Product Attachments

for Magento 2

Module & User Documentation



Version 1.0.0

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Module code: Magexweb_ProductAttachments

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1. Overview

The Magexweb Product Attachments extension lets you add manuals, data sheets, certificates, warranty terms, drawings, links and videos to your Magento 2 products. Customers find everything they need right on the product page, in a clear list, grid or table, and download files with one click.

Attachments are organised in three levels: **document types** (such as User Manual or Warranty) describe what a file is, **attachments** are the files, links and videos themselves, and **attachment groups** bundle attachments and are assigned to products. One group can be shown on thousands of products, and one attachment can be used in several groups, so a shared document is uploaded only once.

> ⚠ ***Important:*** *Files are stored with random names in a protected folder and are only delivered through a download address that checks the status, the store view and the customer's access every time. On* ***nginx****, add the deny rule from section 2.4 so stored files cannot be opened directly.*

1.1 Key Features

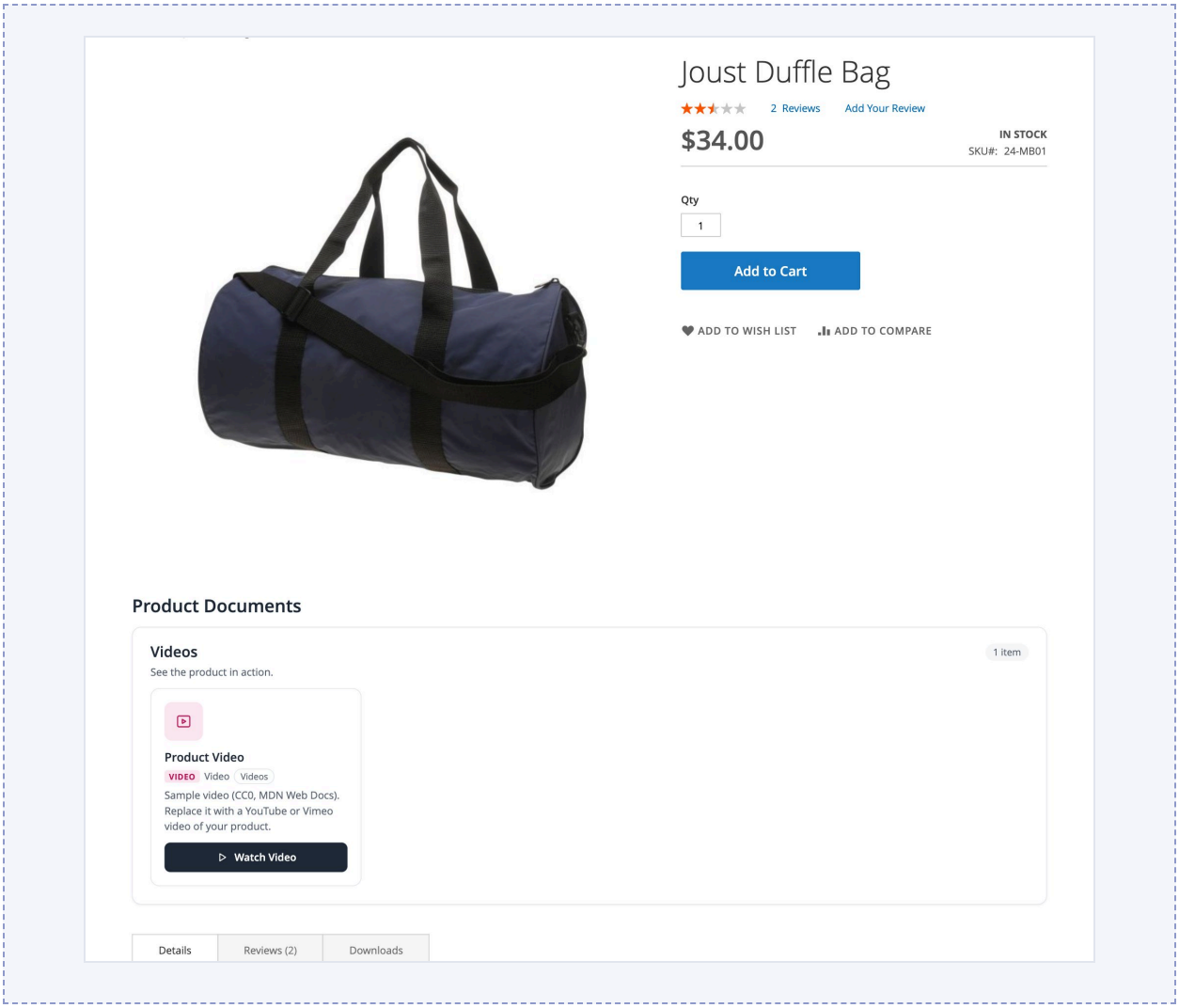
- Three kinds of attachments: uploaded **files** (PDF, Word, Excel, PowerPoint, ZIP, images ...), **external links** and **videos** (YouTube, Vimeo or an MP4/WEBM/OGG file)
- Document types with 14 built-in icons, uploaded icons or icon classes from your theme
- Attachment groups in three display styles (list, grid, table), optionally grouped by document type
- Five product page positions: after the title, after the short description, before the tabs, after the tabs or in a new product tab
- Assign groups from the group (filterable product grid) or from the product edit page
- Access control per attachment and per group: everyone, logged-in customers only or chosen customer groups, plus store-wide rules
- Restricted attachments are hidden or shown with a "Log in to access" button
- Videos play in a popup on the product page; nothing is loaded from YouTube or Vimeo before the customer clicks
- Secure uploads: allowed file types, size limit, content (MIME) check, scripts always refused, random file names, protected storage
- Downloads save the file directly; PDFs and images can optionally open in the browser
- Store view assignment for attachments and groups
- REST API for document types, attachments (with file upload), groups and product assignments

