

# q.address Extension for Shopware 6

## Installation and configuration instructions

### - Installation from the ACS Download Portal -

*This Installation and Configuration Guide has been machine translated (click [here](#) for the original German version).*

## 1 Installation

### Prerequisites

The q.address Extension was developed as an app and thus supports all Shopware 6 platforms Cloud (SaaS), PaaS and Self-hosted (on-premises).

### Installation

The extension is installed as usual via the Shopware Store or the administration of your store (figures 1a, 1b and 2). The extension is ready for use immediately after installation and you can test it in your store as soon as the installation is complete. No app key is required, nor is any registration or other preparation necessary.

Note: In some cases, the extension must first be activated after installation, see section 3.

**q.** Adressprüfung, AutoComplete, Adress-Validierung für Shopware 6  
von: ACS.Informatik.GmbH

**Kostenlos**  
✓ Updates und Support

♥ Auf den Merkzettel **In den Warenkorb**

Nutzbar in: Cloud Self-hosted

Figure 1a: Add the q.address Extension to your shopping cart in the Shopware Store and then purchase and install the extension (Figure 2). The purchase itself is free and you will

receive a free test quota. If you need further tests (for testing, development purposes or productive use), please request them from our sales department (see section 5).

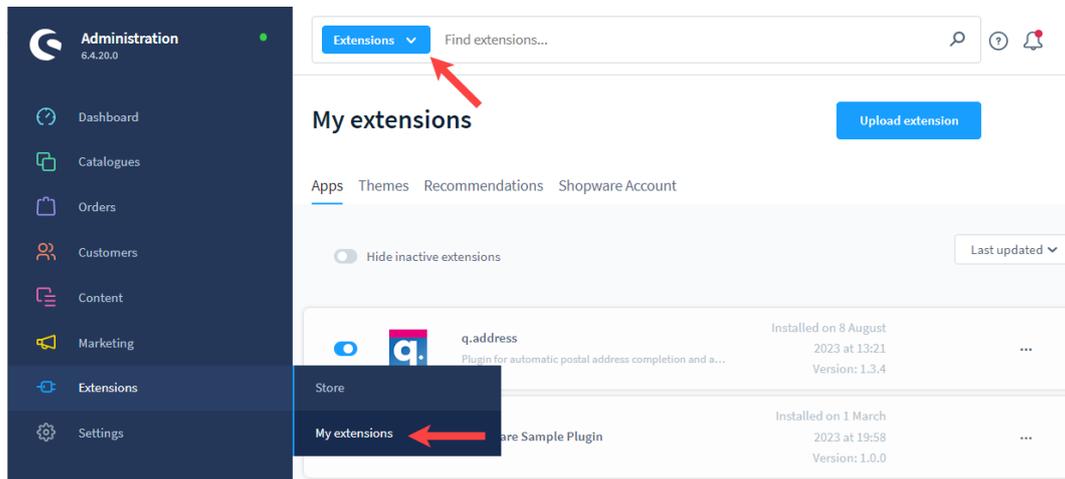


Figure 1b: An alternative way to purchase and install the q.address Extension is via the administration of your store. To do this, go to "Extensions" in the administration of your store and then to "My extensions" and click on the blue "Extensions" button.

