shown in English.

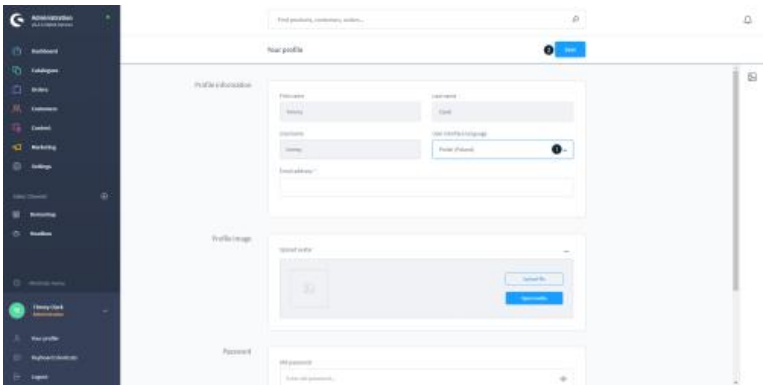


Install the **language pack (1)** that you need and click **Next (2).** In this guide we will install the Polish language pack. Proceed through the first run wizard until done.
Navigate to **Settings** > **System** > **Plugins** and make sure the required language pack is **installed** and **activated**.

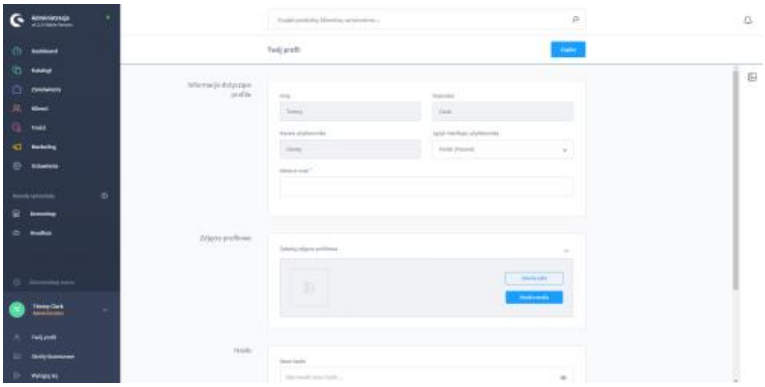


Changing the Admin language

If the admin login does not show for a reason, you can call this by using www.mystore.com/admin.
You will be greeted by the first run wizard. Since we picked English as the default language, the admin will be shown in English. In the next step we are changing this to Polish.
Navigate to **Administrator**, expand and click **your profile**.



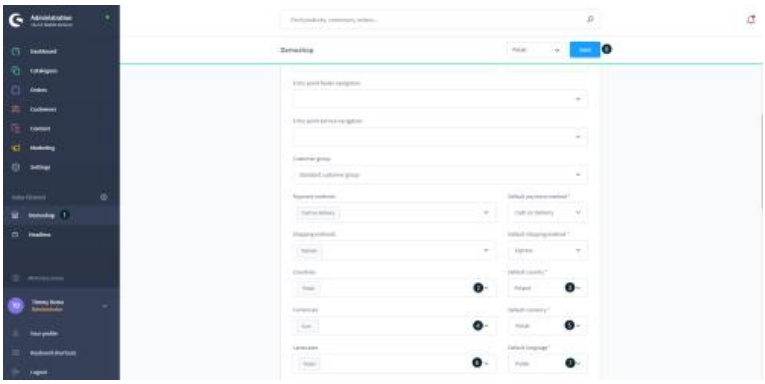
Set the **User interface language (1)** to the language that you desire and click **Save (2)**.
Your admin area is now displayed in the language of your choice as seen below.



Please note that we changed the User interface language back to English for this guide.

Changing the store language

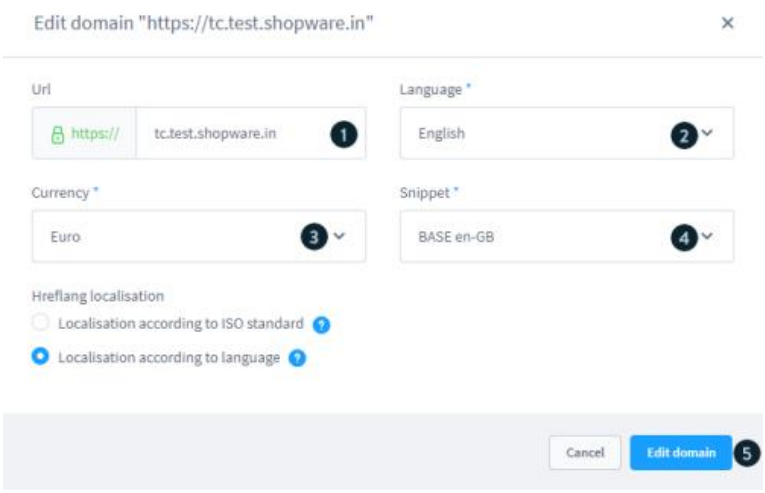
Up until this point, only the Admin area is shown in your desired language, the webstore it self remains unchanged. We are going to change this now.



Navigate to **Sales channel of choice (1)**, add all **countries (2)** that you plan on using under this sales channel. Set the **default country (3)** to your primary country in this case the Poland.
If you want to add more than one currency to the sales channel add these to the **currencies (4)**, and set the **default currency (5)**, in this case it's Euro.
Change the available **language (6)** to match all languages that you wish to display in this sales channel and then change the **default language (7)** for this channel to Polish and click **Save (7)**.
If you have more than one sales channel remember that these settings are only applied to the selected sales channel.

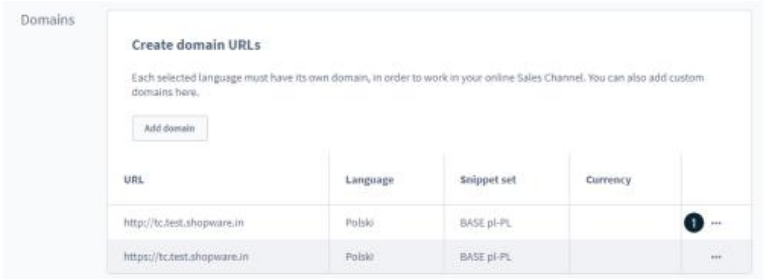
Adjusting the domain

There is one more change that we need to make to the sales channel for the store to be displayed in Polish. Scroll down to **Domains** and click the **...** and select **Edit domain.**



Make sure the **url (1)** is right. Set the **Currency (2)**, **Language (3)** and associated **Snippet (4)** as desired and click **Edit domain (5)** to save. These settings are mandatory and only apply to this domain. Make sure to setup the domain for http and https and that these have the same settings.

If you added more languages you need to setup a sub domain like *www.mystore.com/de* for Germany, these need their own domain within the sales channel, which will allow customers to switch the language from your store in the frontend. The mask will close and you see the changed settings.

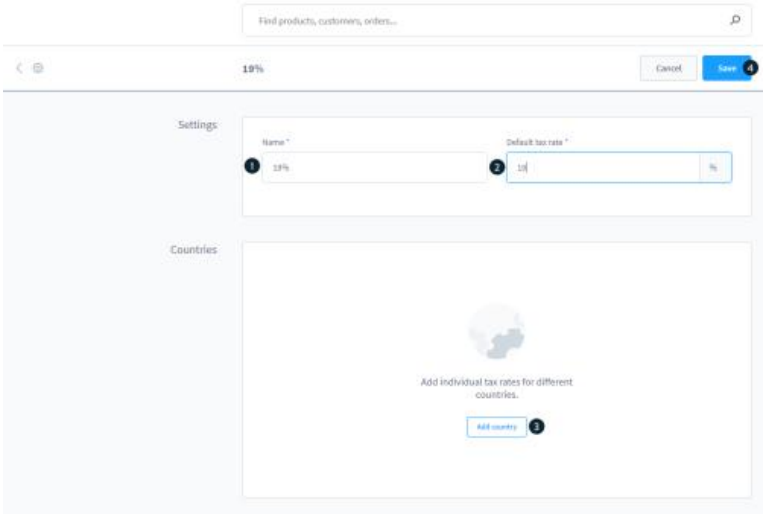


Verify all previous settings under General settings and the Languages and Snippet set under **Domains (1)**, if all are showing the settings click **Save** located at the top of the page.
If there are any default translations that don't meet your expectations these can be changed under **Settings** > **Snippet**.

Tax

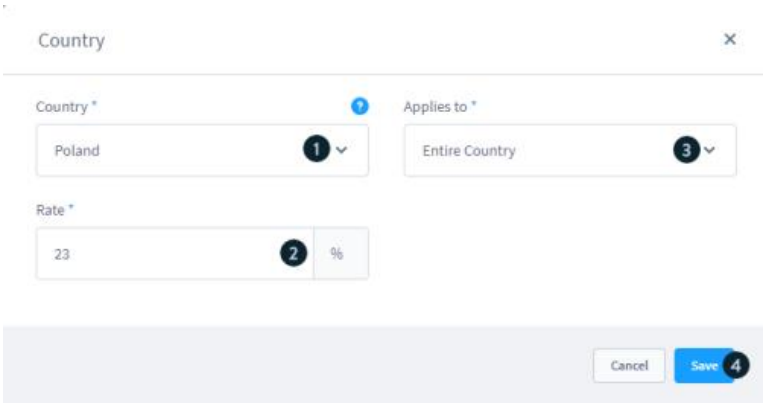
We need to update the tax rates to reflect so these are valid for this country. This can be found under **Settings** > **Tax**.

Click on the **... (1)** next to the tax rate that you want to change, this will open up a new mask.

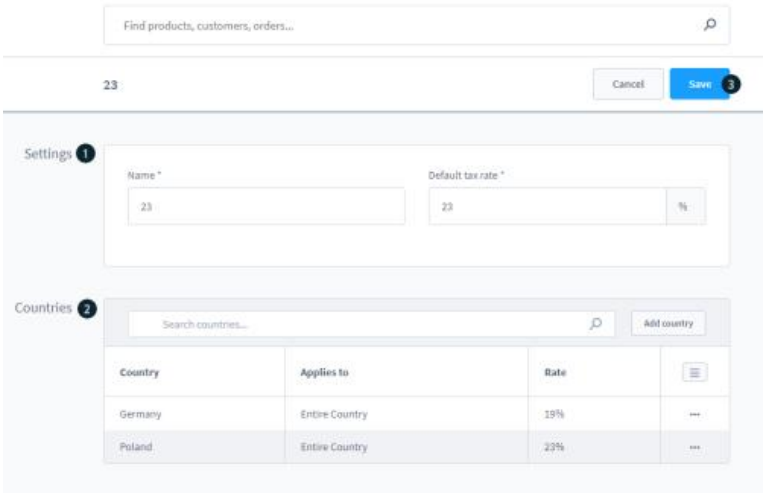


Give your tax a **Name (1)** and enter the **Default tax rate (2)**. The default tax rate is your fallback if nothing else is defined. You can define a tax rate for countries by clicking **Add country (3)**. If you are done click **save (4)**.In this example we will setup the tax rate for the Poland which is 23%.

We changed the 19% default rate to 23%, and we added the Poland and Germany.
Adding the Poland is not needed because the tax rate matches the default rate.



Choose a **country (1)** from the drop down list, set the **tax rate (2)** and choose whenever this **applies to (3)** the entire country, a zip code or a state. **Save (4)** your settings once you are done.

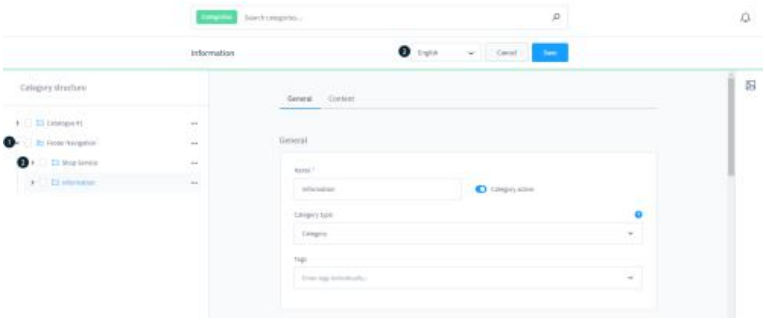


You will now see the **default tax rate (1)** added **countries (2)** with their set tax rate. If every thing is as desired click **save (3)**.

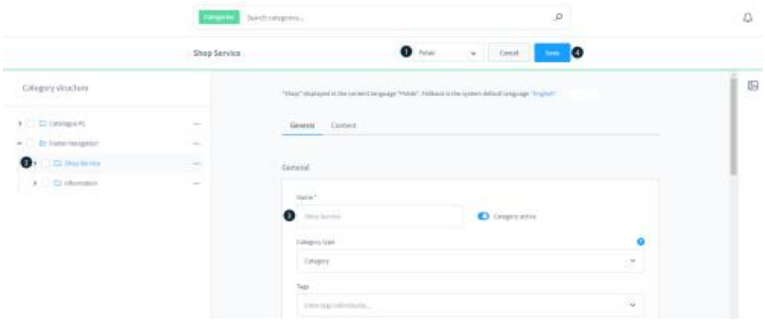
Adding custom pages

Footer Navigation

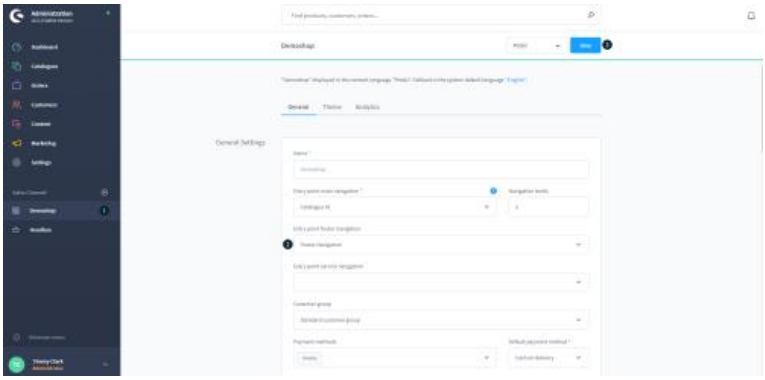
In this section we will explain how you can set up the footer from scratch.
The first thing that we need to do is add some categories, this needs to be done under **Catalogues > Categories**. How to set up a new category is explained here.
Please make sure to pick a name that indicates what content can be found in the section, because the name will show up in the frontend



We add a new **first level category (1)** called Footer Navigation, after saving this we add **two sub categories (2)** Shop Service and Information, these are added in the *shop default language*. The language is shown in the **drop down menu (3)**

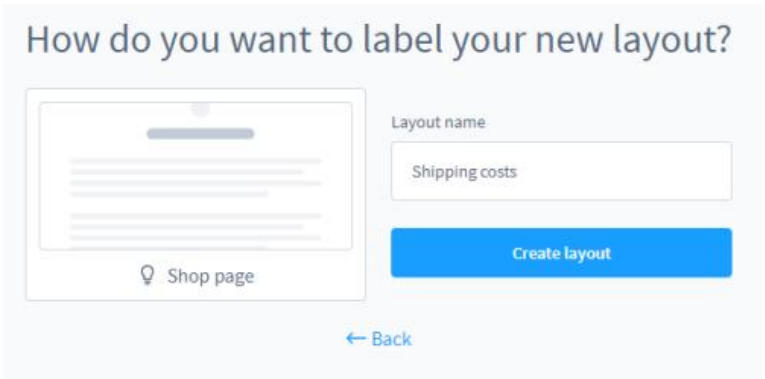


Now select the language you wish to add from **drop down menu (1)**. We can skip the *first level category* called Footer Navigation. Click on one of the added **sub categories (2).** The **name (3)** is displayed in a lighter tone, this indicates that it's not yet translated and will use the default fall back language. After translating the **name (3)**, click **save (4)** and continue to the next sub category

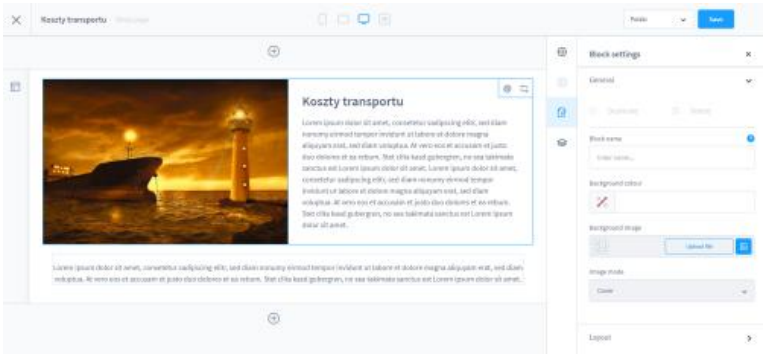


Now we have our basic category structure, we need to assign this as a entry point for our shop. First we select our **Sales Channel (1)**, next we need to define the **Entry point footer navigation (2)**.
In the drop down menu select *Footer navigation*, the one that we just created and **click Save (3)**.