- Sample data, granular admin permissions and full page cache support
- Magento Open Source and Adobe Commerce 2.4.8 – 2.4.9; PHP 8.2 – 8.4

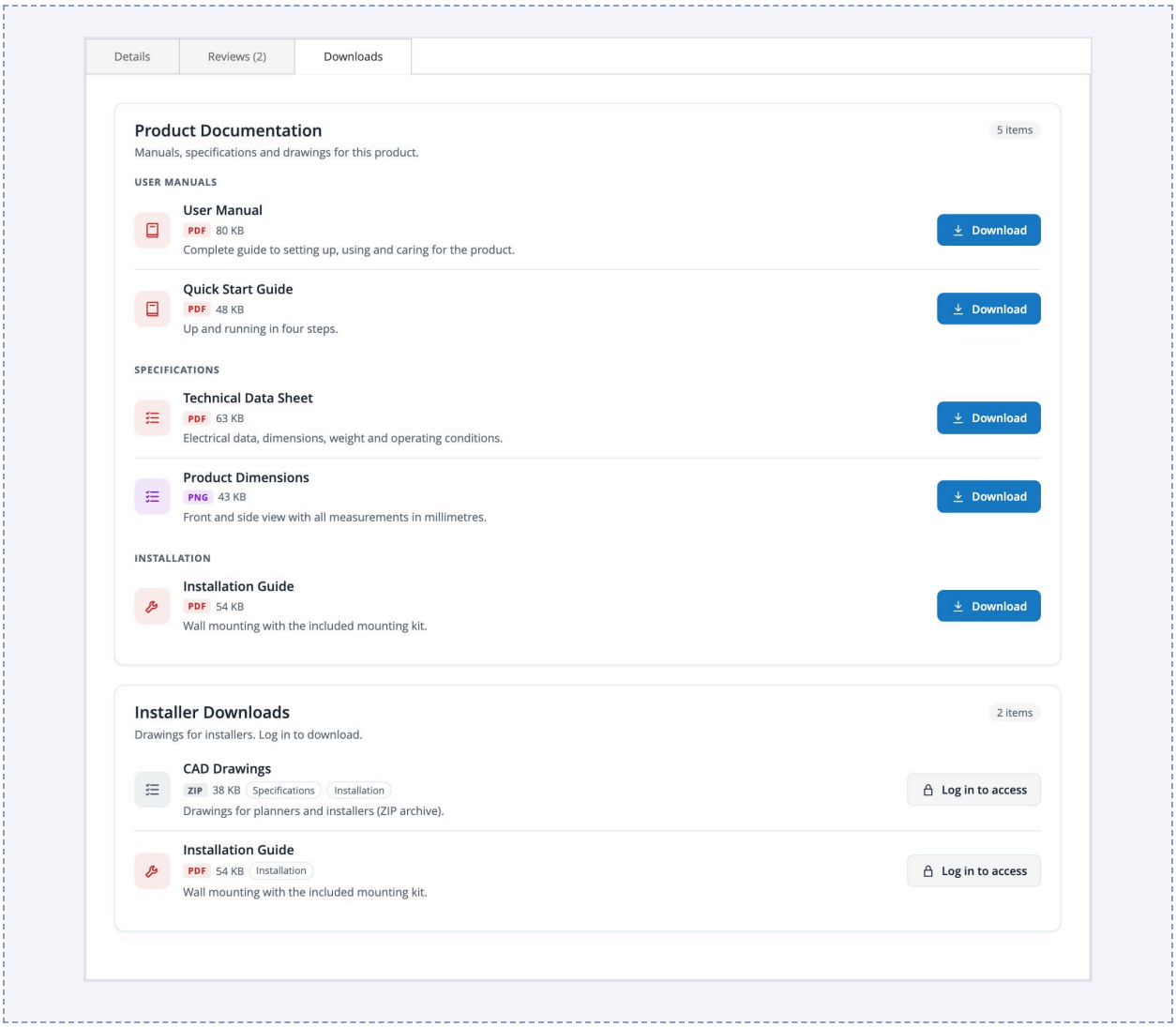
1.2 How It Works

After you create document types, attachments and a group and assign the group to products, customers see the attachments on the product page:

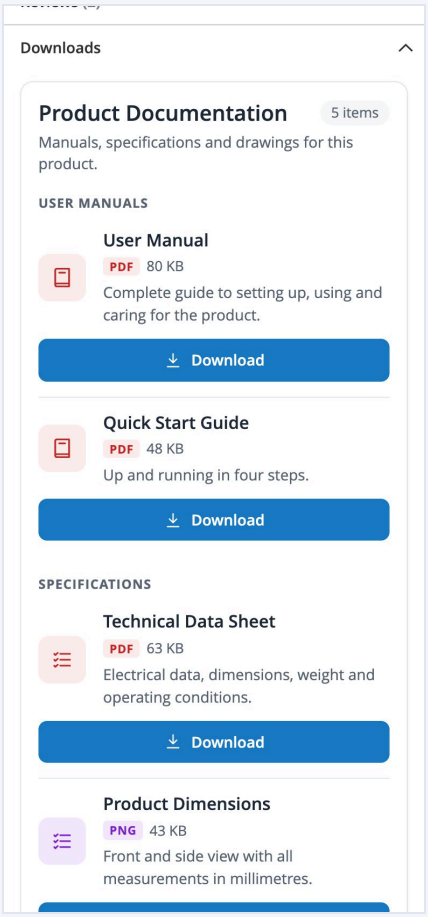
- Each group appears in its position with its name, description and attachments. Here a **grid** group is shown below the product information, before the tabs:



- Groups in the **New Product Tab** position appear in their own tab (called "Downloads" by default). This group uses the **list** style and is grouped by document type; the second group is only available to logged-in customers:



- On phones, attachments and buttons use the full width of the screen:



2. Installation

Requirements: Magento Open Source or Adobe Commerce 2.4.8 or 2.4.9, PHP 8.2 – 8.4 with the sodium extension (required by Magento), and Magento cron for cleaning up abandoned uploads.

2.1 Composer Installation (Recommended)

1. Place the extension in your project (via the Adobe Commerce Marketplace, a private Composer repository, or by copying it under app/code).

2. From the Magento root, run the following commands:

Command	Purpose
`composer require magexweb/module-product-attachments`	Only if distributed via a Composer repository (Marketplace)
`php bin/magento module:enable Magexweb_ProductAttachments`	Registers and enables the module
`php bin/magento setup:upgrade`	Creates the product attachment tables
