



**CUSTOMER
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M2 MAINTENANCE MODE

User Guide



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Introduction

The Maintenance Mode Extension for Magento 2 is a simple tool that allows you to clearly communicate the status of your website to visitors if you are making small changes, or even building a new site.

Typically, to enable Maintenance Mode, store owners need a developer to initiate and create the maintenance page. This extension provides the ability to easily create a maintenance page and turn on / off Maintenance Mode.

More about the Maintenance Mode Extension:

- Whitelist IP's so that you can still view the site (to the whitelisted IP's) when Maintenance Mode is enabled
- Create a custom maintenance page
- Enable / Disable Maintenance Mode from Magento admin

Magento Versions Supported:

Magento Community Edition (CE): 2.0 – 2.1.4

Magento Enterprise Edition (EE): 2.0 – 2.1.4

Installation / Setup / Training / Configuration Available. If you would like us to help you install and configure this extension, we are happy to do this on an hourly basis for you. Please submit a support ticket at:

<https://labs.customerparadigm.com>

Customization Available. If you have special requirements for how you would like the Magento 2 Maintenance Mode Extension to work with your site, please submit a support ticket at: <https://labs.customerparadigm.com>

Installation

Before using the Maintenance Mode Extension in your Magento 2 store, we strongly recommend creating a complete database and codebase backup.

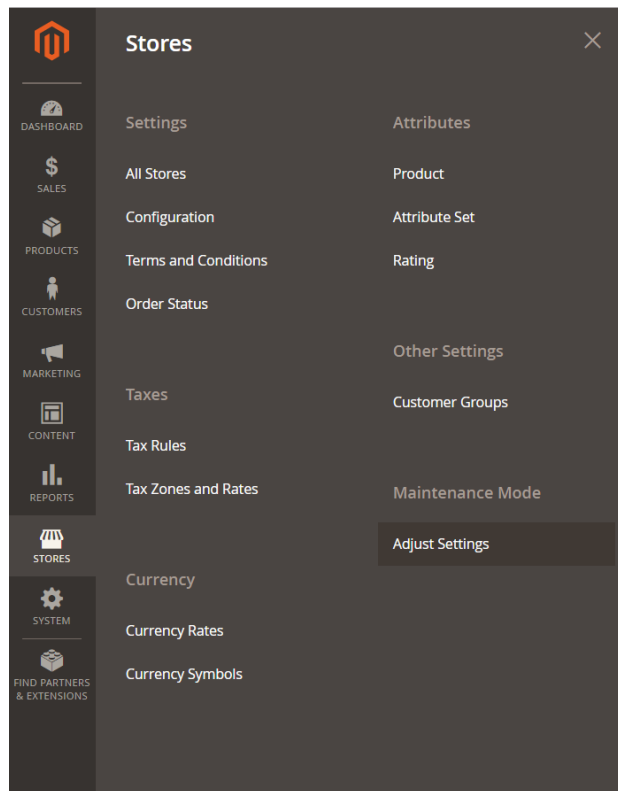
Installation by Unpacking the Extension

1. **(Recommended)** Run a backup of the codebase and database
2. Login to your Magento Server with a user who has permission to write to the Magento file system. Navigate to your store's root folder
3. Unpack the Maintenance Mode module in your Magento root folder
4. Execute the following commands:

```
| php -f bin/magento module:enable CustomerParadigm_MaintenanceMode  
| php -f bin/magento setup:upgrade  
| php -f bin/magento cache:flush  
| php -f bin/magento setup:static-content:deploy
```

5. Log into the admin panel
6. You will now see the Magento 2 Maintenance Mode Extension by navigating in the admin to:

Stores > Maintenance Mode > Adjust Settings



Configuring Maintenance Mode Extension

Step 1: Once the Maintenance Mode Extension has been installed, you can access it from the Stores tab in the admin area.

Stores > Maintenance Mode > Adjust Settings

Step 2: To turn on Maintenance Mode on your Magento 2.0 site from the admin, simply select "Enabled" and then click "Save" on the page.



If you visit the home page of the site and don't see your custom maintenance message, don't worry. Your IP address has been whitelisted (explained in next section). Simply visit the site from an external IP address (such as your phone on a cellular connection) and take a look to see the maintenance message. If your IP address wasn't whitelisted, clicking Save would lock you out of your Magento 2 admin.