Now we are ready to create the shop pages that we want to show in the frontend under the appropriate section. In order to do so please navigate to **Content > Shopping Experiences** and create a new shop page.
Information about shopping experiences and how to create them can be found here.

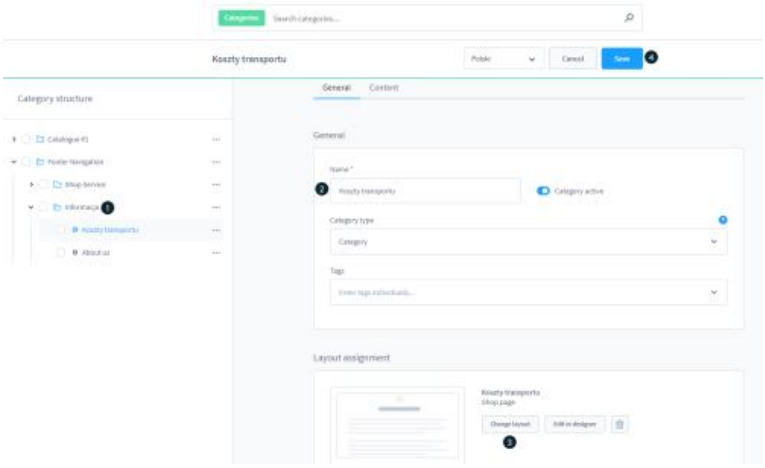


In this case we will create and add the shop page Shipping costs.



After you are happy with your layout, save the page.

Remember to use the button in the top right corner to switch between the languages that you use in your shop and translate these accordingly



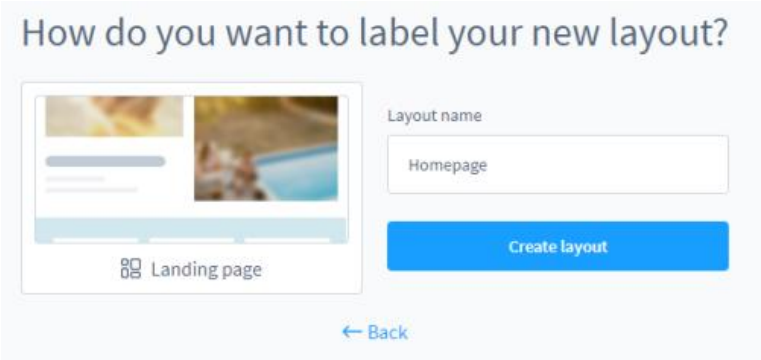
Head back to **Catalogues > Categories**.
Create a sub category under one of the previously created sub category **Informacja(1)**.
Verify that you are working on the Polish language.
Name this **Kosyty transportu (2)**, and **assign the layout (3)** that we just created in the last section.
Now you need to make sure the sub category is active and click **Save (4)**.

To make sure every works as intend please navigate to the frontend of your store and take a look at the footer, you should see your newly created pages.

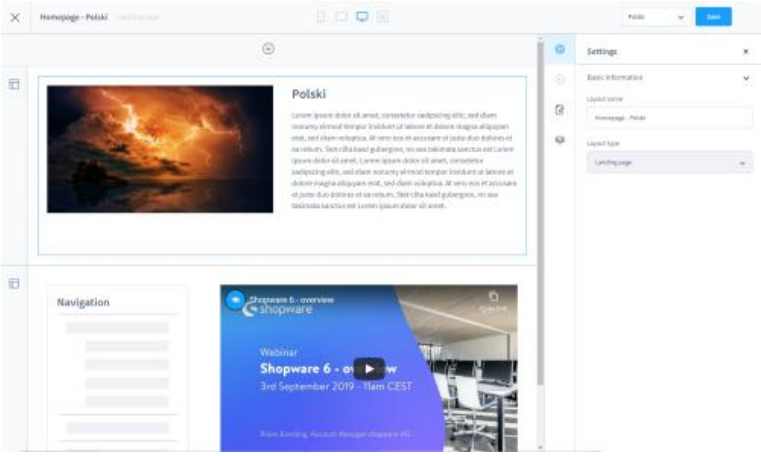
Landing page

Just like we created the shop pages for our footer we are going to create a landing page. We can do a lot with the shopping experiences so that it stands out.
Please navigate to **Content > Shopping Experiences** and create a new landing page. Information about

shopping experiences and how to create them can be found here.

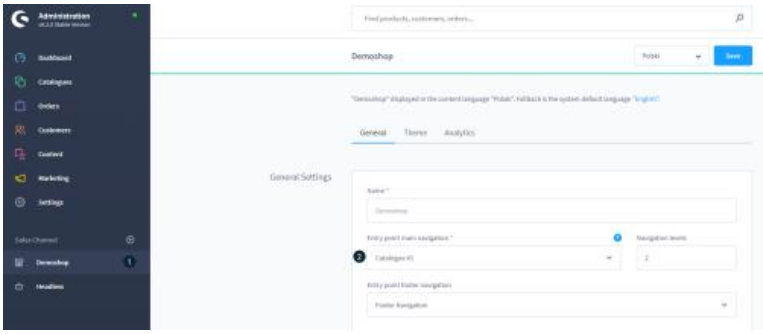


In this case we will create and add the landing page Homepage.



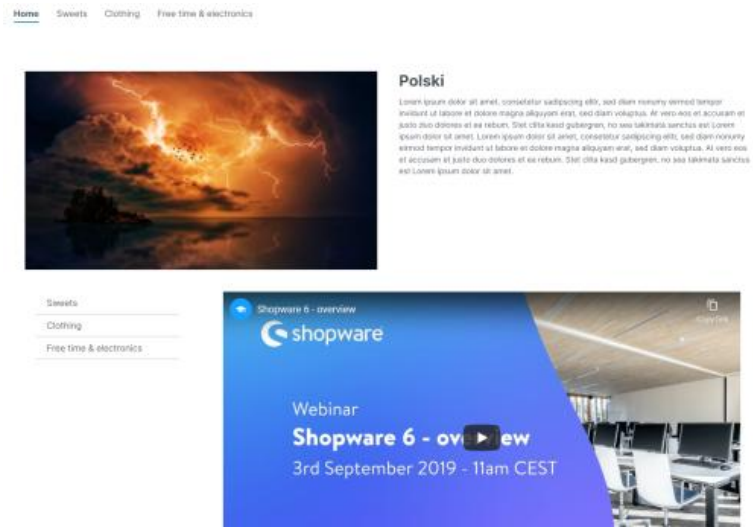
After you are happy with your layout, save the page.

Remember to use the button in the top right corner to switch between the languages that you use in your shop and translate these accordingly



In order to tie the landing page to the right category we navigate to our **Sales channel (1)**, here we take a look at Entry point main **navigation (2)**. This tells us where the customer will enter the site, thus telling us to witch category we need to add the landing page.

Head back to **Catalogues > Categories**. Click on the **category (1)** that's set as your entry point.
Change the layout (2) to the created landing page, confirm and click on **Save (3)**.

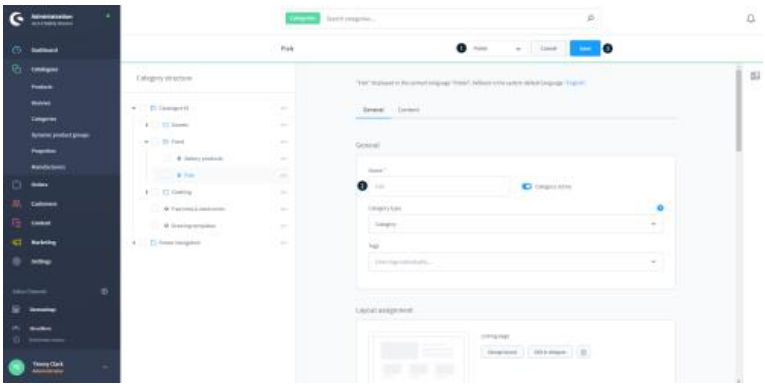


To make sure every works as intend please navigate to the frontend of your store and take a look at landing page.

Optional changing the demo data

categories and Products

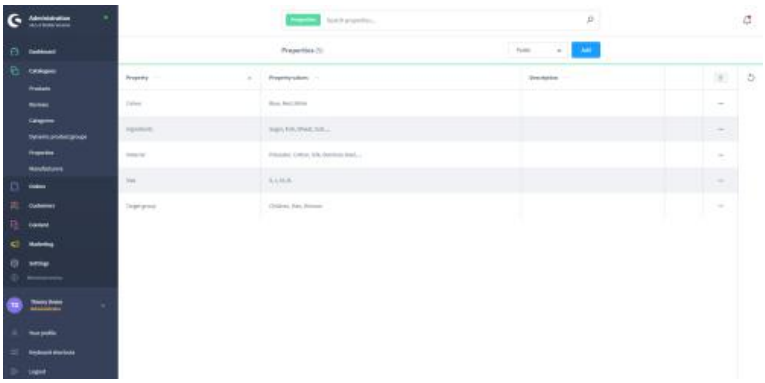
Please note that these steps only apply if you have chosen to install the **Demo data**.
If you take a look at the frontend of your webstore you will notice that everything is in the desired language except the **Demo data**. To change this we need to go back into the admin area.
Navigate to **Catalogues** > **Categories** and pick a category that you want to translate.



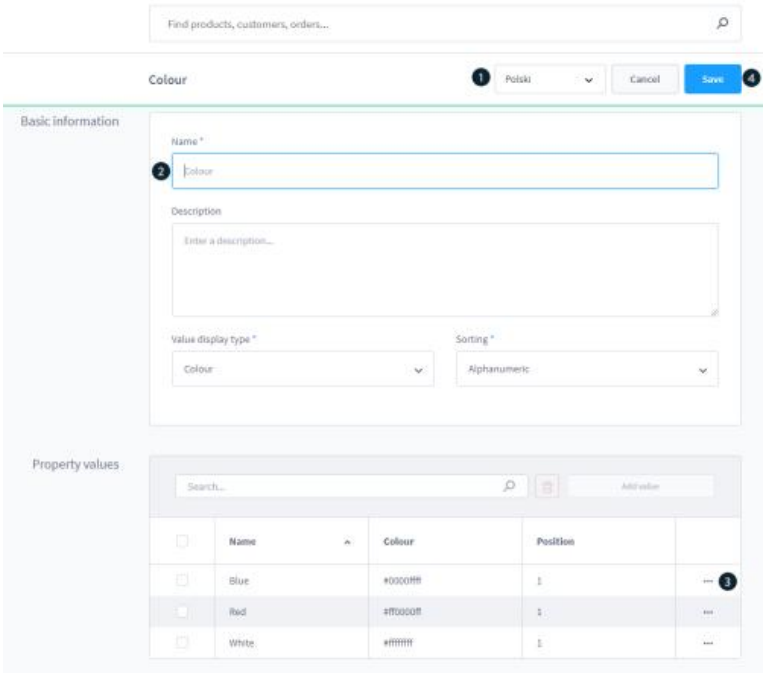
Select the language from the **drop down menu (1)** that you'd like to add, in this case it's Polish.
Notice that the **name is displayed in grey (2)**, this means that it will fall back to the store default

language which is English in this case. Enter the translated name for the category and click **Save (3)**. The same applies to Products, these need to be translated or they will fallback to the default store language. If you used the **Demo Data** there is something else that you will need to translate.

Product properties



As you can see these are still in English. We need to translate the Properties and Property values. To translate a property click the **...** on the right-hand side.



Select the language from the **drop down menu (1)** that you'd like to add, in this case it's Polish. Notice that the **name is displayed in grey (2)**, this means that it will fallback to the store default language which is English in the case. Enter the translated name for the property and click **Save (4)**. The same applies to **Property values (3)**, these need to be translated or they will fallback to the default store language.

Setting up the store in a language other than English or German

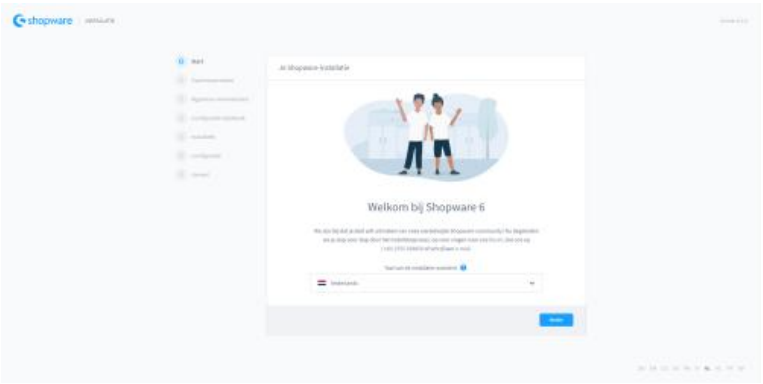
To get started with Shopware 6, download the latest version that can be found here.
Once that is done, please follow the instructions that can be found here to deploy Shopware.

Translation

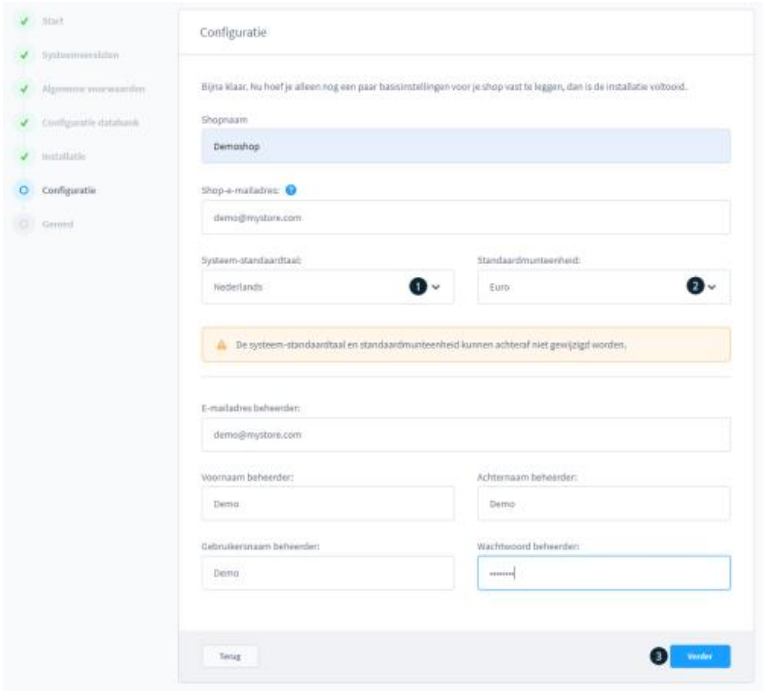
Shopware is available in many languages, if you want to contribute you can do so on Crowdin by clicking here you are redirected to our Crowdin Shopware 6 page.

Installation

Please note that the selected language is only for the installer.
In this guide we will show how to setup the **for the Netherlands in Dutch**, the language can be changed to any language offered.



Pick the desired language from the **drop down menu (1)** and click **Next (2)**.
Since we chose Dutch, the menu will be in Dutch.
Make sure that your system fulfills the system requirements and click Next.
Read and accept the general terms and conditions and click Next.
Enter the requested information about your database and click Next.

