

# Doofinder for Magento 2

## User Manual

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# Overview

This module provides integration between Magento 2.3+ and the Doofinder search service to enhance the overall search experience in your site.

To do that, your product data is indexed in Doofinder servers and updated whenever a product is changed. When a search occurs, our front-end Javascript layers enhances the user search experience with faster results.

## Support

- For technical support, get in touch from your [Doofinder Account](#) or drop us an email at [support@doofinder.com](mailto:support@doofinder.com).
- If you're a developer, you can file an issue or contribution request in our public code repository at Github: <https://github.com/doofinder/doofinder-magento2>.

## Pre-requisites

- This module requires Magento 2.3 or greater.
- Hardware and software requirements are the same as for Magento 2. Check Magento 2 technical requirements for more information.
- This module is heavily based on Cron. Magento 2 requires Cron to properly work, so you must have Cron up and running in your server for the module to work.
- To use the Doofinder module you need an active Doofinder account. Doofinder is a paid service but you can try it 30 days for free and benefit from the freemium plan if you have a small store. If you don't have an account yet you can sign up at: <https://www.doofinder.com/signup>

Plans and pricing are available at:

<https://www.doofinder.com/price>

- Doofinder module is a free purchase so you have to pay nothing to use it. The only cost for you is the price of the Doofinder service once the trial period has ended.

# Installation

Doofinder can be installed via Component Manager as a free purchase done in Magento Marketplace, or via Composer, the the-facto PHP package manager, if you feel at home working from the command line directly in your server.

**WARNING:** Do not install this module via FTP or direct upload to your server's filesystem. This module has external software dependencies that Component Manager and Composer know how to deal with. If you try to install the module by any other way than recommended you may experience errors in your system.

From the official Magento documentation:

Installing an extension from the Admin is a three-step process that should take place during off-peak hours. Before the extension is installed, your store is put into maintenance mode, checked for readiness, and backed up. After the extension is installed, it must be configured for your store according to the developer's instructions.

As a best practice, an extension should be installed and tested in a development environment before it is pushed to production.

## Installation via Magento Marketplace

For up-to-date instructions refer to the [official Magento documentation](#).

## Installation via Composer

1. Log into your Magento 2 server via SSH.
2. Go to Magento 2 installation path, for instance:

```
$ cd /var/www/domains/shop.example.com
```

3. Execute:

```
$ composer require doofinder/doofinder-magento2
```

```
$ php bin/magento setup:upgrade
```

Post-Installation:After installing the module, a new “Doofinder” section should have been added to the main menu.

There you will find all the module configuration options.

## Module Configuration

### Read First

As you will probably know, Magento 2 can be configured at different levels; you can set up default values and be more specific for each store view.

This module makes use of that configuration scheme but not all settings are available at all levels, some will be at the default level and some others will be specific for each store view. You must pay attention so the module is properly configured.

Before configuring the module we should clarify some concepts:

- In Doofinder’s slang a search engine is a single container where you can put documents you want to search. You can have multiple search engines in the same account, each with a different unique ID which is called a Hash ID. When you set up search in Magento 2 with the Doofinder module, you associate each store view with its own search engine by using different Hash ID values.

Module configuration is structured in two submenus:

1. Configuration: General configuration of the module, like authentication, search engine identifiers or whether to use the Doofinder Layer in the frontend or not.
2. Initial Setup: from where the initial configuration flow will proceed.
3. Indexes Processing Status: In where you'll find the status of the indexes synchronization.

Almost all module configuration will take place inside the Initial Setup step so please read the next section.