Step 3: When you visit the Maintenance Mode page, the extension will automatically add your computer's IP address to the White List IP address list. This is done so that you can place the site into Maintenance Mode but still see the front end of the site and access the admin area.

White List IP Addresses *

Please enter each IP address to be white listed separated by commas.

With your IP address whitelisted, you can see the site but everyone else (unless their IP address is listed in the White List area) will see the Maintenance Mode message. If for some reason you are locked out of the site, you will need to manually delete the **.maintenance.flag** file via FTP, SSH, or via a file manager in your web hosting control panel. This is in the **/var/** directory.

Step 4: Setting a Custom Maintenance Error Message in Magento 2

By default, the system will pull in the standard Magento 503 error page that reads, "Service Temporarily Unavailable." With this extension, you can now customize the error message that visitors to your site will see.

Here's the default Maintenance Error Message:

Maintenance Error Message * Show / Hide Editor

```
<!--?php
/**
 * Copyright © 2015 Magento. All rights reserved.
 * See COPYING.txt for license details.
 */
?-->
<h1>Service Temporarily Unavailable</h1>
<p>The server is temporarily unable to service your request due to
maintenance downtime or capacity problems. Please try again later.
</p>
```

This is the HTML for your custom Maintenance Page.

To add images to your custom maintenance page, you must first enable "Use Static URLs for Media Content in WYSIWYG for Catalog" option. This can be edited by going to the admin menu located at Stores->Configuration->General->Content Management.

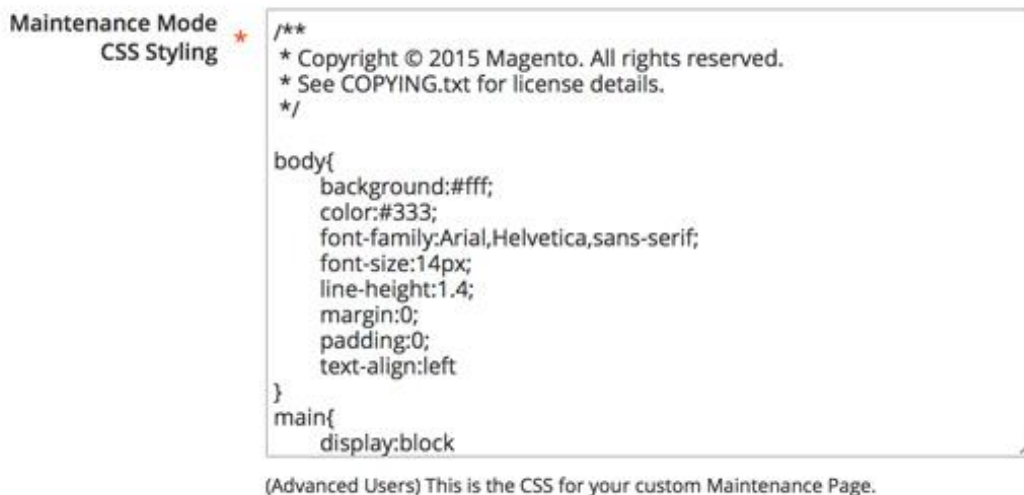
You can add HTML text directly into the text box. You will want to make sure that if you are using images you use absolute image source reference links. You may want to have the images for this maintenance page in a different directory (i.e. <http://www.domain.com/images/logo.jpg>) than you would normally

use for your Magento site. Here's how to add custom HTML content into the text box to show a different Maintenance message:



Note: The image src is a fully-qualified link, using the full <https://www.customerparadigm.com/> domain name in front of the image.

If you'd like to customize the layout, you can either use inline CSS here, add a stylesheet to the top of the HTML, reference an external CSS stylesheet, or use the Maintenance Mode CSS Styling area to handle CSS:



Step 5: If you'd rather use the WYSIWYG editor to build this custom page, you'll need to make sure that you enable static URLs for your media content.

You can enable this by checking the "Use Static URLs for Media Content in WYSIWYG for Catalog" option.