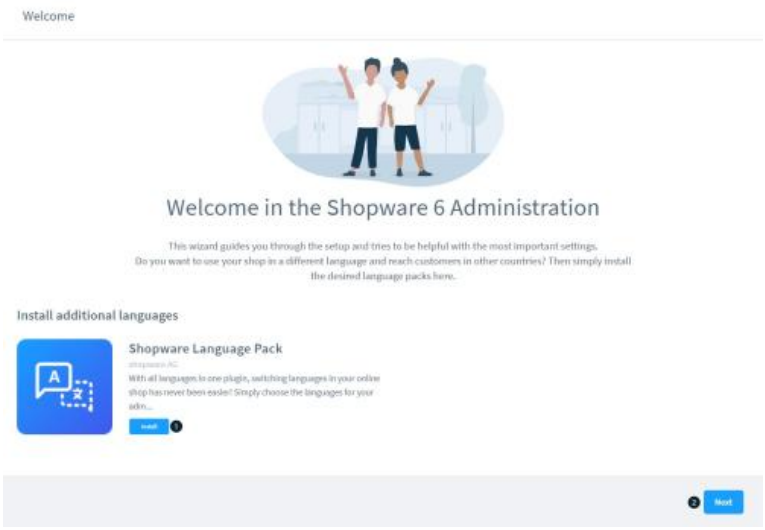


It's recommend to use **English** or **German** as the system default language.
If you have a language other than **English** or **German (1)** you should install and activate the Shopware language pack extension in the next step.

Remember to set your **default currency (2)** this is important as it's used as a base for calculating different currencies.
After the installation, you can change the language in the Admin area for the complete store.
Fill in all required fields, and click **Next (3)**.
If everything has been setup right you should now be presented with the login screen for the admin area.

First run wizard in the Admin

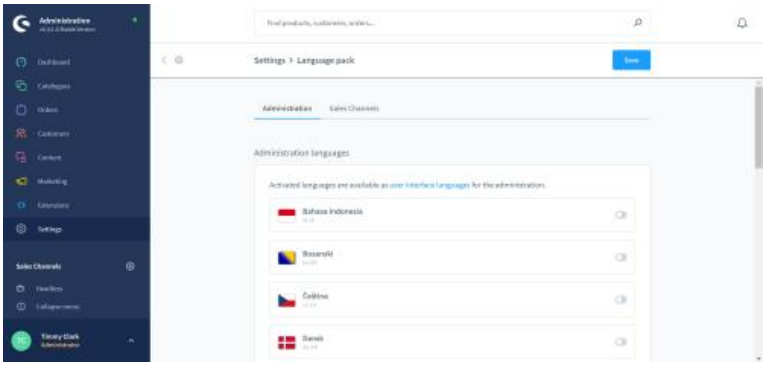
If the admin login does not show for a reason, you can call this by using *www.mystore.com/admin*.
You will be greeted by the first run wizard. Since we picked English as the default language the admin will be shown in English.



Install the **Shopware language pack (1)** this pack offers multiple languages and click **Next (2).** Proceed through the first run wizard until done.
Navigate to **Extensions** > **My extensions** and make sure the required language pack is **installed** and **activated**.

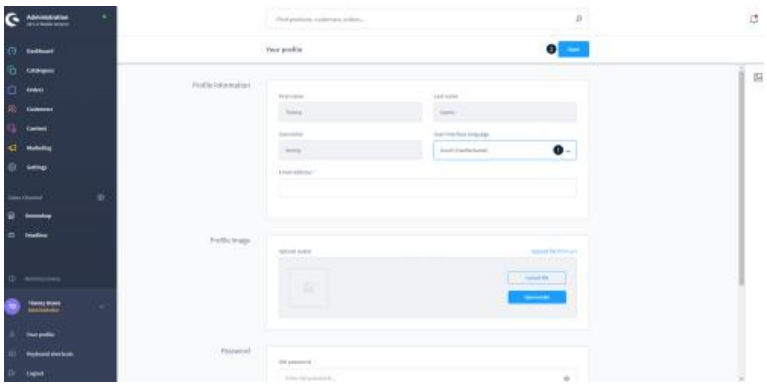
Optional deactivate not needed languages

You can deactivate all the languages that you don't intend to use under **Settings > Extensions > Language Pack**. This is a pure optional step since it doesn't impact the performance. However this does make it easier to find the language in the variouse drop down menus.

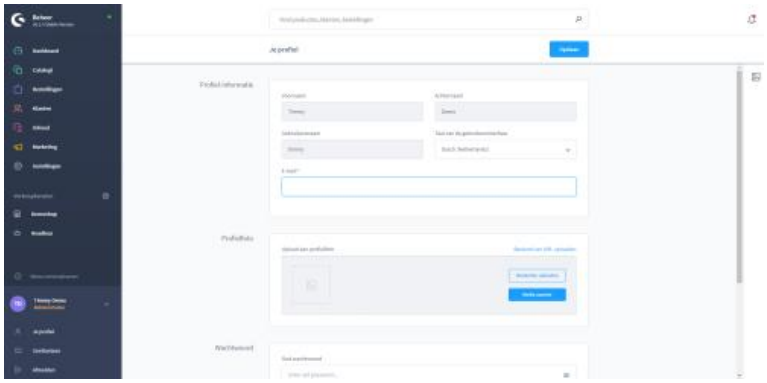


Changing the Admin language

If the admin login does not show for a reason, you can call this by using www.mystore.com/admin.
You will be greeted by the first run wizard. Since we picked English as the default language, the admin will be shown in English. In the next step we are changing this to Dutch.
Navigate to **Administrator**, expand and click **your profile**.



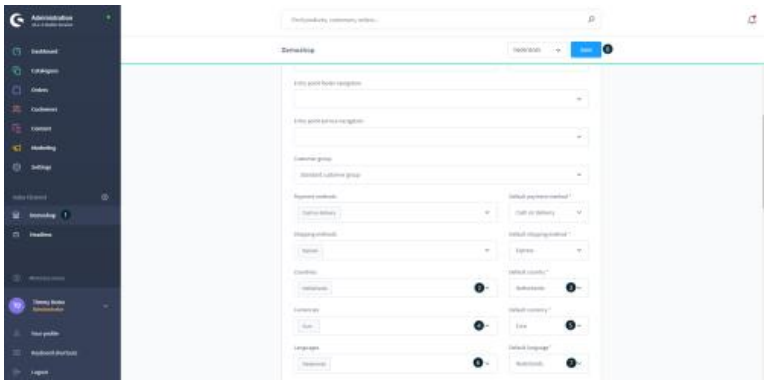
Set the **User interface language (1)** to the language that you desire and click **Save (2)**.
Your admin area is now displayed in the language of your choice as seen below.



Please note that we changed the User interface language back to English for this guide.

Changing the store language

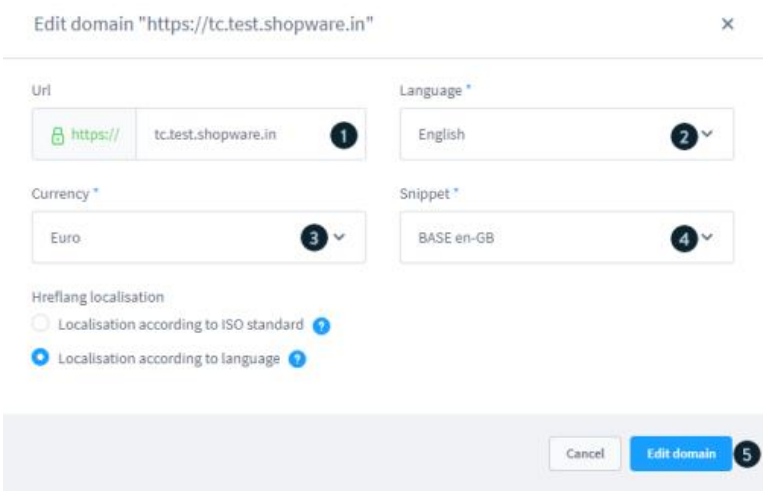
Up until this point, only the Admin area is shown in your desired language, the webstore it self remains unchanged. We are going to change this now.



Navigate to **Sales channel of choice (1)**, add all **countries (2)** that you plan on using under this sales channel. Set the **default country (3)** to your primary country in this case the Netherlands.
If you want to add more than one currency to the sales channel add these to the **currencies (4)**, and set the **default currency (5)**, in this case it's Euro.
Change the available **language (6)** to match all languages that you wish to display in this sales channel and then change the **default language (7)** for this channel to Dutch and click **Save (7)**.
If you have more than one sales channel remember that these settings are only applied to the selected sales channel.

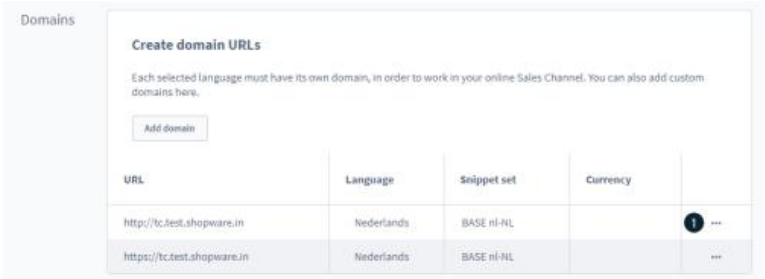
Adjusting the domain

There is one more change that we need to make to the sales channel for the store to be displayed in Dutch. Scroll down to **Domains** and click the **...** and select **Edit domain.**



Make sure the **url (1)** is right. Set the **Currency (2)**, **Language (3)** and associated **Snippet (4)** as desired and click **Edit domain (5)** to save. These settings are mandatory and only apply to this domain. Make sure to setup the domain for http and https and that these have the same settings.

If you added more languages you need to setup a sub domain like *www.mystore.com/de* for Germany, these need their own domain within the sales channel, which will allow customers to switch the language from your store in the frontend. The mask will close and you see the changed settings.

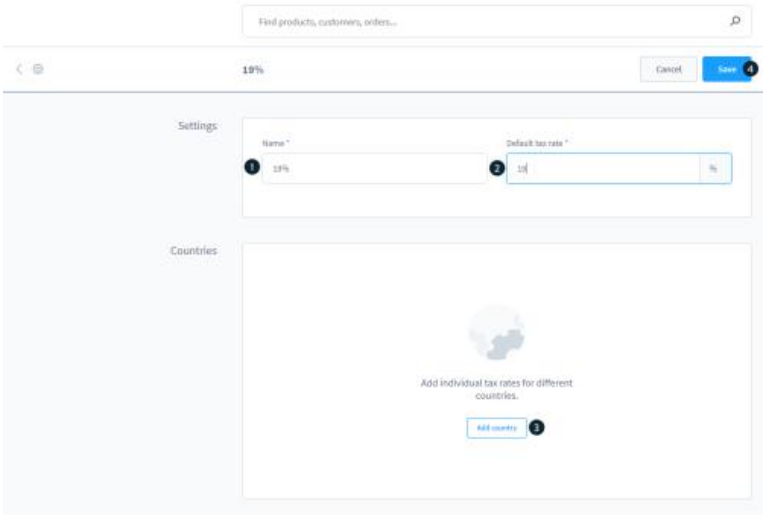


Verify all previous settings under General settings and the Languages and Snippet set under **Domains (1)**, if all are showing the settings click **Save** located at the top of the page.
If there are any default translations that don't meet your expectations these can be changed under **Settings** > **Snippet**.

Tax

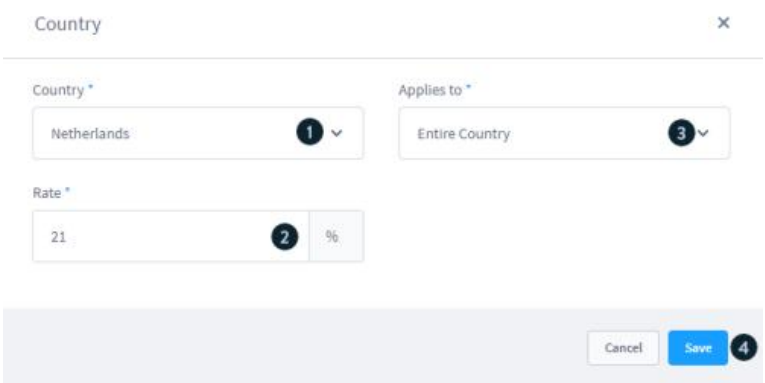
We need to update the tax rates to reflect so these are valid for this country. This can be found under **Settings** > **Tax**.

Click on the **... (1)** next to the tax rate that you want to change, this will open up a new mask.

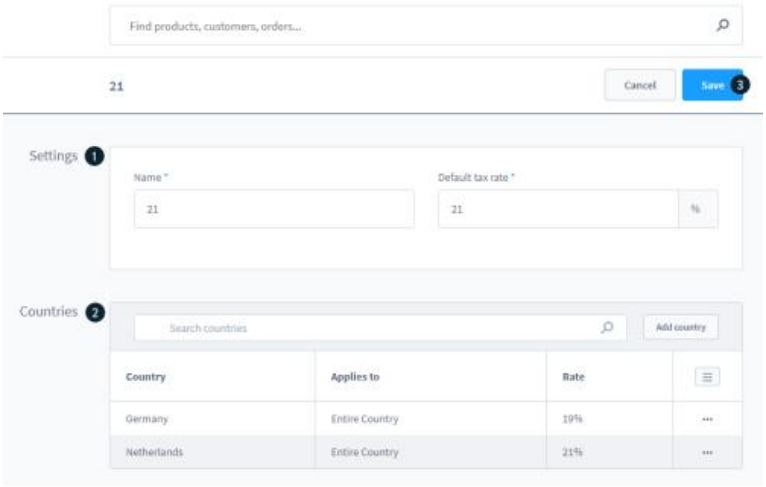


Give your tax a **Name (1)** and enter the **Default tax rate (2)**. The default tax rate is your fallback if nothing else is defined. You can define a tax rate for countries by clicking **Add country (3)**. If you are done click **save (4)**.In this example we will setup the tax rate for the Netherlands which is 21%.

We changed the 19% default rate to 21%, and we added the Netherlands and Germany.
Adding the Netherlands is not needed because the tax rate matches the default rate.



Choose a **country (1)** from the drop down list, set the **tax rate (2)** and choose whenever this **applies to (3)** the entire country, a zip code or a state. **Save (4)** your settings once you are done.

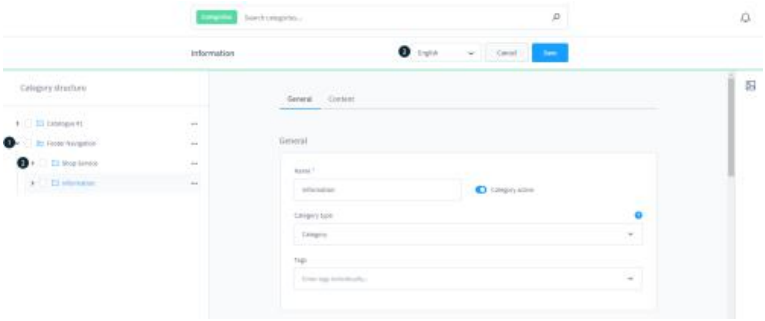


You will now see the **default tax rate (1)** added **countries (2)** with their set tax rate. If every thing is as desired click **save (3)**.