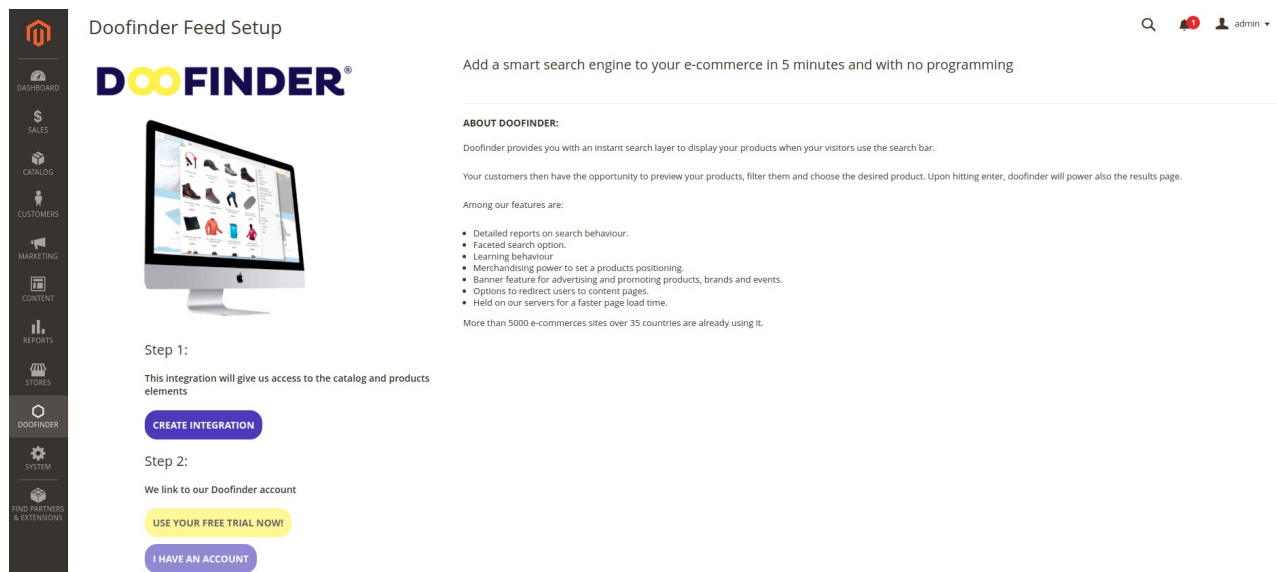
# Configuration Flow

The initial configuration of the module is easy and almost unattended. The whole process happens in the Initial Setup section of the menu, and after going through a couple of steps you'll have Doofinder up and running in no time. In summary:

1. Go into the the Initial Setup: clicking in this menu option.
2. Create the system integration: simply by clicking the “Create integration” button.
3. Your website to a Doofinder account: you can login using an existing account or register a new one in a very simple way.
4. Make sure all settings have been set correctly

## 1. Go into the Initial Setup

After clicking in the Initial Setup menu option, you will access to an almost unattended configuration process. Only two simple steps are required.



Doofinder Feed Setup

**DOOFINDER**

Add a smart search engine to your e-commerce in 5 minutes and with no programming

**ABOUT DOOFINDER:**

Doofinder provides you with an instant search layer to display your products when your visitors use the search bar.

Your customers then have the opportunity to preview your products, filter them and choose the desired product. Upon hitting enter, doofinder will power also the results page.

Among our features are:

- Detailed reports on search behaviour.
- Faceted search option.
- Learning behaviour
- Merchandising power to set a products positioning.
- Banner feature for advertising and promoting products, brands and events.
- Options to redirect users to content pages.
- Held on our servers for a faster page load time.

More than 5000 e-commerce sites over 35 countries are already using it.

**Step 1:**

This integration will give us access to the catalog and products elements

[CREATE INTEGRATION](#)

**Step 2:**

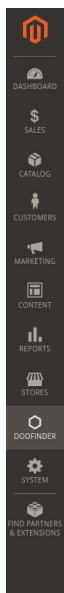
We link to our Doofinder account

[USE YOUR FREE TRIAL NOW!](#)

[I HAVE AN ACCOUNT](#)

## 2. Create the system integration

Just click on the "Create integration" button to create the system integration necessary to configure our Doofinder module. After a few seconds, the integration will be ready and the next step in the setup flow will be activated.



**DOOFINDER®**



**Step 1:**

This integration will give us access to the catalog and products elements

**CREATE INTEGRATION**

✓ The integration was created and activated correctly.

**Step 2:**

We link to our Doofinder account

**USE YOUR FREE TRIAL NOW!**

**I HAVE AN ACCOUNT**

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More than 5000 e-commerce sites over 35 countries are already using it.