You can find this in the admin menu located here: **Stores > Configuration > General > Content Management**

WYSIWYG Options

Enable WYSIWYG Editor	Enabled by Default	[STORE VIEW]
Use Static URLs for Media Content in WYSIWYG for Catalog	<div>Yes</div> <div>✓ No</div>	[GLOBAL]

This applies only to catalog products and categories. Media content will be inserted into the editor as a static URL. Media content is not updated if the system configuration base URL changes.

Step 6: Once that is selected, the WYSIWYG Editor will now be displayed on the Custom Maintenance page:

Maintenance Error
Message *

Show / Hide Editor

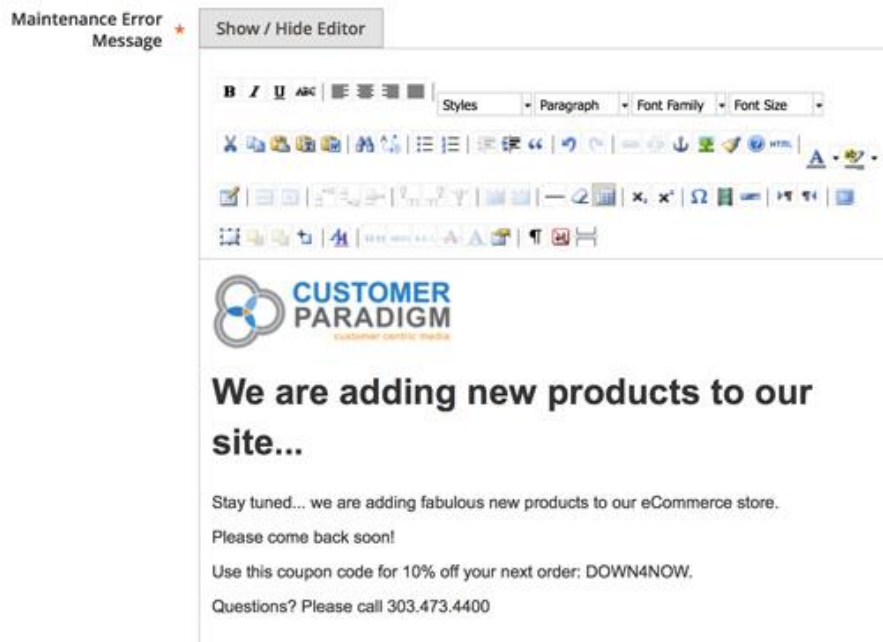
B *I* U ABC | [List Icons] | Styles | Format | Font Family | Font Size

[Rich Text Editor Icons]