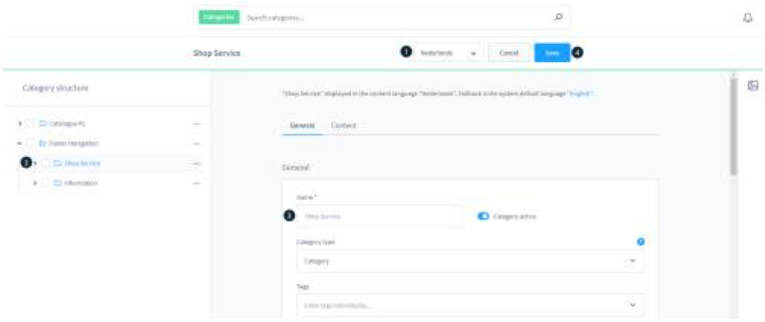
Adding custom pages

Footer Navigation

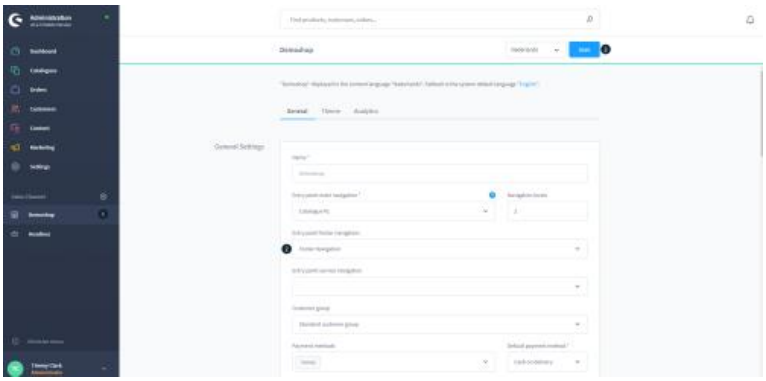
In this section we will explain how you can set up the footer from scratch.
The first thing that we need to do is add some categories, this needs to be done under **Catalogues > Categories**. How to set up a new category is explained here.
Please make sure to pick a name that indicates what content can be found in the section, because the name will show up in the frontend.



We add a new **first level category (1)** called Footer Navigation, after saving this we add **two sub categories (2)** Shop Service and Information, these are added in the *shop default language*. The language is shown in the **drop down menu (3)**

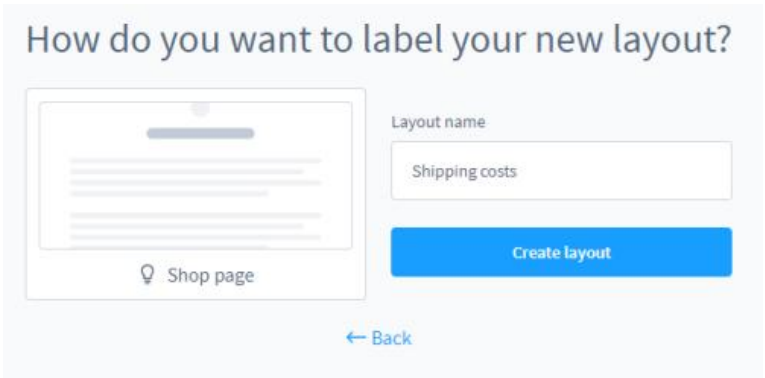


Now select the language you wish to add from **drop down menu (1)**. We can skip the *first level category* called Footer Navigation. Click on one of the added **sub categories (2).** The **name (3)** is displayed in a lighter tone, this indicates that it's not yet translated and will use the default fall back language. After translating the **name (3)**, click **save (4)** and continue to the next sub category.

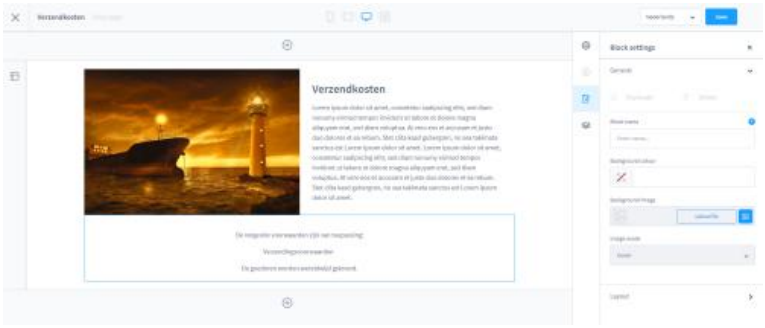


Now we have our basic category structure, we need to assign this as a entry point for our shop. First we select our **Sales Channel (1)**, next we need to define the **Entry point footer navigation (2)**.
In the drop down menu select *Footer navigation*, the one that we just created and **click Save (3)**.

Now we are ready to create the shop pages that we want to show in the frontend under the appropriate section. In order to do so please navigate to **Content > Shopping Experiences** and create a new shop page.
Information about shopping experiences and how to create them can be found here.

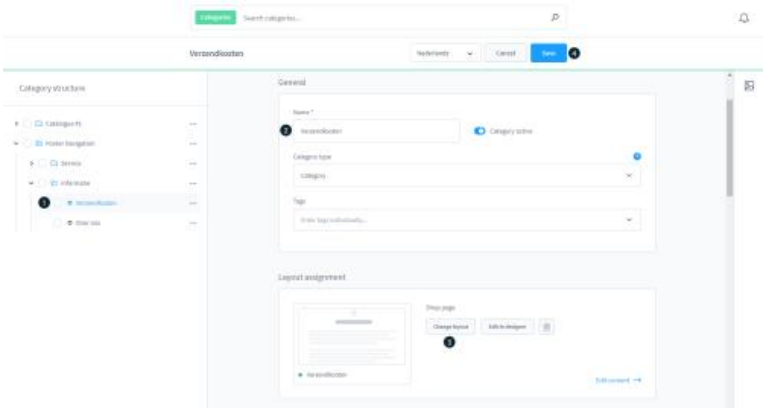


In this case we will create and add the shop page Shipping costs.



After you are happy with your layout, save the page.

Remember to use the button in the top right corner to switch between the languages that you use in your shop and translate these accordingly

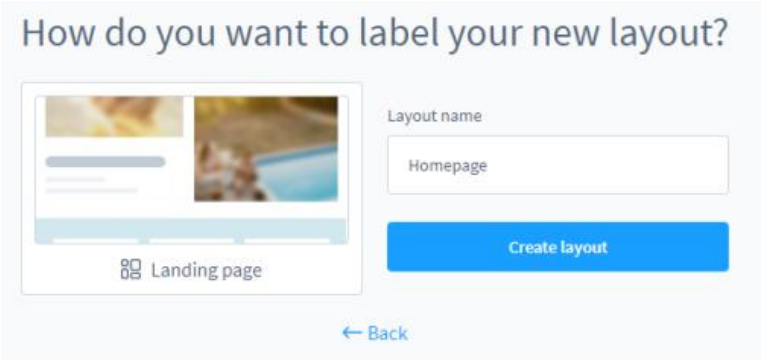


Head back to **Catalogues > Categories**.
Create a sub category under one of the previously created sub category **Informatie(1)**.
Verify that you are working on the Dutch language.
Name this **Verzendkosten (2)**, and **assign the layout (3)** that we just created in the last section.
Now you need to make sure the sub category is active and click **Save (4)**.

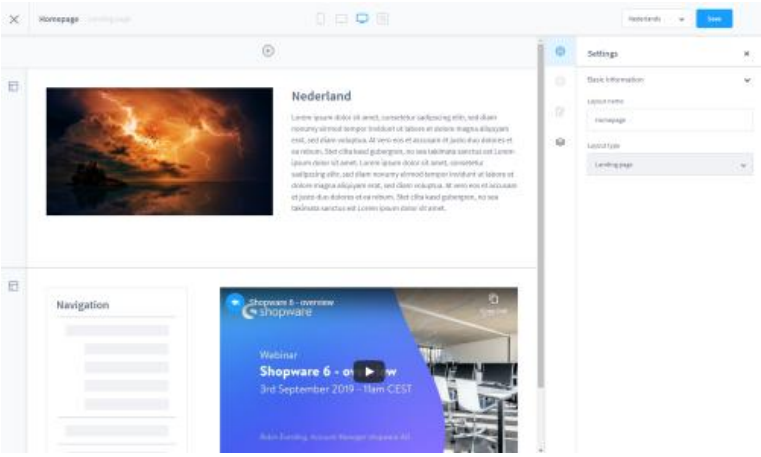
To make sure every works as intend please navigate to the frontend of your store and take a look at the footer, you should see your newly created pages.

Landing page

Just like we created the shop pages for our footer we are going to create a landing page. We can do a lot with the hopping experiences so that it stands out.
Please navigate to **Content > Shopping Experiences** and create a new landing page. Information about shopping experiences and how to create them can be found here.

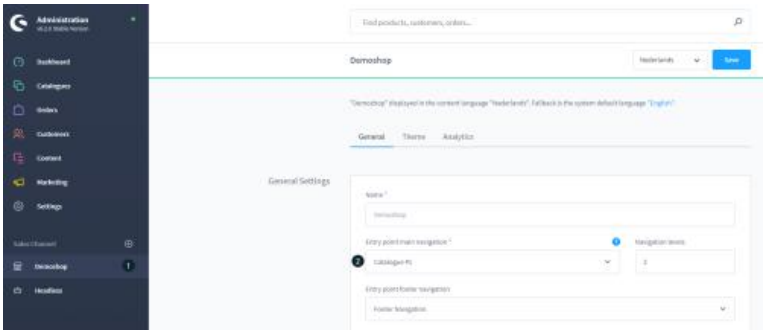


In this case we will create and add the landing page Homepage.



After you are happy with your layout, save the page.

Remember to use the button in the top right corner to switch between the languages that you use in your shop and translate these accordingly



In order to tie the landing page to the right category we navigate to our **Sales channel (1)**, here we take a look at Entry point main **navigation (2)**. This tells us where the customer will enter the site, thus telling us to witch category we need to add the landing page.

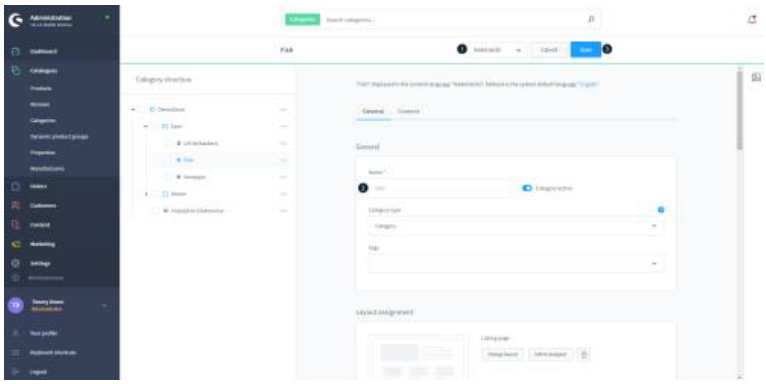
Head back to **Catalogues > Categories**. Click on the **category (1)** that's set as your entry point. **Change the layout (2)** to the created landing page, confirm and click on **Save (3)**.

To make sure every works as intend please navigate to the frontend of your store and take a look at landing page.

Optional changing the demo data

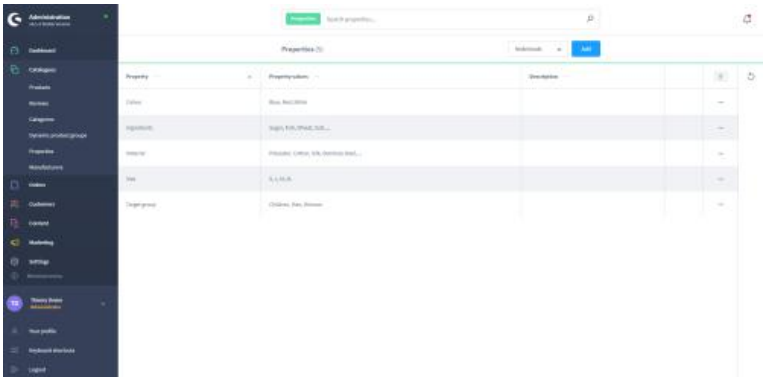
categories and Products

Please note that these steps only apply if you have chosen to install the **Demo data**.
If you take a look at the frontend of your webstore you will notice that everything is in the desired language except the **Demo data**. To change this we need to go back into the admin area.
Navigate to **Catalogues** > **Categories** and pick a category that you want to translate.

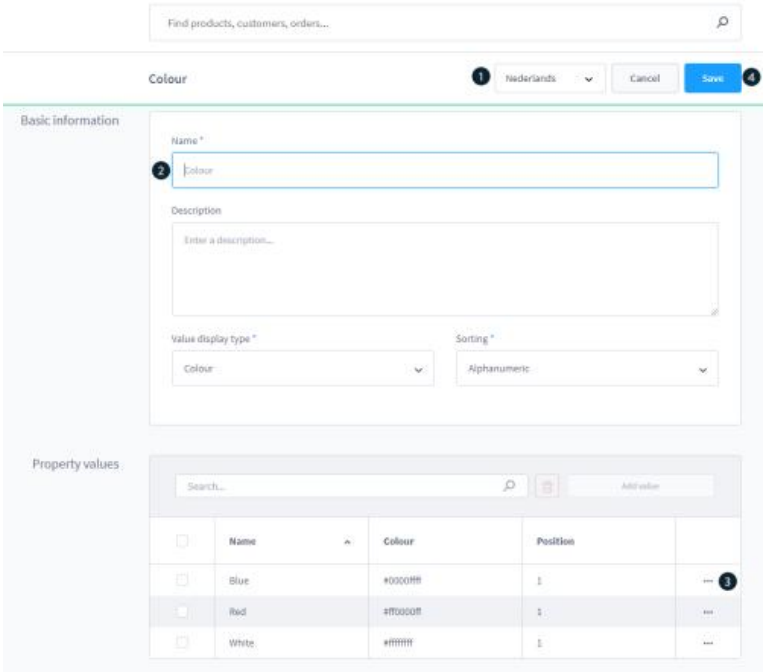


Select the language from the **drop down menu (1)** that you'd like to add, in this case it's Dutch.
Notice that the **name is displayed in grey (2)**, this means that it will fall back to the store default language which is English in this case. Enter the translated name for the category and click **Save (3)**. The same applies to Products, these need to be translated or they will fallback to the default store language.
If you used the **Demo Data** there is something else that you will need to translate.

Product properties



As you can see these are still in English. We need to translate the Properties and Property values.
To translate a property click the **...** on the right-hand side.



Select the language from the **drop down menu (1)** that you'd like to add, in this case it's Dutch.
Notice that the **name is displayed in grey (2)**, this means that it will fallback to the store default language which is English in the case. Enter the translated name for the property and click **Save (4)**.
The same applies to **Property values (3)**, these need to be translated or they will fallback to the default store language.

Setting up the Store for a bilinguale country

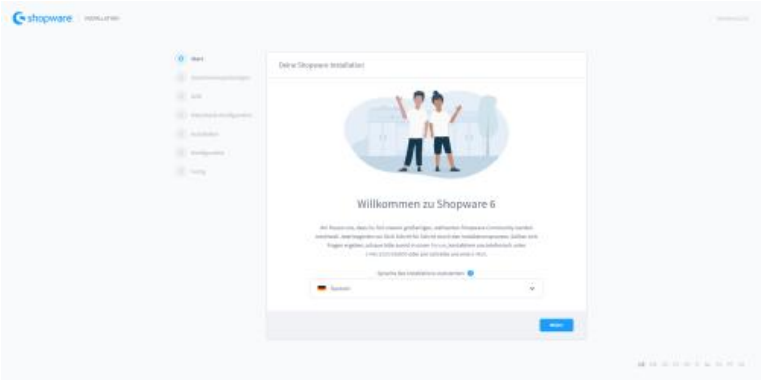
To get started with Shopware 6, download the latest version that can be found here.
Once that is done, please follow the instructions that can be found here to deploy Shopware.

Translation

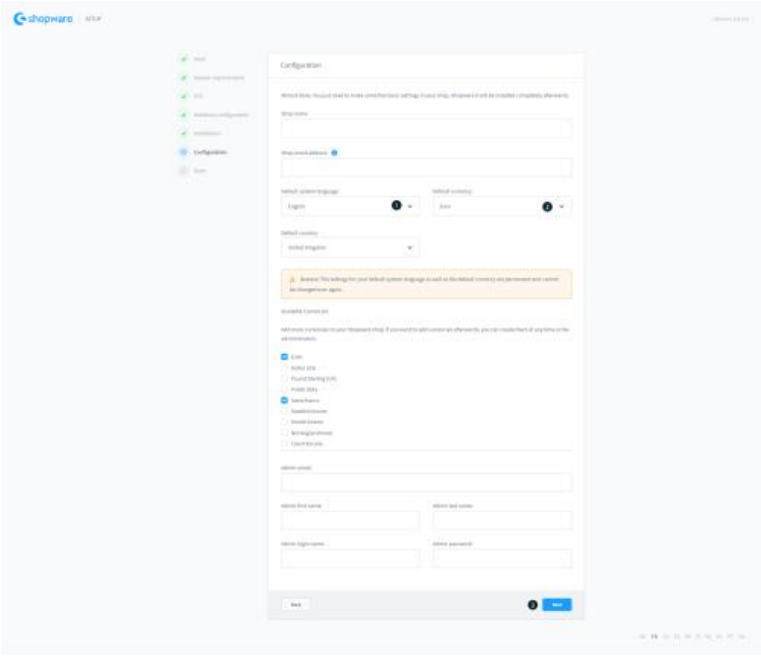
Shopware is available in many languages, if you want to contribute you can do so on Crowdin by clicking here you are redirected to our Crowdin Shopware 6 page.