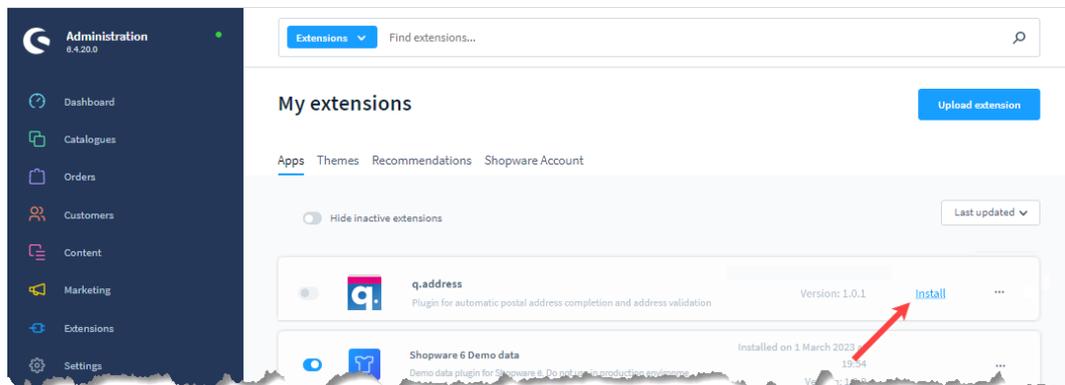


Figure 2: Click on the "Install" button to install.

## Notes

Please also note the following information:

- 🔗 Section 2: What to do if it doesn't work?
- 🔗 Section 3: Deactivating and activating the extension
- 🔗 Section 4: Configuration of the extension
- 🔗 Section 5: Test period and check quotas
- 🔗 Section 6: Updating Shopware and q.address
- 🔗 Section 7: Application and configuration manual

- ⚙ Section 8: AV Contract and GTC
- ⚙ Section 9: Contacting support or sales

## 2 What to do if it doesn't work?

Normally the q.address Extension works immediately after installation, it is provided with the standard configuration. Sometimes, however, you will need to do a little extra work:

### 2.1 The q.address Extension does not seem to be active in my store

- ⚙ This may be because the extension is not actually activated. In certain constellations, Shopware does not activate an extension after installation. So check whether it is activated and activate it if necessary (section 3).
- ⚙ If you have already opened the page in your store, you may need to refresh the page so that the new JavaScripts are loaded. To do this, refresh the page in your browser (figure 3).

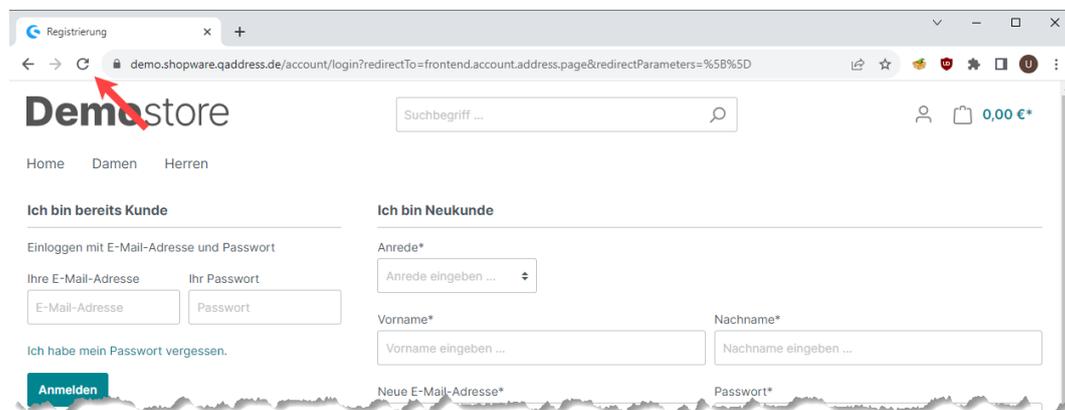


Figure 3 : Refresh a page with the address form if the q.address Extension is not yet working by clicking on the refresh icon, shown here in the Chrome browser. It works similarly with other browsers. The update clears the browser cache so that the new functions of the q.address Extension can be loaded.

### 2.2 The address input does not work as expected

- ⚙ According to our observations, the address entry is only disrupted if there is a conflict with another extension. In such a case, select the option "Postal code/city

in two fields (classic)" (section 4) and please also contact us so that we can investigate the situation and offer a solution or recommendation for action (section 9).

- 🔗 Please also contact us if you have any other questions or requests regarding the q.address Extension. Our support team will be happy to help you (section 9).