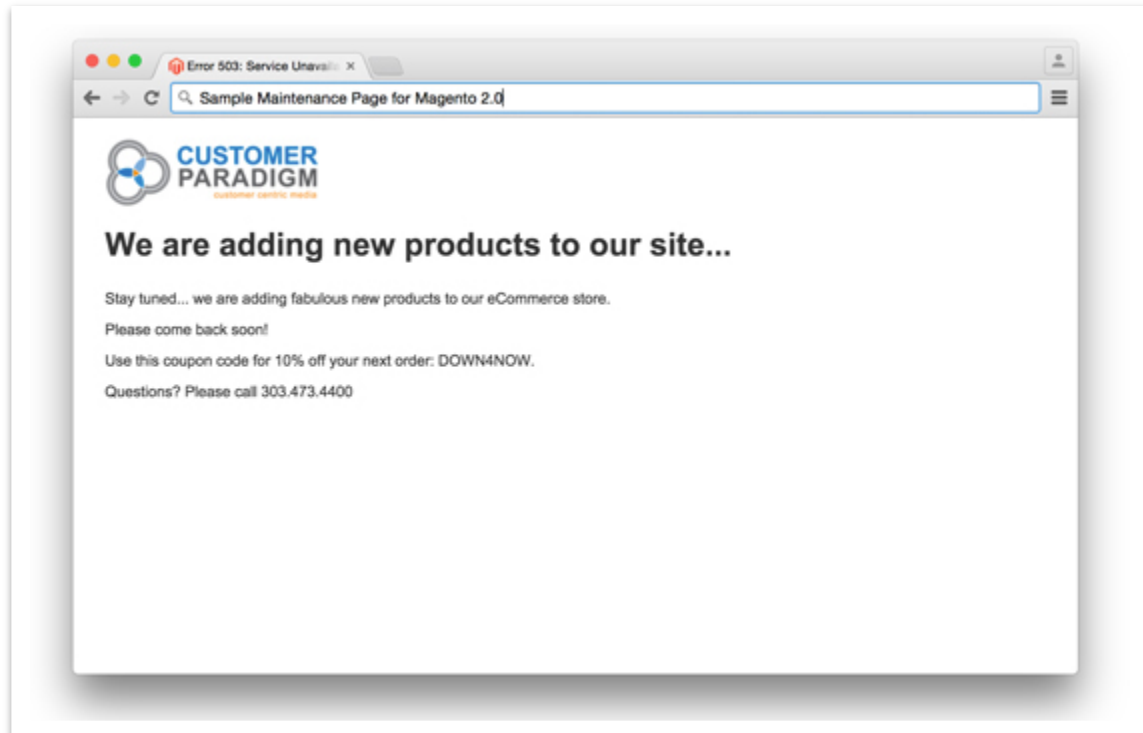
Service Temporarily Unavailable

The server is temporarily unable to service your request due to maintenance downtime or capacity problems. Please try again later.

You can then change out the content and see how it will be displayed in the editor:



Here's how the custom Maintenance Mode message will be displayed in a browser:



Step 7: Advanced Tip: Meta Refresh – Redirect

If you'd like end users to automatically be redirected to the home page of the site after a brief period of time, you can add in a meta-refresh redirect as an HTML head tag. In this case, the Maintenance page will be displayed to end users, and then 5 minutes later the site will attempt to redirect them to the home page of the site.

If the site is still in Maintenance Mode, they will see the custom Maintenance Mode message again. Their browser will then wait another five minutes before trying to redirect them to the home page of the site. Add something like this content in the `<head>` tag area of the page (between the `<head>` and `</head>` tags): `<meta http-equiv="refresh" content="300;URL=https://www.customerparadigm.com">`

In this case, this script will wait 300 seconds (5 minutes x 60 seconds per minute = 300 seconds total).

Note: If you use the exact example above, you will redirect your site visitors to our Website. While we'd love the traffic, this may confuse them, so we'd recommend changing out the URL with the home page of your site.

FAQ

Q: I've turned on Maintenance Mode, but I still see the normal Website. Is the extension not working?

A: This is normal. The system has whitelisted your IP address so you can see the front end of the site and can still make changes in the admin. Try visiting the site from a different computer network, such as your cell phone, or a proxy server. You can try to do an external speed test on the site - this will often render a screenshot of the home page for you.

Q: Why would I ever want to put my site into Maintenance Mode anyway?

A: Perhaps your server is overloaded, or you are moving from one hosting company to another. Maybe you need to make some big changes to your site, such as installing a new extension, adding a few new products, putting in a new design theme, or even upgrading the site.

These are all great reasons to put your site into a Maintenance Mode. However, most people put their site into Maintenance Mode with the default 503 error message page. For customers who visit your site, this absolutely sucks. It makes them think that your site is broken, that their information won't be safe, and that you don't know what you're doing. So, use marketing spin to create a great message letting your end customers know that great things are in store for them at your store, but they have to be patient. Reward them with a discount or coupon code.

Q: I have three frontend web servers, and when I turn on Maintenance Mode, only one of them goes into Maintenance Mode.

A: Depending on how you have your file systems synchronized, the Maintenance Mode Extension may not work properly with multiple front end web servers. Magento needs to write a specific file to the `/var/` directory called `.maintenance.flag`. In most cases with multiple front end web servers, the system will only write to the server that is hosting the admin area of the site. For example, if you are running your Magento 2.0 site on three

AWS EC2 instances with an RDS database, only one of the EC2 instances will likely be placed into Maintenance Mode through an extension like this one. However, if you're running multiple front end web servers, you probably have the ability to put those other servers into Maintenance Mode via FTP or SSH.

Q: I am locked out of my Magento admin after putting my Magento 2.0 site into Maintenance Mode through the extension. HELP!