Installation

Please note that the selected language is only for the installer.
In this guide we will show how to setup the for **Switzerland in German and French**, the languages can be changed to any language offered.



Pick the desired language from the **drop down menu (1)** and click **Next (2)**.
Since we chose German, the menu will be in German.
Make sure that your system fulfills the system requirements and click Next.
Read ;and accept the general terms and conditions and click Next.
Enter the requested information about your database and click Next.

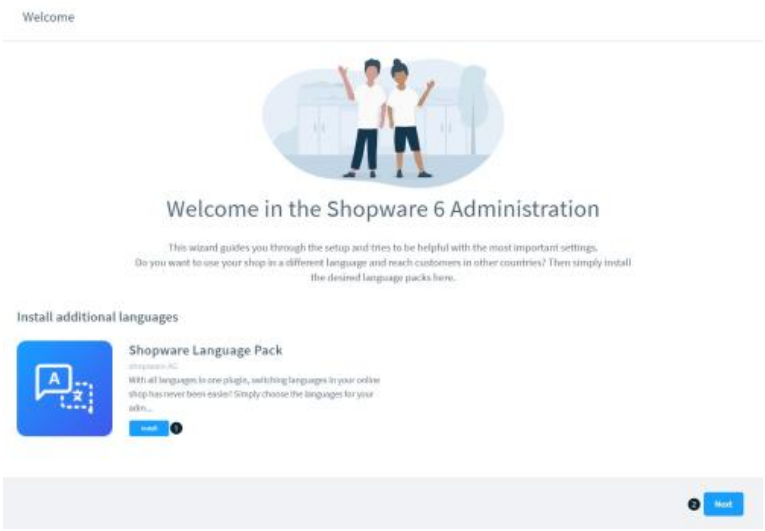


It's recommend to use **English** or **German** as the system default language.
We are using German as the **system default language (1)** and we are adding French by installing and activating the Shopware language pack in the next step.

Remember to set your **default currency (2)** this is important as it's used as a base for calculating different currencies.
After the installation, you can change the language in the Admin area for the complete store.
Fill in all required fields, and click **Next (3)**.
If everything has been setup right you should now be presented with the login screen for the admin area.

First run wizard in the Admin

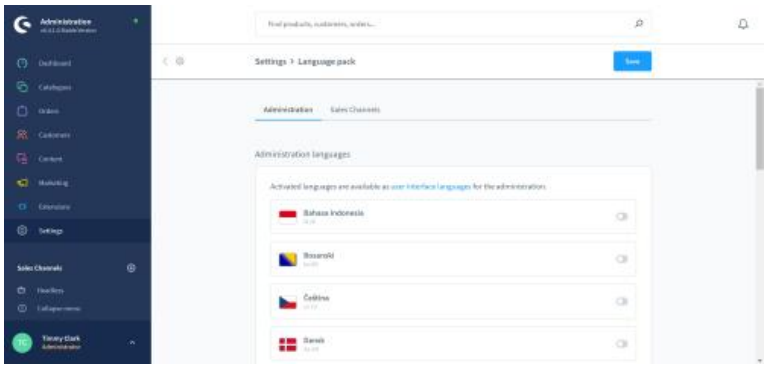
If the admin login does not show for a reason, you can call this by using *www.mystore.com/admin*.
You will be greeted by the first run wizard. Since we picked German as the default language the admin will be shown in German,
Please note that we used English instead of German for this guide.



Install the **Shopware language pack (1)** this pack offers multiple lagnauges and click **Next (2).** Proceed through the first run wizard until done.
Navigate to **Extensions** > **My extensions** and make sure the required language pack is **installed** and **activated**.

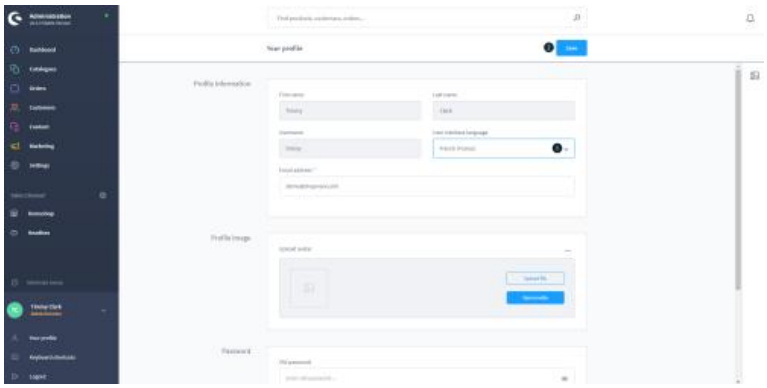
Optional deactivate not needed languages

You can deactivate all the languages that you don't intend to use under **Settings > Extensions > Language Pack**. This is a pure optional step since it doesn't impact the performance. However this does make it easier to find the language in the variouse drop down menus.



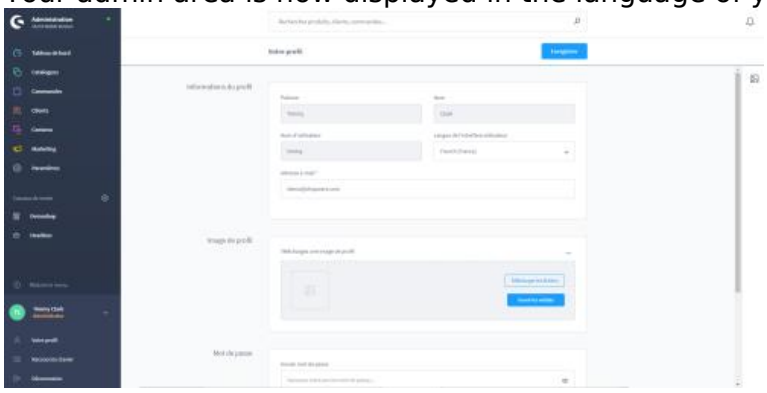
Changing the Admin language

If the admin login does not show for a reason, you can call this by using www.mystore.com/admin.
You will be greeted by the first run wizard in German. In the next step we are showing you to change this to French. Every administrator can use the language that they prefer as long as it's installed, English and German are default system languages so these are always available.
Navigate to **Administrator**, expand and click **your profile**.



Set the **User interface language (1)** to the language that you desire and click **Save (2)**.

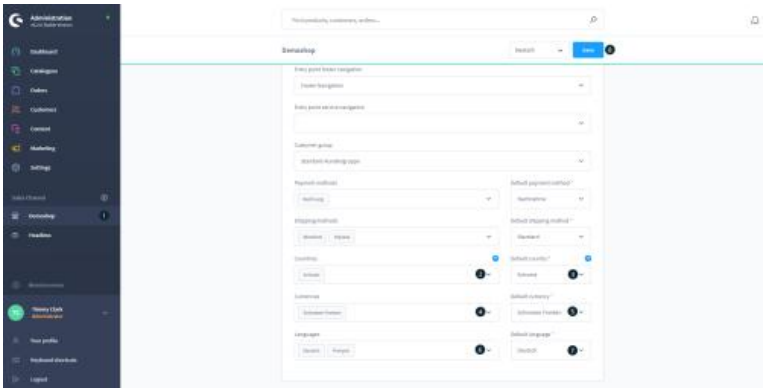
Your admin area is now displayed in the language of your choice as seen below.



Please note that we changed the User interface language back to English for this guide.

Changing the store language

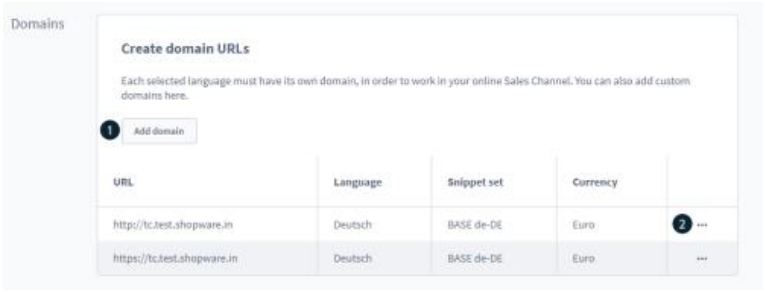
Up until this point, only the Admin area is shown in your desired language, the webstore it self remains unchanged. We are going to change this now.



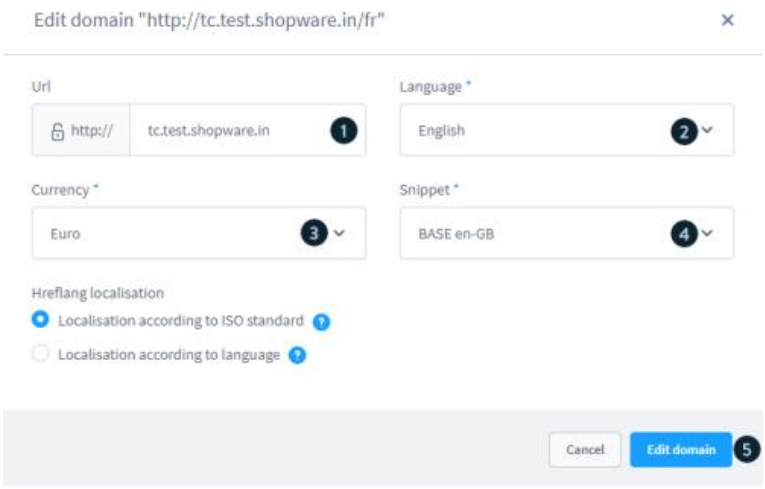
Navigate to **Sales channel of choice (1)**, add all **countries (2)** that you plan on using under this sales channel. Set the **default country (3)** to your primary country in this case the Switzerland.
If you want to add more than one currency to the sales channel add these to the **currencies (4)**, and set the **default currency (5)**, in this case it's Swiss francs.
Change the available **language (6)** to match all languages that you wish to display in this sales channel, we added German and French. Change the **default language (7)** for this channel to German and click **Save (8)**.
If you have more than one sales channel remember that these settings are only applied to the selected sales channel.

Adjust the domain

We are now adjusting the domains so that we the store will show a German and French page.

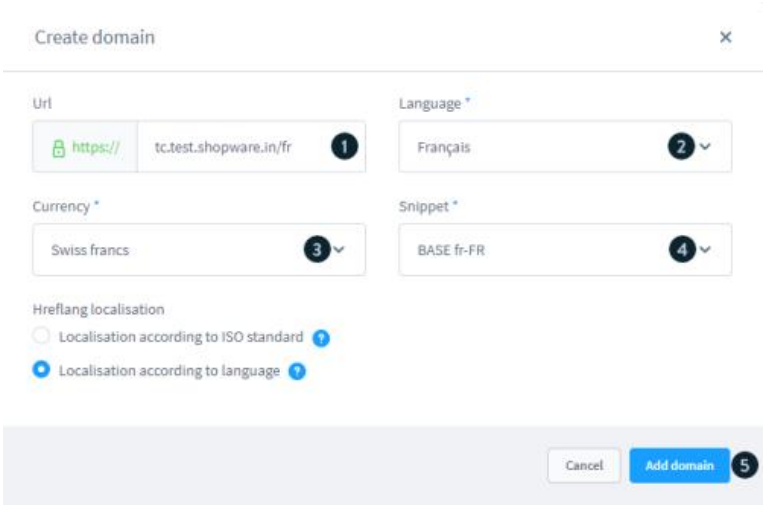


In the section domain, we start with **... (2)** where we select **edit domain**, here we need to change the currency to Swiss francs, once this is done click add **domain (1)** to add a sub domain for the French store front.



Make sure that the **url (1)** is right. Check the **Language (2)** and associated **Snippet (4)** as desired. Change the **Currency (3)** to Swiss francs and click **Edit domain (5)**. These settings are important and will only be available for this domain.
Make sure to setup the domain for http and https and that these have the same settings.

Back in the overview click add domain.



Add the **url (1)** we added */fr* to indicate that this is pointing to the French language.
Set the **Currency (3)**, **Language (2)** and associated **Snippet (4)** as desired and click a**dd domain (5)**.
These settings are important and will only be available for this domain.
Make sure to setup the domain for http and https and that these have the same settings.

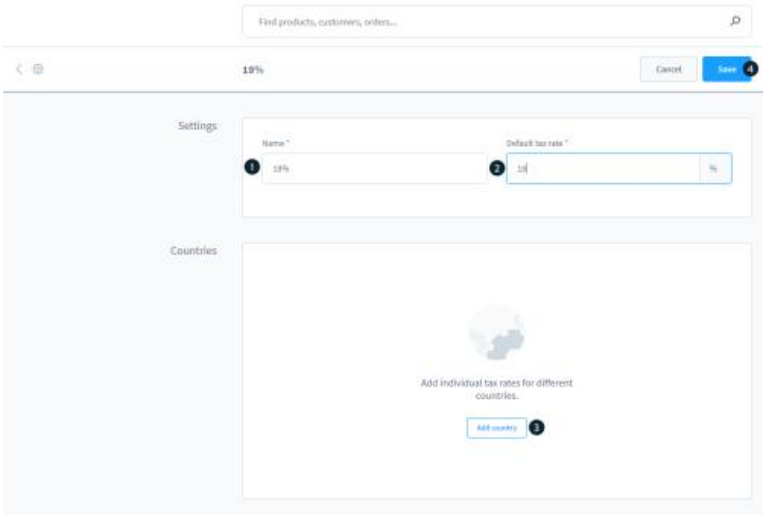
Verify all previous settings under General settings and the Languages and Snippet set under **domains (1)**, if all are showing the settings click **Save** located at the top of the page.
If there are any default translations that don't meet your expectations these can be changed under **Settings** > **Snippet**.

If you take a look at the store front you should see that there is a drop down menu in the top right. This is where your customers can change the language of the store front.

Tax

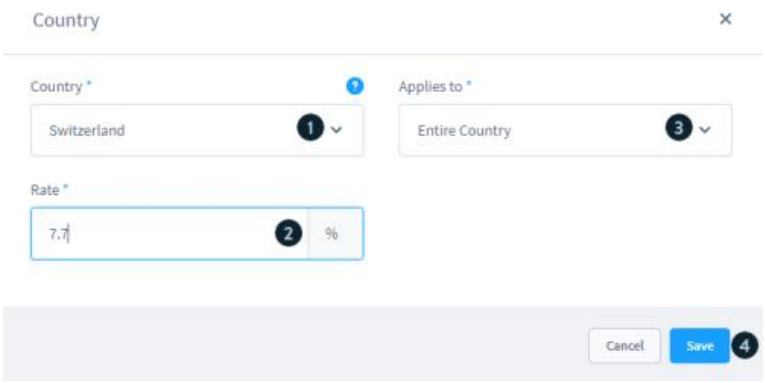
We need to update the tax rates to reflect so these are valid for this country. This can be found under **Settings** > **Tax**.

Click on the **... (1)** next to the tax rate that you want to change, this will open up a new mask.