## 2.3 Check quota exhausted or expired

The address check also does not work if the check quota is exhausted or the test or booking period has expired - both problems which, however, do not occur after a fresh installation (see also section 5).

q.address automatically sets up a test period of one month with a free test quota (currently 100 tests) during installation. You can find out how to obtain further tests and, if necessary, extend your test period in section 5.

## 2.4 Wrong Shopware version

As a rule, you do not need to worry about the Shopware version, Shopware selects the appropriate q.address version automatically. Only after an upgrade to a higher major version of Shopware, for example from 6.5 to 6.6 (see figure 4), do you also need to update the q.address Extension (section 6). Shopware does not recognize an incorrect version of the q.address Extension, so that q.address will not be executed.



Figure 4 Versioning of the Shopware versions: Version 6.5 is a "major version".

### 3 Deactivating and activating the extension

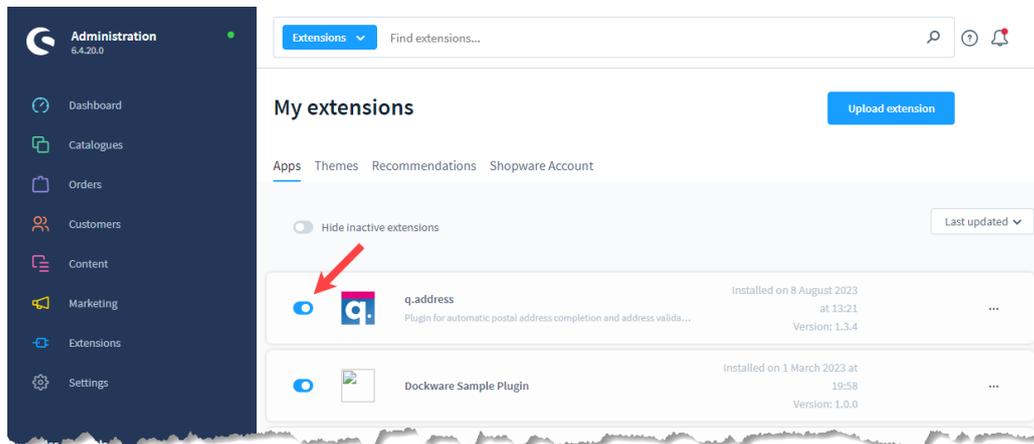


Figure 5 To activate or deactivate the q.address Extension, go to "Extensions" in the administration of your store and then to "My extensions". Move the slider to the right (ON) or to the left (OFF). After installation, the extension is usually already activated.

You can deactivate and reactivate the q.address Extension at any time.

To do this, go to **Extensions > My extensions** in the administration of your store and move the slider to the left (OFF) or to the right (ON), see figure 5.

### 4 Configuration of the extension

During installation, the extension is configured with the default settings, which you can adjust at any time. This is done using the configuration wizard in the q.address User Portal, see below: **Calling up the configuration wizard.**

Your changes will take effect immediately in the store. (If you have just opened the corresponding store page, you may need to refresh it first, see section 2.1 and figure 3).

#### Arrangement of address fields

One of the most important configuration options is to define the arrangement of the address fields, see Figure 6 ff. The q.address Extension offers you the option of configuring the arrangement of the address fields: You can specify whether the country should appear before or below the address and whether the street should be offered before or after the postal code and city. There is also the option of a combined postal code/city field. The postal code or the city or both can then be entered in the combined field.

We recommend entering the postal code and the city before the street, as this reduces the number of possible streets and offers the visitor better suggestions. It also increases user convenience if you provide a combined field for the postal code and city ("modern"), as the user can then only enter the city if they do not have the postal code to hand.

- PLZ/Ort in zwei Feldern (classic)
  In einem Feld (modern)
- Straßenfeld hinter Ortsfeld verschieben
- Feld Land nach oben verschieben

Figure 6 Configuration of the address input. We recommend the settings shown here, see Figure 7, but you can also display the postal code and city in two fields (Figure 8) or conventionally place the street in front of the postal code and city (Figure 9).