### 3. Link your website to a Doofinder account

To link your website to a Doofinder account, you can either login using an existing account or register a new free trial in a very simple way. Just click the appropriate button and fill out the popup form. After submitting this form with the corresponding information, the popup will be closed and the initial setup flow will have ended.

**NOTICE:** If you are creating a new account, be sure to use an email that you have not used before. It is a unique field. Also, make sure your website has not previously been linked to a Doofinder account. You can only link your website to one account.

**DOOFINDER**

**Try 30 days for free and start selling more**

No credit card required. Cancel at any time. Free plan available.

**E-mail**

admin@yoursite.com

**Password**

\*\*\*\*\*

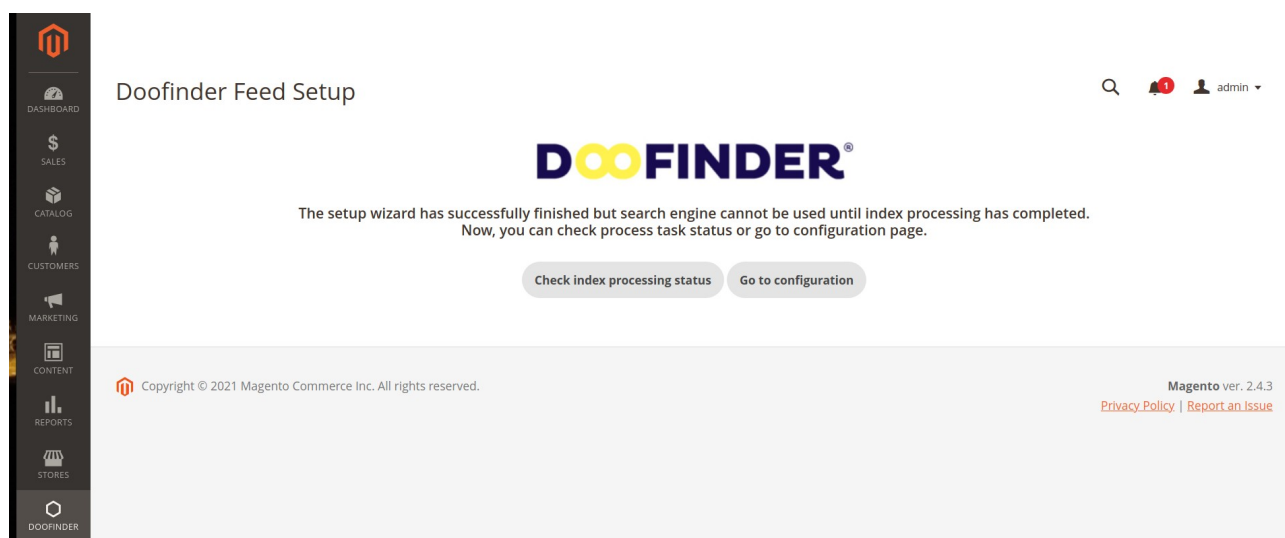
☒ By signing up, you accept Doofinder's [Terms and Conditions](#) and [Privacy Policy](#)