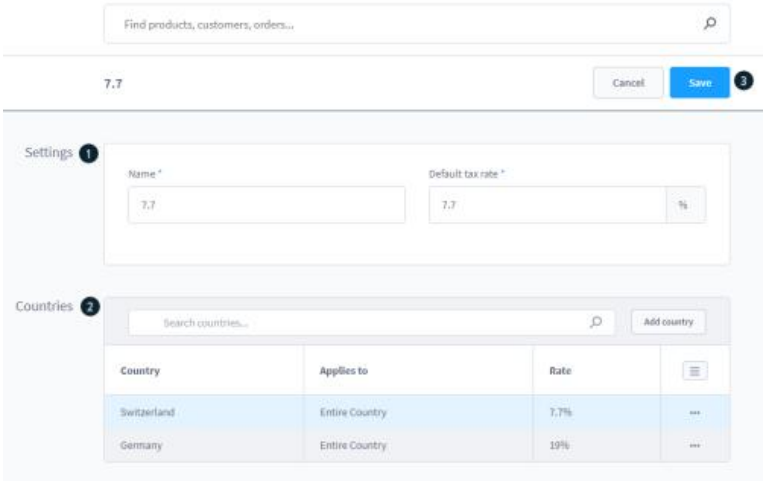


Give your tax a **Name (1)** and enter the **Default tax rate (2)**. The default tax rate is your fallback if nothing else is defined. You can define a tax rate for countries by clicking **Add country (3)**. If you are done click **save (4)**.In this example we will setup the tax rate for the Switzerland which is 7.7%.

We changed the 19% default rate to 7.7%, and we added the Switzerland and Germany.
Adding the Switzerland is not needed because the tax rate matches the default rate.



Choose a **country (1)** from the drop down list, set the **tax rate (2)** and choose whenever this **applies to (3)** the entire country, a zip code or a state. **Save (4)** your settings once you are done.

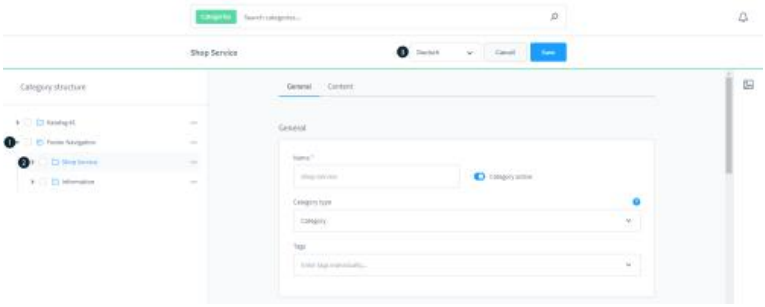


You will now see the **default tax rate (1)** added **countries (2)** with their set tax rate. If every thing is as desired click **save (3)**.

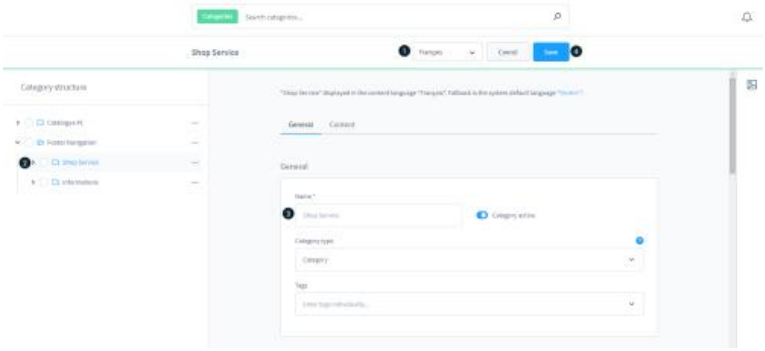
Adding custom pages

Footer Navigation

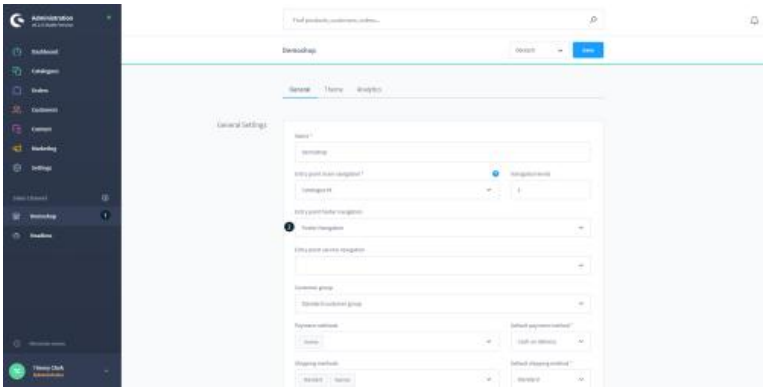
In this section we will explain how you can set up the footer from scratch.
The first thing that we need to do is add some categories, this needs to be done under **Catalogues > Categories**. How to set up a new category is explained here.
Please make sure to pick a name that indicates what content can be found in the section, because the name will show up in the frontend.



We add a new **first level category (1)** called Footer Navigation, after saving this we add **two sub categories (2)** Shop Service and Information, these are added in the *shop system default language*. The language is shown in the **drop down menu (3)**.

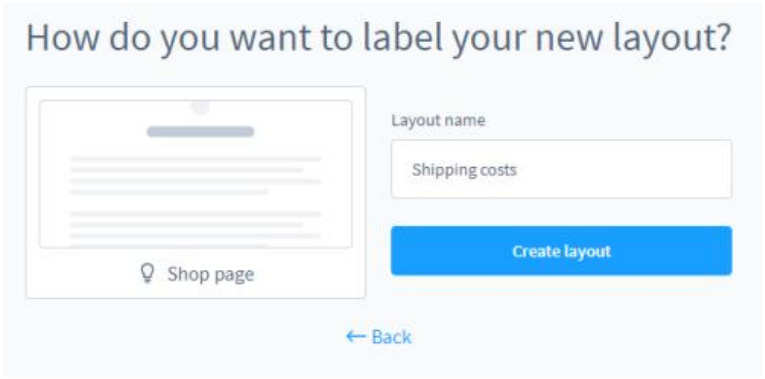


Now select the French language from **drop down menu (1)**. We can skip the *first level category* called Footer Navigation. Click on one of the added **sub categories (2).** The **name (3)** is displayed in a lighter tone, this indicates that it's not yet translated and will fall back to the system default language. After translating the **name (3)**, click **save (4)** and continue to the next sub category

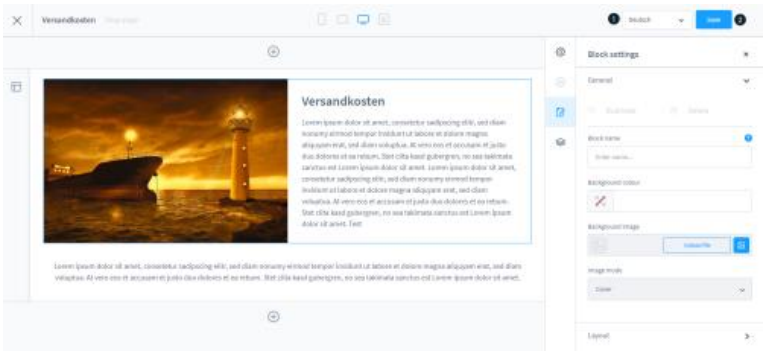


Now we have our basic category structure, we need to assign this as a entry point for our shop. First we select our **Sales Channel (1)**, next we need to define the **Entry point footer navigation (2)**.
In the drop down menu select *Footer navigation*, the one that we just created and **click Save (3)**.

Now we are ready to create the shop pages that we want to show in the frontend under the appropriate section. In order to do so please navigate to **Content > Shopping Experiences** and create a new shop page.
Information about shopping experiences and how to create them can be found here.



In this case we will create and add the shop page Shipping cost, we can translate this page and don't need to create a new page for every language.



After you are happy with your layout, **save (2)** the page and switch to the French in the **drop down menu (1)**.

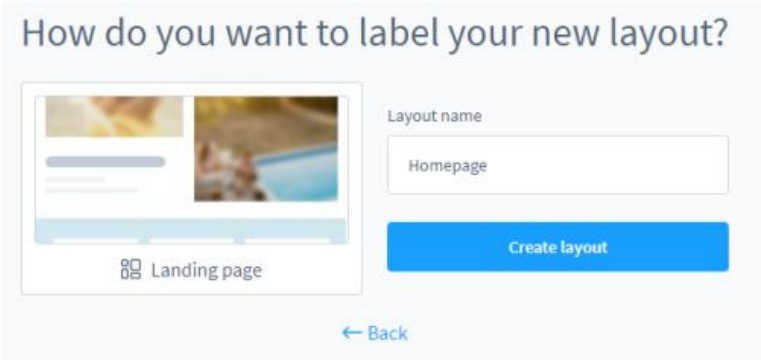
After you are happy with your translation click on save in the top right corner.

Head back to **Catalogues > Categories**.
Create a sub category under one of the previously created sub category Information.
Verify that you are working on the Dutch language.
Name this shipping costs, and assign the layout that we just created in the last section.
Now you need to make sure the sub category is active and click Save.

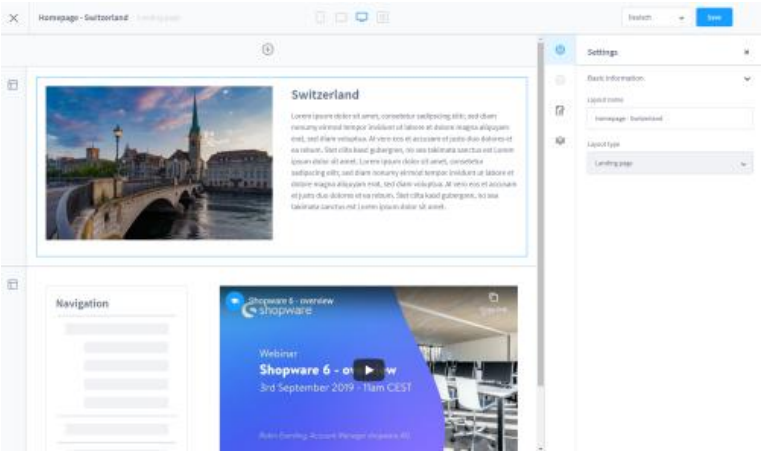
To make sure every works as intend please navigate to the frontend of your store and take a look at the footer, you should see your newly created pages.

Landing page

Just like we created the shop pages for our footer we are going to create a landing page. We can do a lot with the shopping experiences so that it stands out.
Please navigate to **Content > Shopping Experiences** and create a new landing page. Information about shopping experiences and how to create them can be found here.

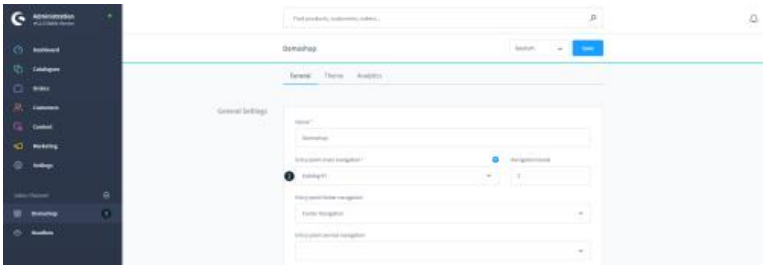


In this case we will create and add the landing page Homepage



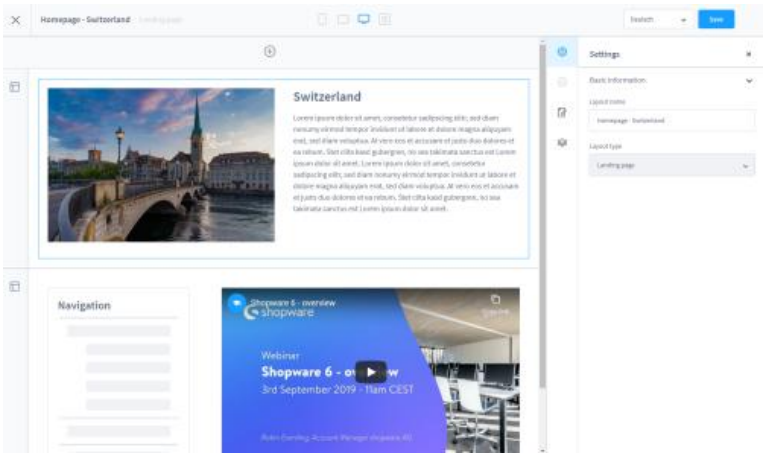
After you are happy with your layout, save the page.

Remember to use the button in the top right corner to switch between the languages that you use in your shop and translate these accordingly.



In order to tie the landing page to the right category we navigate to our **Sales channel (1)**, here we take a look at Entry point main **navigation (2)**. This tells us where the customer will enter the site, thus telling us to which category we need to add the landing page.

Head back to **Catalogues > Categories**. Click on the **category** that's set as your entry point. **Change the layout** to the created landing page, confirm and click on **Save**.

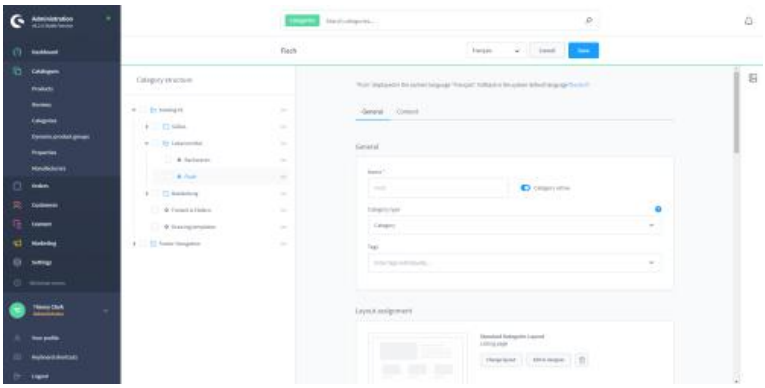


To make sure every works as intend please navigate to the frontend of your store and take a look at landing page.

Optional changing the demo data

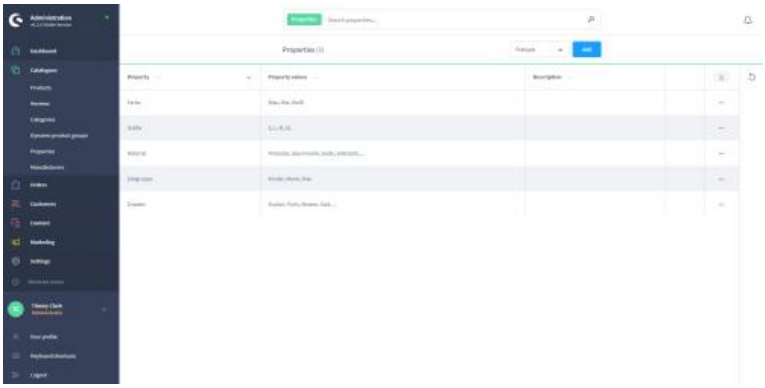
categories and Products

Please note that these steps only apply if you have chosen to install the **Demo data**.
If you take a look at the frontend of your webstore you will notice that everything is in the desired language except the **Demo data**. To change this we need to go back into the admin area.
Navigate to **Catalogues** > **Categories** and pick a category that you want to translate.

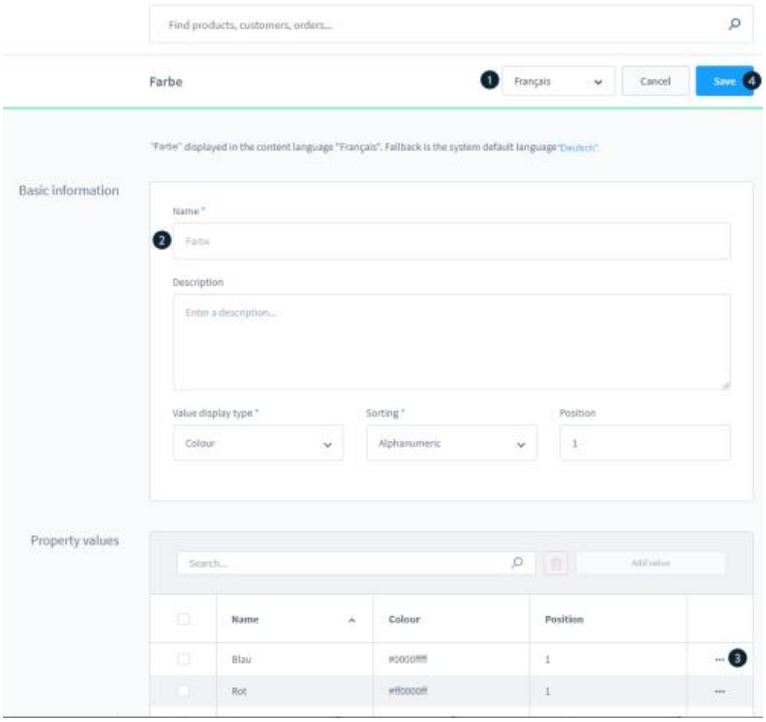


Select the language from the **drop down menu (1)** that you'd like to add, in this case it's Dutch.
Notice that the **name is displayed in grey (2)**, this means that it will fall back to the store default language which is English in this case. Enter the translated name for the category and click **Save (3)**. The same applies to Products, these need to be translated or they will fallback to the default store language.
If you used the **Demo Data** there is something else that you will need to translate.