**Ihre Adresse**

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Land\*

Deutschland

PLZ oder Ort\*      Straße und Hausnummer\*

PLZ oder Ort eingeben ...      Straße und Hausnummer eingeben ...

Figure 7 is the address arrangement set by default for the q.address Extension ("modern").

Land\*

Land auswählen ...

PLZ\*      Ort\*      Straße und Hausnummer\*

Postleitzahl einget.      Ort eingeben ...      Straße und Hausnummer eingeben ...

Figure 8: The option "Postal code/city in two fields (classic)" is selected here (see Figure 6).

Straße und Hausnummer\*      PLZ\*      Ort\*

Straße und Hausnummer eingeben ...      Postleitzahl einget.      Ort eingeben ...

Land\*

Land auswählen ...

Figure 9: This is the standard Shopware layout.

## Tip

You do not need to reconfigure the address layout each time for your tests. Simply start your input with any field of your choice and observe how q.address behaves during input. Example: The address arrangement displayed in the store is postal code/town/street. Now start your entry with the street and then continue with the postal code or the city. You will then get the same result as with the address arrangement street before postal code and city. q.address always checks in the same way, regardless of which address arrangement you have actually configured for the display.

## Calling up the configuration wizard

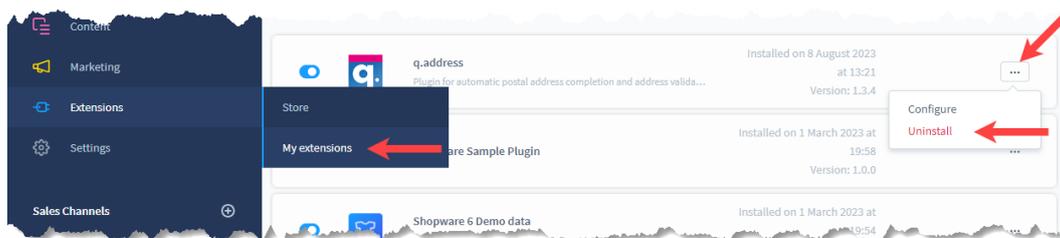


Figure 10: You can access the q.address User Portal in the administration of your store via **Extensions > My Extensions** and the three-dot menu. Click the **Configure** option here.

The extension is configured using the configuration wizard in the **q.address User Portal**, which you can access via the **administration of** your store after installing the extension. Go to **Extensions** and then to **My extensions** and call up the **Configure** option in the **three-dot menu** (Figure 10). Here you will be offered the following links (# Figure 11):

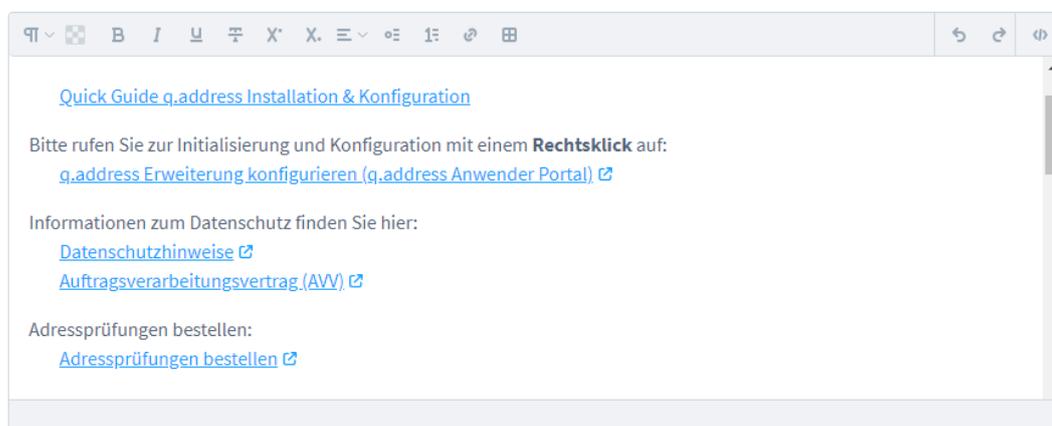


Figure 11: Information services and access to the q.address User Portal. (Please also refer to figure 12).