**SIGN UP**

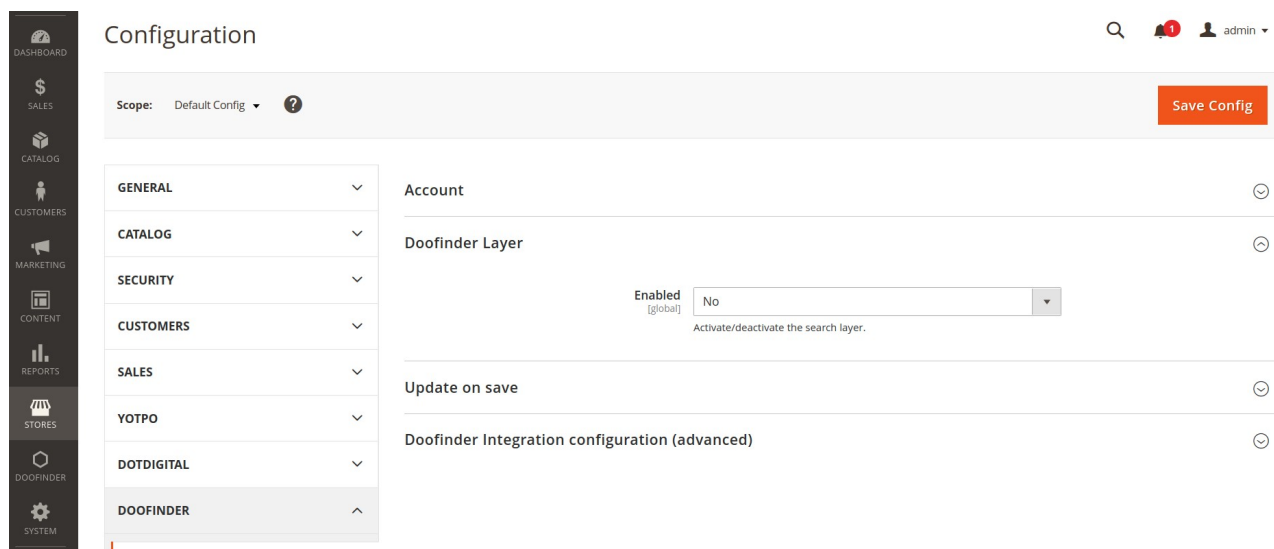
[Privacy - Terms](#)

## 4. Make sure all settings have been set correctly

Once you've linked your website to a Doofinder account, the setup process will automatically create search engines, indexes, and all other settings. Finally, the last step is to check if all the configurations were created correctly. You can access these settings by clicking the "Go to Settings" button that appears after you have completed the linking account step above. It is very important that you verify that the Doofinder Layer field is set to "Yes" (default is "Yes"). It is also recommended to clear the system cache to ensure that the module is rendered correctly on the front-end side.



The screenshot shows the 'Doofinder Feed Setup' page in the Magento admin interface. The left sidebar contains navigation links: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, and DOOFINDER. The main content area features the Doofinder logo and a message: 'The setup wizard has successfully finished but search engine cannot be used until index processing has completed. Now, you can check process task status or go to configuration page.' Below this message are two buttons: 'Check index processing status' and 'Go to configuration'. At the bottom, there is a copyright notice for Magento Commerce Inc. and a version number 'Magento ver. 2.4.3' with links to 'Privacy Policy' and 'Report an Issue'.



The screenshot shows the 'Configuration' page in the Magento admin interface. The left sidebar contains navigation links: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, DOOFINDER, and SYSTEM. The main content area has a 'Scope' dropdown set to 'Default Config' and a 'Save Config' button. The configuration is organized into sections: GENERAL, CATALOG, SECURITY, CUSTOMERS, SALES, YOTPO, DOTDIGITAL, and DOOFINDER. The DOOFINDER section is expanded, showing the following settings:

- Account**: (icon)
- Doofinder Layer**: (icon)
  - Enabled [global]: No (dropdown menu)
    - Activate/deactivate the search layer.
- Update on save**: (icon)
- Doofinder Integration configuration (advanced)**: (icon)

# Configuration

## Account

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API Key  
Global

We will need an API Key to properly authenticate requests done from your server against Doofinder servers.

If you don't have an API Key:

- Go to the Doofinder options menu "Initial Configuration" and follow the steps described in the Configuration Flow section of this manual.

## Update on save

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Enabled  
Global

If "Update on save" is enabled when a product is created / updated / deleted this change is sent to Doofinder.

Process changed products  
Global

If "Update on save" is enabled, with this parameter we configure when registered product changes are sent to Doofinder. Options are: each 5, 10, 15, 30, or 60 minutes.

## Doofinder Layer

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Doofinder provides some Javascript layers to easily integrate search with any website. Those layers will be automatically created in your Magento 2 website. In this section you will have access to the following configuration parameters.

### Enabled

Global, Store View

Enable or disable the layer globally or per store view (default: Yes).

### Hash Id

Store View

Every store view will have its own Hash Id in order to synchronize data with our servers (Do not modify this unless you are an advanced user).

If you don't have Hash Id:

- Go to the Doofinder options menu "Initial Configuration" and follow the steps described in the Configuration Flow section of this manual.

### Installation Id

Website

We need an installation ID for every website (Do not modify this unless you are an advanced user).