Product properties



As you can see these are still in German. We need to translate the Properties and Property values.
To translate a property click the **...** on the right-hand side.



Select the language from the **drop down menu (1)** that you'd like to add, in this case it's Dutch. Notice that the **name is displayed in grey (2)**, this means that it will fallback to the store default language which is English in the case. Enter the translated name for the property and click **Save (4)**.
The same applies to **Property values (3)**, these need to be translated or they will fallback to the default store language.

Troubleshooting

Here you can find all the tutorials & FAQs that can help you with troubleshooting.

Reset Admin Password

In this article, we describe how you can reset the admin password via the CLI. This may be necessary if you have forgotten your password and have no other access to the admin.

How to change the password via the console

First you access your store via console.

Then enter the following command:

```
bin/console user:change-password “username”
```

"Admin" is a placeholder for one of your usernames.

Remove defective extension

Under certain circumstances, an app or theme may no longer function properly. This might prevent you being able to deactivate or uninstalle the extension in the **My Extensions** section, should this be the case, it is possible to manually remove the extension and the associated plugin data.

Note that you will be removing data from the database and files from your server. So make sure you have a backup of the database and your data so that you can restore everything in case of an emergency.

Disable functions

First of all, you should disable the functions of the affected extension. For example, if it is a payment extension or shipping extension, disable the respective payment method or shipping method so that it can no longer be used by customers. In case of a theme, you should change the theme of your sales channel to another one first. In general, the functions provided by the defective extension should no longer be used, so that there are no problems when removing the extension.

Remove database entry

If you only want to deactivate the extension, it is sufficient to change the entry in the **active** column of the database **plugins** to **0** in the plugins database table. This can be sufficient if you don't want to use a broken extension anymore and only want to deactivate it.
If you want to remove it completely because it still causes problems or if you want to reinstall it completely, you can remove the record of the extension in the database table **plugins**.

Remove extension data

Under certain circumstances, the extension has also created a directory in the store directory, which should still be physically removed from your server. You can usually find this in the Shopware main directory under **Custom/Plugins/**.
If you can't find it here, you should ask the extension manufacturer if and where the physical data is stored.

Debugging

General information

If shopware is operated in production mode, in most cases only general messages are issued, which do not necessarily allow you to identify the cause of an error.
However, there are some possibilities to identify the cause of the error. Often it is necessary to know the time at which an error was reported and that the error conditions are reproducible.

Event logs

You can find this under **Settings > System > Event Logs**. A more detailed description of this programme item is available here: Detailed description of the event log.
If a customer receives the message "An error has occurred" in the storefront, the event log may contain entries that allow you to narrow down the cause. In the respective message you will find the note "*Failed ...* " or the word "*Error*". You can view the complete message by clicking on the context menu **...** on the right-hand side and selecting **View details**.
These messages are helpful if the error is caused, for example, by the e-mail dispatch, a shipping method, incomplete data in the product, etc.

Storage location of the Shopware log files

The log files created by Shopware are stored in the /var/log/ directory.
If production mode is activated in the .env file, only serious errors are logged in the prod.log.
If developer/debug mode is active, the log entries are written to the dev.log. Since all messages are stored here, this mode should only be activated if targeted debugging is necessary to avoid a large increase in log file size.

In the Shopware logs, the error type and information about the programme in which the error occurred are output. Depending on the size of the log, it simplifies the search if the approximate time at which the error occurred, the cause of which is now to be determined, is known.
In the next section we will show you how to switch between productive and developer mode.

Log files of extensions

In the /var/log/ directory you will find not only the Shopware log files but also the log files of your **extensions**, such as PayPal.
Please note, however, that not every extension automatically creates log files. If in doubt, it is best to contact the extension manufacturer directly.

Activate the debug or developer mode

As mentioned above, two modes can be used for logging errors. You can change the mode in the general configuration file of Shopware.
You can find the ".env" file on the web server in the Shopware main directory.

Please note that files whose file name begins with "." are hidden by default and it may be necessary to show them via a program setting, depending on the directory call.

In the file you change the line

```
APP_ENV=prod
```

to

```
APP_ENV=dev
```

Then it is necessary to empty the cache.
This can be done from within console by using the command.

```
php bin/console cache:clear
```

Activating the developer mode is useful if you have not found any clues when checking the event log or the Shopware logs how the error you are tracking down was triggered.
The messages in developer mode are much more detailed. Since warnings and debug messages are now also written to the log, the space required for the file is increasing. In the frontend, the mode can lead to a detailed error message being displayed instead of the shop page, partly because errors from the framework are now also listed.
We therefore recommend either activating the developer mode only for the respective debugging process or creating a test system for the evaluation. Nevertheless, even in a test system it is necessary to keep an eye on the size of the DEV.LOG, as the file grows relatively quickly and many editors can no longer open files the size of GB.

Further Shopware independent log files

In addition to the log files provided by Shopware, it can be helpful/required to look into the access logs of the server or also into the PHP log files.

Since the locations of these log files can vary depending on the server configuration, contact your hoster on information where to find these.

Checklist

If reading the logs has not provided any information about the source of the error, the problem can be debugged in most cases using the following guide.

Deactivate extensions

The most common source of errors are extensions. Set the theme of the sales channels to the standard Shopware theme and then deactivate all third-party extensions. This can be done individually and manually via the admin or the shell, or all at once via SQL Query.

The solution via SQL Query is more efficient as soon as a large number of extensions are installed and deactivating them would take a lot of time. We have provided instructions for deactivating third-party extensions at Shopware 6 - Tutorials & FAQs - SQL Tips & Tricks

If the problem no longer occurs after deactivating the third-party extensions, activate extensions one by one until you have found the responsible extension. You can then create a ticket for extension support in your Shopware account to directly contact the manufacturer.

Check core files

If the problem still occurs after deactivating the extensions, check the core files for correctness. Core files are/were often modified by extensions or similar.

One method for checking the files would be file-checker.php. Another method would be the FroshTools extension.

Issuetracker

If the problem does not occur in a new environment, but the above steps have not helped, it is time to create a support ticket if you have a subscription. Or if no subscription is available, use one of the following platforms:

- Shopware Community Forum (DE/EN): https://forum.shopware.com/
- Shopware Community Slack (EN): https://slack.shopware.com/
- Stack Overflow (EN): https://stackoverflow.com/questions/tagged/shopware

If the above steps have not helped, **but** the problem can be reproduced in a new environment, it is most likely a bug in Shopware 6.

In this case, please create an issue ticket at https://issues.shopware.com/

Please use the search function in the issue tracker to check whether the same problem has already been reported.

Migration Tips

In this article we will give you hints for migration and how to proceed with the error analysis.

Important tables for error analysis

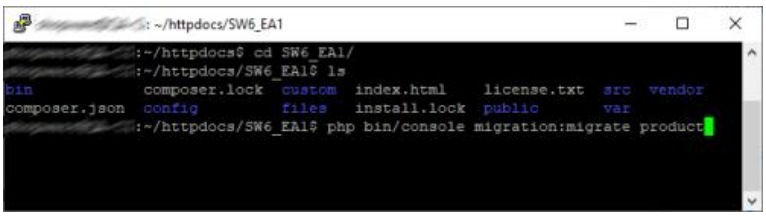
In addition to the large log files, there are other database tables in which errors and error notes for the migration are listed. For example, within the "swag_migration_logging" table, you can filter based on the error levels and/or the entity where there are problems.

Other interesting tables are:
- `swag_migration_mapping`
- `swag_migration_media_file`
- `swag_migration_data`

Recommendation: Migration of very large amounts of data via console

If your source store contains very large amounts of data or you want to run the migration in the background, we recommend the migration via console (CLI). You can start the migration via CLI after the step "Data check".

It is important that you first start the migration normally via the administration and cancel it after the step "Data check". Then navigate in the console to the root directory of the target store. You should now be above the public folder.



Execute the following command here:

php bin/console migration:migrate argument

The **Argument** variable can contain the following values:

- **basicSettings**: Basic settings and categories (SalesChannel attachment etc.) Will be executed automatically when importing other DataSelections.
- **cms**: Layouts.

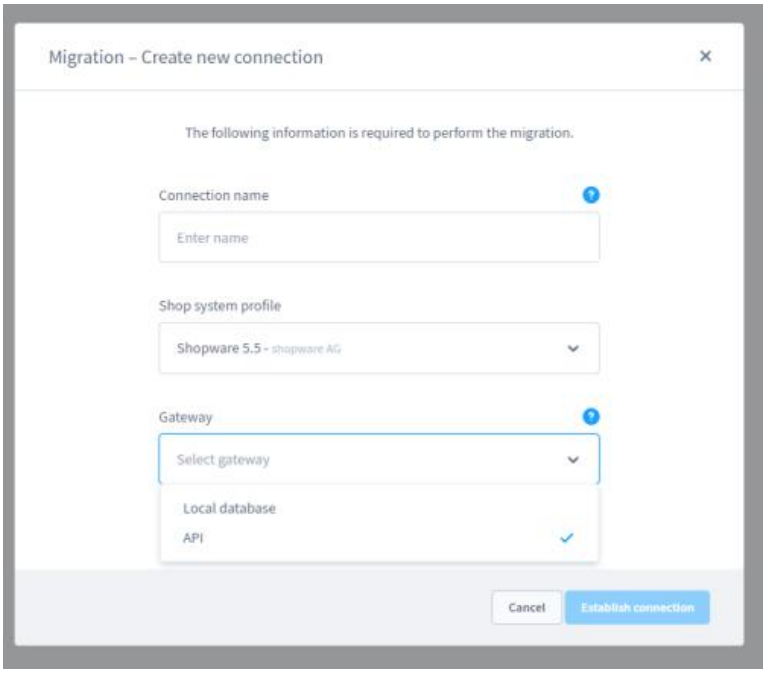
- **customersOrders**: All customers, orders and documents.
- **media**: All media and folders.
- **newsletterRecipient**: Newsletter recipients.
- **products**: All product data and associated entities. Also associated entities from "media".
- **productReviews**: Product reviews.
- **promotions**: Discounts & promotions.
- **seoUrls**: SEO URLs.
- **customerWishlists**: watch lists.

Further accelerate migration for large data volumes via local database

In the case of very large data volumes, migration directly via a locally located database can make sense, as this limits the load on one system. With a number of several million data records, especially variants, the migration can take quite some time.

Not only is information read out, but the data is already prepared during the read process for the subsequent write process. Of course, the wizard should enable the smoothest possible migration, but such large amounts of data are always a challenge and not the main purpose of the extension. In such edge cases, rework may therefore also be necessary.

Whether the migration should be done locally or via API / store domain can be defined within the migration wizard (Edit connection).



Error message "No connection established

The following error message may appear if, for example, you made a mistake when entering the store domain/API key. If you are sure that the domain is correct, the reason may be that you are not using the latest version of the migration extension. Therefore, please check the version of the extension and perform the available update.

Complete error message:
No connection established
No connection could be established to the specified server. Please check the specified store domain.

Indexing

An index that is not fully built can cause the migration to get "stuck". Evidence of this can be the following notifications, all of which indicate indexing is not complete:

Circa 1395350 products remaining ...
Approximately 1400 categories remaining ...
[...]

In order for indexing to be fully completed, the following must be ensured:

- Sufficient resources on the server, a sufficiently high memory limit (at least 2GB).
- No long lasting processes may be terminated by the server.
- The message queue must be reset:

The reset of the message queue can be done as follows:

dead_message
CREATE TABLE backup_dead_message LIKE dead_message;
*INSERT INTO backup_dead_message SELECT * FROM dead_message;*
DELETE FROM dead_message;

enqueue
CREATE TABLE backup_enqueue LIKE enqueue;
*INSERT INTO backup_enqueue SELECT * FROM enqueue;*
DELETE FROM enqueue;

messsage_queue_stats
CREATE TABLE backup_message_queue_stats LIKE message_queue_stats;
*INSERT INTO backup_message_queue_stats SELECT * FROM message_queue_stats;*
DELETE FROM message_queue_stats;

backup_increment
CREATE TABLE backup_increment LIKE increment;
*INSERT INTO backup_increment SELECT * FROM increment;*
DELETE FROM increment;

Afterwards, please make sure that the message queue is processed via the CLI:

https://docs.shopware.com/en/shopware-6-en/tutorials-and-faq/message-queue-and-scheduled-tasks?category=shopware-6-en/tutorials-and-faq#disable-admin-worker-set-up-cli-worker

You can now trigger the reindexing via the message queue using the following CLI command:

bin/console dal:refresh:index --use-queue

The indexing is then processed via the message queue, which can take several hours. As soon as this has been completed, the cache should be cleared via FTP (delete all subfolders from /var/cache/*).

Transferring articles that have already been migrated again

If the migration has already been performed, for example for test purposes, the Shopware installation has remembered the articles that have already been transferred. All read data is given a checksum, which is used to check whether the data has already been migrated once during subsequent migrations. This prevents data from being migrated twice and possibly overwritten.

To create the checksum referred to, Shopware creates a new table called "swag_migration_mapping". Resetting the checksum and also migrating again without resetting the checksum can be done as often as needed. This is done via the migration extension and is described in more detail in the following article:

https://docs.shopware.com/en/migration-en/shopware6-Migrationsprocess#perform-migration-again

Within the table "swag_migration_mapping" individual data can also be deleted manually, e.g. in order to perform only the transfer of certain entities again. For example, the following SQL command would only migrate the newsletter recipients again. The entity can be changed accordingly:

```
UPDATE swag_migration_mapping
SET checksum = null
WHERE entity = "newsletter_recipient"
```

My Extensions - Error messages

If you get an error message when calling the Plugin Manager or adding a plugin, you will get further information about the respective messages and their causes.

Error messages

Internal Error

If you see this message, an internal error has occurred on a shopware server. If you have an active maintenance contract, you can alternatively set up a support ticket on account.shopware.com.

Unauthorized

The action performed was rejected because it is not authorized.
Unauthorized'Please log into your Shopware account again and re-try the action.
If the message is still displayed, please contact us in our forum.

Wrong Password

The entered password of the Shopware ID is not correct. Please check the data and try again. Alternatively, you can reset the password at https://account.shopware.com/recovery
For this you need the Shopware ID and the e-mail address assigned to the Shopware account.

Wrong Shopware ID

The Shopware ID entered by you is unknown.
Please check if the spelling is correct.
If the data have been entered correctly and the message still appears, please contact us in our forum.

Account is banned

The account for the entered Shopware ID has been blocked.
Please contact us in our forum.

Email not verified

In order for the account to be used in full, it is necessary to verify the deposited e-mail address. You have received an e-mail to validate your account. Please check your e-mail inbox and if necessary also the spam filter.

Login data not complete

Please check if you have entered your login data (consisting of shopware ID and password) completely.
If you don't know the password anymore, you can reset it at https://account.shopware.com/recovery
For this you need the Shopware ID and the e-mail address assigned to the Shopware account.

Request data invalid

During data transmission, it was determined that the transferred data did not correspond to the JSON format.
Should this occur in connection with a normal storefront or a product export, please contact us in our forum or, if you have an active maintenance contract, you can alternatively submit a support ticket at account.shopware.com.
If the message is displayed when using a headless sales channel, this indicates that the data is not correctly formatted within the API. In this case, please contact the developer who configured the API connection for this headless shop.

Request parameter language not given

The required parameter for the language was not provided during data transmission.
Please check whether you have filled in or selected all the necessary information and then try again. If the message continues to be displayed, please contact us in our forum or, if you have an active maintenance contract, you can alternatively set up a support ticket at account.shopware.com.