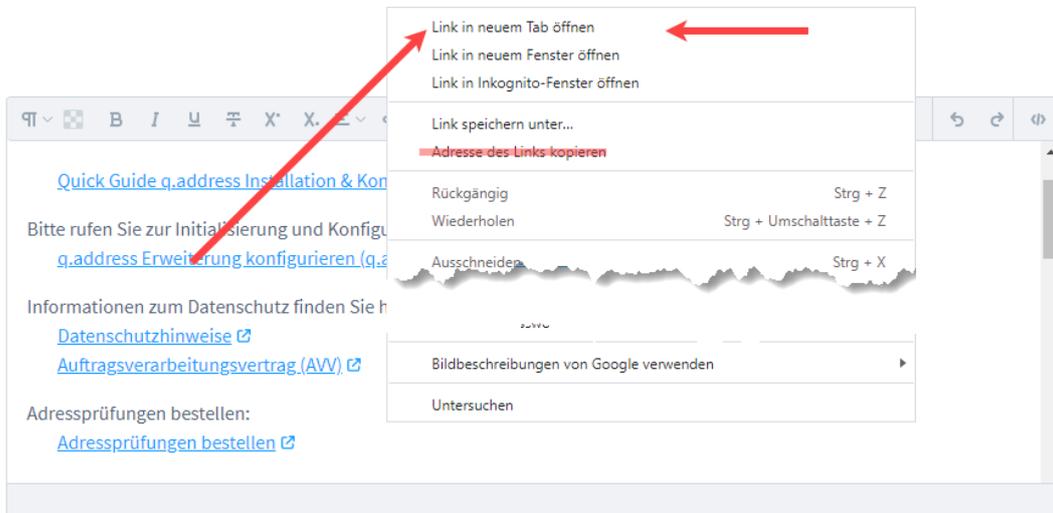


Figure 12: Please open the links with a right click and then the option "Open link in a new tab or window". Right-clicking is still necessary at the moment, this will be fixed in the next version!

### Links offered

- 🔗 Quick Guide q.address Installation & Configuration (= this document)
- 🔗 the q.address User Portal
- 🔗 Data protection information
- 🔗 Data processing agreement (DPA)
- 🔗 Order address checks

## Problems calling up the q.address User Portal

### Right click

Please be sure to right-click on the links (see figure 12).

Please do not simply copy the link into the address bar of your browser. The q.address User Portal checks whether it was actually called from the administration of your store and otherwise rejects access (security measure!).

### Inconsistency with third-party extension

The window in figures 11 and 12 is a standard HTML editor window. There are Shopware extensions that change the behavior of this window so that the link no longer works as described above. In this case, please temporarily deactivate the

extension that is causing this. After calling up the q.address User Portal, you can reactivate the extension.

Note: This behavior will be fixed with the next update of the q.address Extension.

## 5 Test period and check quotas

When the q.address Extension is installed for the first time, a test period of one month is set up with a test quota of currently 100 tests.

If you require an extension of the test period or an increase in the test quota or wish to order a check quota for productive use, please contact our sales department (see section 9).

Further details on the ordering process can be found in the [order information](#).

## Test and development stores

If you use a test or development store for your development in addition to your productive store, please also contact our sales department (section 9). As a rule, we will provide you with additional free test quotas for these stores that are not in productive use.

## 6 Update Shopware and q.address

This section explains the procedure for updating the extension and Shopware.

### Update Shopware

If you update your store to a newer minor version, for example from version 6.5.3 to 6.5.4, there is nothing to consider with regard to the q.address Extension.

However, if you are updating your store to a higher major version, for example from version 6.5 to version 6.6, please proceed as follows:

- ❖ Uninstall the q.address Extension
- ❖ Update your Shopware store to the new major version
- ❖ Install the q.address Extension again (section 1 figure 2).

The configuration remains unchanged.