A: This could have happened if you put your site into Maintenance Mode, closed your laptop, and then jumped onto a different wi-fi network. For example, you were at the office, put the site into Maintenance Mode, and then went home - only to be locked out of the site. To fix this and let yourself back in, you'll need to remove the `.maintenance.flag` file in your `/var/` directory. You can do this via FTP, SSH, or via the file manager in a web hosting company's control panel. (Make sure that you have your settings set to display hidden files.) Or, you can travel back to your office and see if you can access the site from your network there. In some rare cases, it's possible to lock yourself out if you load the Maintenance page, select and delete your IP address from the whitelisting box, and then put the site into Maintenance Mode. So, have a backup plan. Know your FTP credentials or make sure you have a good technical web developer on speed dial (who has these credentials).

Q: I see part of the Maintenance Mode message, but I see other error messages below. Why?

A: Your Magento 2.0 site is probably in "Developer" mode. In Magento 2.0, a site can be in Developer, Default, or Production Mode. In Developer mode, the custom Maintenance Mode message will not display normally. To change this, simply update the value at the top of your `.htaccess` file in your root www directory. (Or have a developer do this if you're not comfortable changing files via FTP or SSH.)

Q: What does Whitelisting my IP address mean?

A: When you visit a Magento website that is in Maintenance Mode, all visitors to your site will see the Maintenance Mode message. EXCEPT if your IP address is listed in a file that allows you to see the site normally. This allows you to see the site, make changes in the admin area, and work on the site, but block everyone else.

Q: The images are broken on my Maintenance Mode page. Why?

A: Make sure that your HTML img src is using full `http://www.domain.com/images/logo.jpg` in your HTML source code. Relative image paths will not work. Please note that if you are trying to use images from your normal Magento site, they may not be accessible on the Maintenance page. Instead, download these images and put them in a different directory, outside the normal Magento root folders.

Q: The WYSIWYG Editor is not showing up for me. Help?

A: You must first enable static URLs for Media Content. You can enable this by checking the "Use Static URLs for Media Content in WYSIWYG for Catalog" option. You can find this in the admin menu located here:

Stores > Configuration > General > Content Management

Q: My boss told me to put the Magento 2.0 site into Maintenance Mode, but I can't. Help me!

A: Your boss might not have made you an admin user in the Magento 2.0 store. **Only admin users can use the custom Maintenance Mode feature.** - See if you can get direct database access to the Magento 2.0 MySQL system and go into the admin user tables and change your permissions to an admin user. Learn how to use FTP or SSH to set the Maintenance Mode directly via the file system.

Q: How do I uninstall this extension?

A: To uninstall the extension, you'll want to remove this directory from the site:

`/app/code/CustomParadigm/MaintenanceMode/` You'll also need to remove the extension from the configuration file in the `/app/etc/config.php` file as well. After this, use the Magento command line to reindex and rebuild the site.

Q: I found a bug in the Maintenance Mode Extension that's crashing my site.

A: If this happens, please submit a support request to <https://labs.customerparadigm.com> Or, uninstall the extension with the following directions.

Uninstall/Removing the Extension

Perhaps this module doesn't work for your Magento 2 site or you no longer have a need for it. In the past, users found out the hard way that once a module or extension is installed, it's next to impossible to remove it from your system. Magento 2 does not have a fully defined mechanism to fully uninstall an extension. We make it easy to remove the extension.

To uninstall the Magento 2 Maintenance Mode Extension, please follow these steps:

It is very important that before adding or removing anything from your Magento environment you create a complete database and codebase backup. This will ensure that all of your files will be protected and accessible should the uninstall not be performed correctly.

1. Create a backup of the codebase and database (**Recommended**)
2. Login to your Magento Server with a user who has permission to write to the Magento file system. Navigate to your store's root folder
3. Enter the following command:

```
| php -f bin/magento module:uninstall CustomerParadigm_MaintenanceMode  
| php -f bin/magento cache:flush
```

4. To ensure the extension has been disabled, please navigate within the Magento Admin to **System > Data Transfer** and make sure the Maintenance Mode link no longer exists.
5. You may now delete additional code associated with the extension (from your Magento root folder) located at: **app/code/CustomerParadigm/MaintenanceMode**

After these steps are completed, the extension has been completely removed from your system.

We always welcome any feedback you have on how to improve this module, or how it did not work as expected. Please visit: <https://labs.customerparadigm.com> and submit a support ticket.