Request parameter domain not given

The required parameter for the domain was not provided during data transmission.
Please check whether you have filled in or selected all the necessary information and then try again. If the message continues to be displayed, please contact us in our forum or, if you have an active maintenance contract, you can alternatively set up a support ticket at account.shopware.com.

Request parameter Shopware version not given

The required parameter for the Shopware version was not provided during data transmission.
Please check whether you have filled in or selected all the necessary information and then try again. If the message continues to be displayed, please contact us in our forum or, if you have an active maintenance contract, you can alternatively set up a support ticket at account.shopware.com.

Request parameter future Shopware version not given

The required parameter for the future Shopware version was not provided during data transmission.
Please check whether you have filled in or selected all the necessary information and then try again. If the message continues to be displayed, please contact us in our forum or, if you have an active maintenance contract, you can alternatively set up a support ticket at account.shopware.com.

Request parameter market not given

The required parameter for the market was not provided during data transmission.
Please check whether you have filled in or selected all the necessary information and then try again. If the message continues to be displayed, please contact us in our forum or, if you have an active maintenance contract, you can alternatively set up a support ticket at account.shopware.com.

Request parameter category not given

The required parameter for the category was not provided during data transmission.
Please check whether you have filled in or selected all the necessary information and then try again. If the message continues to be displayed, please contact us in our forum or, if you have an active maintenance contract, you can alternatively set up a support ticket at account.shopware.com.

Shopware version not supported

The shopware version submitted with your request is not (yet) supported.
Please contact us in our forum or, if you have an active maintenance contract, you can also set up a support ticket at account.shopware.com.

Shopware version unknown

The transmitted Shopware version is not known.
This can occur, for example, with a pre-release version that has not yet been activated for all functions.
If this message occurs with a regular Shopware version, please contact us in our forum or, if you have an active maintenance contract, you can alternatively set a support ticket at account.shopware.com.

Request plugin unknown

The plugin is not known to us, please contact us in our forum or, if you have an active maintenance contract, you can alternatively set a support ticket under account.shopware.com.

Download not allowed for domain

The download of the plugin is not allowed for the selected shop.
This might be due to the fact that there is no plugin license available for the domain.
Please check whether your Shopware account (account.shopware.com) contains a corresponding license for the plugin or purchase a license.
If you have any further questions, please contact us in our forum.

Version not found

The plugin file cannot be found.
A possible cause may be that no plugin version is available for the Shopware version used.
Please contact us in our forum.

Shop domain unknown

The domain of the shop is not known to us.
Please check whether the licensing host entered in the basic settings matches the domain stored in your Shopware account.
Further information can be found here: Add shop
If you have further questions, please contact us in our forum..

Wrong Shopware generation of licensing host

Wrong Shopware generation of licensing host.
The registered licensing host is not registered as a Shopware 6 shop, please provide a correct Shopware 6 licensing host or us in our forum.

No license

There is no license available for the plugin.
Please license the plugin via our community store: https://store.shopware.com
or please contact us in our forum.

Incorrect plugin data

The transmitted data for the installed plugins are faulty.
Please contact us in our forum or if you have an active maintenance contract you can alternatively set up a support ticket at account.shopware.com.

Shop domain not verified

The shop domain has not yet been verified.
Please perform the verification as described at Add shop.

Shop domain verification failed

The shop domain could not be verified.
Please check if you have prepared the verification as described at Add shop.

Invalid shop domain format

The format of the shop domain is not valid.
Please check the license host entered in the settings (example format: www.example.com).

Parent shop not found

The current shop is marked as a staging environment and a parent shop must always be assigned to it.
However, the parent shop could not be found, please contact us in our forum.

Error getting license list

The plugin list could not be loaded, please try again.
If the list still cannot be loaded, please contact us in our forum.

Missing company shop relation

The shop domain does not match the shopware ID used.
The licensing host must match a shop domain stored in your Shopware account.
Further information can also be found here: Add shop.
You can also contact us in our forum.

Shop has no company

The shop on which you want to license an extension does not have a company on file. Create a company in your Showare account. If you have already registered a company, invite your user to this company.

Company banned

The company of the shop to which the licence for an extension is to be booked is blocked. For clarification, please contact financial.services@shopware.com or +49 (0) 2555 92885-10

License shop can not be staging

The selected domain is a staging environment. Please book the products on the main instance, you will then automatically receive the licence on the staging domain as well.

Invalid company

The company of the booking shop of your order is not stored correctly. Check this in your Shopware Account. If everything is correct there, please contact us in our forum.

Insufficient balance

The credit of your booking domain is not sufficient. Please top up your account in the Shopware Account beforehand.

Not owning booking shop

You could not be verified as the owner of the booking domain. Try to place the order manually at store.shopware.com.

Not owning license shop

You could not be verified as the owner of the licence domain. Try to place the order manually at store.shopware.com.

Order number invalid

The order number is unknown or invalid. please contact us in our forum.

Forbidden

The action you are trying is not possible. Reload the administration and try again. If you still have problems, please contact us in our forum.

Master data missing

Your master data is not complete. Please complete your basic information at https://account.shopware.com

Deserialization failure

This message is displayed if incorrect data has been entered. Please contact us in our forum.

Please check the default payment method in your account.

Invalid order position

The shopping cart contains an invalid item. Please contact us in our forum.

Payment failed

The payment could not be processed due to an unexpected error. Please try again at a later date or please contact financial.services@shopware.com or +49 (0) 2555 92885-10.

Multiple license

You already have this licence for the selected domain. You can import the extension in the **Extensions** > **My Extensions** section of your shop.

Invalid order

The order could not be completed for unexpected reasons. Try again or contact us in our forum.

Test extension license cannot be cancelled

Cancellation of test licences is not necessary.

Extension license is already cancelled

The licence has already been cancelled.

Extension license must be rent or support

The licence to be cancelled must be a rental licence or include paid support in order to be cancelled.

Reactivation of extension license not allowed

The manufacturer's support for this plugin has expired. Please contact the manufacturer's customer service to find out more.

SQL Tips & Tricks

It is strongly advised that these statements should only be executed with the necessary expertise.
The information provided here was tested at the time of publication of this article - it may have changed in the meantime. **The execution of this tutorial is at your own risk**!

Before you start, make a **backup** so that you can restore it if you run into trouble. Please note that these are adjustments of shopware and therefore the content of this tutorial is **not officially supported**!

Catalogues

Delete all products

With the following query you can delete all created products and empty the product overview completely:

```
DELETE FROM product;
```

Delete all properties

With the following query you can remove all properties:

```
DELETE FROM property_group;
```

Delete all customer data

You can apply the following SQL queries **before** you go live with your store. However, make sure that you never use them in your live store. Orders with receipts or receipts should **never** be deleted.

With the following query you can remove all customer data:

```
DELETE FROM customer;
```

Delete all orders

You can apply the following SQL queries **before** you go live with your store. However, make sure that you never use them in your live store. Orders with receipts or receipts should **never** be deleted.

With the following query you can delete all orders.

```
TRUNCATE `order`;
TRUNCATE `order_address`;
TRUNCATE `order_customer`;
TRUNCATE `order_delivery`;
TRUNCATE `order_delivery_position`;
TRUNCATE `order_line_item`;
TRUNCATE `order_tag`;
TRUNCATE `order_transaction`;
```

Enable inheritance for all variants

After a migration, inheritance is disabled in all variant products. To enable inheritance, only the respective property must have NULL as a value in the database.

With the following query all properties and additionally also the inheritance for the properties are activated:

```
UPDATE product SET
    active = NULL,
    tax_id = NULL,
    product_manufacturer_id = NULL,
    delivery_time_id = NULL,
    deliveryTime = NULL,
    product_media_id = NULL,
    manufacturer_number = NULL,
    ean = NULL,
    restock_time = NULL,
    is_closeout = NULL,
    purchase_steps = NULL,
    max_purchase = NULL,
    min_purchase = NULL,
    purchase_unit = NULL,
    reference_unit = NULL,
    shipping_free = NULL,
    mark_as_topseller = NULL,
    weight = NULL,
    width = NULL,
    height = NULL,
```

```
    length = NULL,
    release_date = NULL,
    tag_ids = NULL,
    tags = NULL
WHERE parent_id IS NOT NULL;

DELETE FROM product_translation WHERE product_id IN (SELECT id FROM product WHERE parent_id IS
DELETE FROM product_tag WHERE product_id IN (SELECT id FROM product WHERE parent_id IS NOT NUL
DELETE FROM product_media WHERE product_id IN (SELECT id FROM product WHERE parent_id IS NOT N
DELETE FROM product_visibility WHERE product_id IN (SELECT id FROM product WHERE parent_id IS
DELETE FROM product_property WHERE product_id IN (SELECT id FROM product WHERE parent_id IS NO
```

System / Settings

Disable non-standard extensions

With the following queries you can deactivate the extensions that are not already present when installing Shopware. This is especially useful for debugging errors, as you can quickly eliminate the influence of extensions.

If you use your own theme that is integrated via a plug-in, you should make sure in advance that the theme is not assigned to a sales channel. Alternatively, you may encounter problems when calling the appropriate sales channels.

First we create a temporary backup table. The current status of the extensions is saved in this table.

```
CREATE TABLE plugin_tmp LIKE plugin;
INSERT INTO `plugin_tmp` SELECT * FROM `plugin`;
```

Then you can deactivate the extensions

```
UPDATE `plugin` SET `active`= 0 WHERE (author <> 'shopware AG' AND author <> 'Shopware') OR (a
```

The original state of the extensions can be restored later as follows

```
UPDATE plugin AS p JOIN plugin_tmp AS pt ON p.id = pt.id SET p.active = pt.active;
```

Finally, you can delete the temporary backup table

```
DROP TABLE plugin_tmp;
```

Customise database collation

By default Showpare uses "utf8mb4_unicode_ci" as collation for the tables.
However, it can happen that the collation for individual tables is not (no longer) set correctly.

This can cause errors when comparing strings of incompatible collations or when trying to select data from columns with different collations.
In the log files this can be recognised by the following entry (possibly slightly modified):

```
SQLSTATE[HY000]: General error: 1267 Illegal mix of collations (utf8mb4_unicode_ci,IMPLICIT) a
```

With the following query you can check if a wrong collation is used in a table.
To do this, insert the table and database name into the query at the marked positions.

```
SELECT table_schema, table_name, column_name, character_set_name, collation_name
 FROM information_schema.columns
 WHERE (collation_name = 'utf8mb4_unicode_ci' or collation_name = 'utf8_general_ci ')
 and table_name = '' --Tabellenname einsetzen
 and table_schema = '' --Datenbanknamen einsetzen
 ORDER BY table_schema, table_name,ordinal_position;
```

You can update the collation with one of the following two queries.

We recommend that you always make a full backup before making changes to the database.

Update of the entire database

```
ALTER DATABASE --Datenbanknamen einsetzen CHARACTER SET utf8mb4 COLLATE utf8mb4_unicode_ci
```

Update a single table

```
ALTER TABLE --Tabellenname einsetzen CONVERT TO CHARACTER SET utf8mb4 COLLATE 'utf8mb4_unicode
```

Restore default customer group

This restores the "default customer group" without a translation. The translations must be maintained manually in the admin.

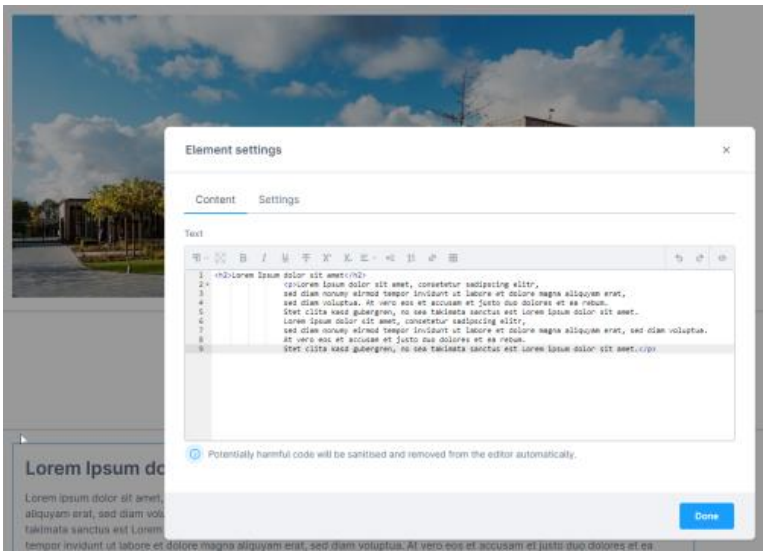
Query to restore the default customer group:

```
INSERT INTO `customer_group` (`id`, `display_gross`, `registration_active`, `created_at`, `upd
(UNHEX('CFBD5018D38D41D8ADCA10D94FC8BDD6'), 1, 0, '2021-01-01 00:00:00.00', NULL);
```

HTML Sanitizer

Please note that this article is only aimed at users of a self-hosted shop. For cloud stores, there is no possibility of implementation at this time.

With Shopware version 6.5, an HTML sanitizer has been implemented. This sanitizer improves security, reliability and usability of the editor by removing unsafe HTML code. It also sanitizes styles and attributes for consistent and correct code rendering regardless of platform and browser.



For example, if the tag **img** is added, it is automatically removed by the editor after a few seconds and an additional notice appears that some of your inputs have been sanitised.

Whitelisting

For all further steps a basic understanding of YAML and its syntax is necessary.

Through a workaround or an adjustment of the **z-shopware.yaml** file, it is possible to add the tag **img** to the allowed code.

The **z-shopware.yaml** is located below **config/packages/** on the server where Shopware is installed. By default, this file does not exist. A simple copy of the **shopware.yaml** in the same directory solves this obstacle.

In the copied **shopware.yaml** (**z-shopware.yaml**), inside the **shopware:** key another key called **html_sanitizer:** is needed. Inside the key all other values and wildcards are added.

In this example, the **img** tag, as well as the CSS attributes **src**, **alt** and **style** are added to the whitelist:

```
shopware:
    html_sanitizer:
        sets:
            -   name: basic
                tags: [ "img" ]
                attributes: [ "src", "alt", "style" ]
                options:
                    - key: HTML.Trusted
                      value: true
                    - key: CSS.Trusted
                      value: true
```

Please **pay** attention to the YAML syntax and especially to the correct use of spaces

The shop cache must then be cleared for the change to take effect.

Disable HTML Sanitizer

If necessary, it is also possible to completely disable HTML Sanitizer. This is strongly discouraged, as otherwise the following security risks exist, which would affect the administration, but also the storefront.

- **Cross-site scripting (XSS) attacks:** HTML sanitizers help prevent XSS attacks, in which malicious scripts are injected into a website's code. Without proper sanitizing, an attacker could inject malicious scripts into the store, potentially compromising the security of user data, stealing sensitive information, or spreading malware.
- **Data integrity and confidentiality:** HTML sanitizers help ensure the integrity and confidentiality of data entered by users. Without sanitizing, attackers can exploit vulnerabilities to modify or manipulate user data, leading to potential data breaches, unauthorized access, or tampering with sensitive information.
- **Reputation and customer trust:** If a store becomes vulnerable to security risks due to a lack of sanitizing, this can damage the store's reputation and undermine customer trust. News of security breaches, compromised user data, or frequent attacks can discourage customers from making purchases or sharing their personal information, negatively impacting the store's success.
- **Legal and compliance issues:** Companies have a legal obligation to protect customer data and implement appropriate security measures. The lack of a proper HTML Sanitizer can lead to legal and compliance issues, including fines, lawsuits, or other legal consequences if a data breach or data security breach occurs.
- **Operational disruption and financial loss:** Successful attacks on a store can result in operational disruption, downtime, and financial loss. Addressing the consequences of a security breach, such as investigating the incident, implementing fixes, notifying affected customers, and restoring systems, can be costly and time-consuming.

If you want to deactivate the sanitizer despite the above warnings, you can also do this in the **z-shopware.yaml**. Just paste the following code:

```
shopware:
    html_sanitizer:
        enabled: false
```