Explanation: There are currently three individual versions of the q.address Extension, namely for Shopware version 6.4, version 6.5 and version 6.6. The versions are functionally identical, but serve the different Shopware major versions 6.4, 6.5 and 6.6. Fundamental changes to the major releases mean that extensions for Shopware versions 6.4, 6.5 and 6.6 are neither upwards nor downwards compatible.

Warning: Shopware does not recognize an incorrect q.address version, so you will not receive an error message or warning and q.address will not be recognized or executed during store operation.

## Update the q.address Extension

If a new version is available for the q.address Extension, this will be displayed in the overview of your extensions. To do this, go to **Extensions > My extensions** in the **administration of** your store. Click on **Update** to initiate the update (Figure 13).

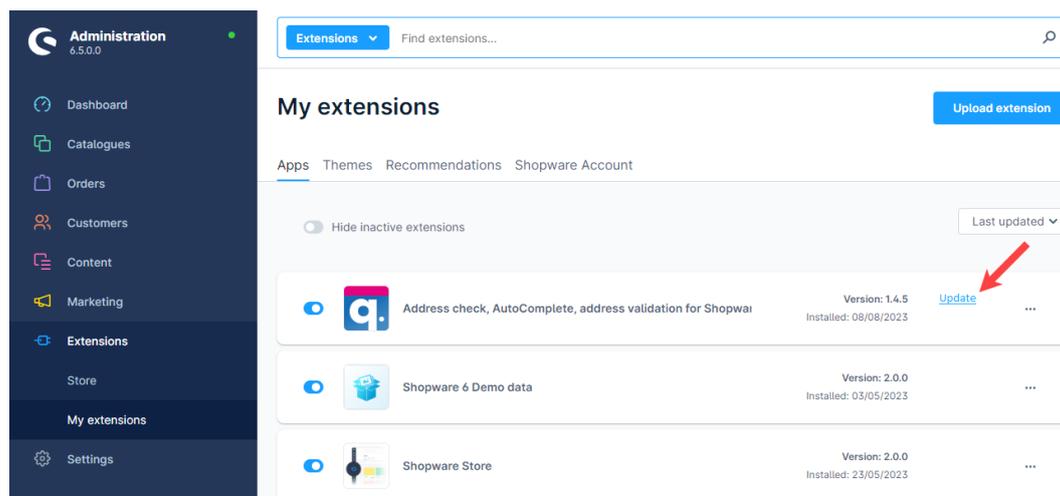


Figure 13 Click on "Update" to initiate the update of the q.address Extension.

## Notification of new versions

You will soon be able to enter an e-mail address in the q.address User Portal which will also be notified of new versions. If you would like to be notified by e-mail now, please let our support team know (section 9).

## 7 Application and configuration manual

The complete application and configuration manual can be found in the q.address User Portal (section 4).

## 8 AV contract and GTC

Unfortunately, you can't do without it! Addresses can be personal, even if they are usually not. For example, the address of a 30-family house is generally no longer personal. However, the address of a single-family home occupied by the owner alone can be assumed to be personal. The GDPR requires the conclusion of a data processing agreement (DPA) so that you can transfer such personal addresses to our servers for processing. So please conclude a DPA in your own interest before you start using the q.address Extension productively.

- ❖ To do this, select the links in the selection window in figure 11
  - Data protection information and
  - Data processing agreement (DPA)
- ❖ or contact our sales department (section 9).

## 9 Contact our support or sales department

To contact us about a question or a problem with the administration of your store, open a support ticket or contact our support team directly:

- ❖ Ticket:

To open a support ticket, please visit your Shopware account. You can open a support ticket via the **store operator area > Support**. Here you will find the "Request support" button at the top right.
- ❖ Support:
  - Phone: +49 89 820 755 30
  - E-Mail: [support@qaddress.de](mailto:support@qaddress.de)
- ❖ sales:
  - Phone: +49 89 820 755 20
  - E-Mail: [sales@qaddress.de](mailto:sales@qaddress.de)

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