If you don't have Installation Id:

- Go to the Doofinder options menu "Initial Configuration" and follow the steps described in the Configuration Flow section of this manual.

### Script

Website

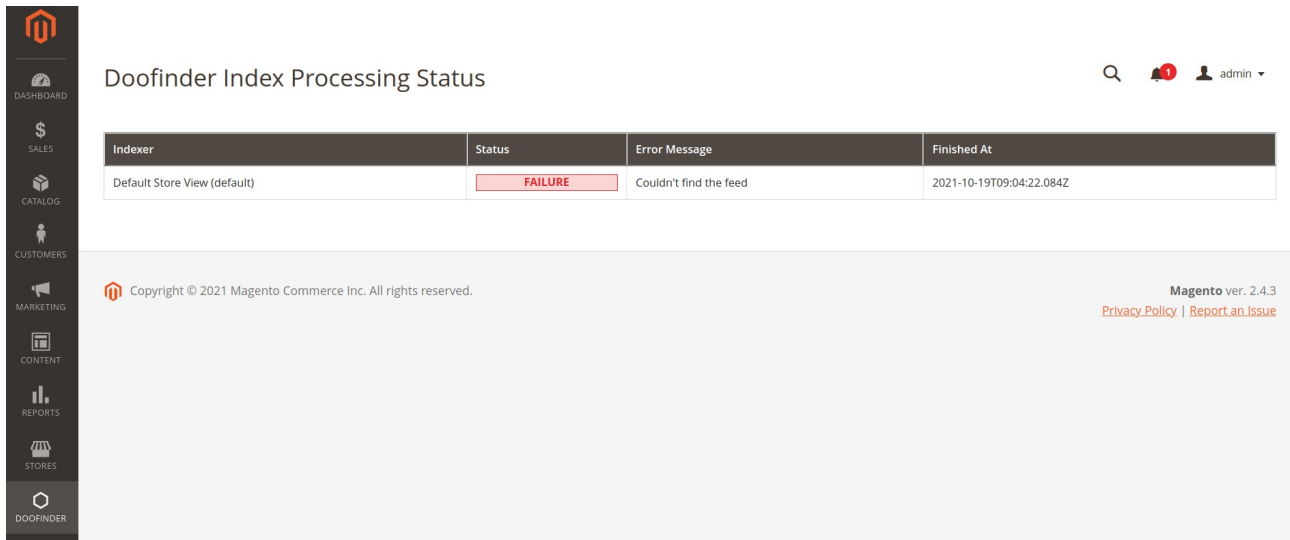
This is the place where you can edit the layer script (Do not modify this unless you are an advanced user).

If you don't have any script:

- Go to the Doofinder options menu "Initial Configuration" and follow the steps described in the Configuration Flow section of this manual.

# Indexes Processing Status

In the main menu section of Doofinder, we have an option called: "Index Processing Status". If we enter this screen we will see a summary with the information of the indexing process for each store view. We will see the current status, if there were any errors (and the error message), and the date and time of the last synchronization.



The screenshot shows the 'Doofinder Index Processing Status' page. On the left is a vertical sidebar with icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, and Doofinder. The main header area includes the page title, a search icon, a notification bell with a red '1', and a user profile 'admin'. Below the header is a table with the following data:

Indexer	Status	Error Message	Finished At
Default Store View (default)	FAILURE	Couldn't find the feed	2021-10-19T09:04:22.084Z

At the bottom of the page, the footer contains the copyright notice 'Copyright © 2021 Magento Commerce Inc. All rights reserved.', the version 'Magento ver. 2.4.3', and links for 'Privacy Policy' and 'Report an Issue'.

# Troubleshooting

**Q:** I have my indexes configured to be updated on save: when will the items be indexed?

**A:** They should be indexed after a while, assuming cron works properly - indexes are re-validated in case of invalidation in cron no matter of index mode. You can also configure manually the time to be: each 5, 10, 15, 30, or 60 minutes. This parameter can be change in the global "Update on save" configuration section.

**Q:** In the configuration section my API Key, Hash Id and/or my Installation Id are empty

**A:** Go to the Doofinder options menu "Initial Configuration" and follow the steps described in the Configuration Flow section of this manual.