

# Extension Installation Service

Thank you for purchasing our products.

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

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

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

## Provide information for installation via our JIRA support portal

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

Then submit a support ticket with the following information

### For Magento 2 extensions:

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

*SSH access form:*

Host : 132.148.xxx.xxx

User Name : thisisguest

Password : jkasd(\*&asd9)(!

Root directory : \var\www\html\public\_html

[Port] : 2231

### For Magento 1 extensions:

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

*FTP access form:*

Server: 185.xx.xxx.xxx

Username: magenest@testing.com

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

Port: 21

Our installation service will be carried out within 2 business-day time after you have provided all required access information.

If you have any questions, do not hesitate to contact our support team at [support@magenest.com](mailto:support@magenest.com), we are happy to assist you.

**Magenest**