`php bin/magento setup:di:compile`	Recommended for production mode
`php bin/magento setup:static-content:deploy -f`	Required in production mode
`php bin/magento cache:flush`	Clears the Magento cache

2.2 Manual (ZIP) Installation

- Extract the ZIP package to **app/code/Magexweb/ProductAttachments** in your Magento installation, so that app/code/Magexweb/ProductAttachments/registration.php exists
- Run the same bin/magento commands listed in section 2.1 (module:enable, setup:upgrade, di:compile, static-content:deploy, cache:flush)
- Verify the module is active: `php bin/magento module:status Magexweb_ProductAttachments`

2.3 Sample Data

Install the sample data to see the extension in action straight away: 6 document types (User Manuals, Specifications, Installation, Warranty, Safety & Compliance, Videos), 11 attachments (9 sample PDF, PNG and ZIP files, a "Register Your Product" link and a sample video) and 4 groups,

one per display style and position: **Product Documentation** (list, grouped by document type, product tab), **Warranty & Safety** (table, after the tabs), **Videos** (grid, before the tabs) and **Installer Downloads** (logged-in customers only).

Command	Purpose
`php bin/magento magexweb:productattachments:sample-data:install`	Installs the sample data and assigns the groups to the first three enabled products visible in catalog and search
`php bin/magento magexweb:productattachments:sample-data:install --sku=24-MB01 --sku=24-MB04,24-WB01`	Assigns the groups to the products you choose (repeat --sku or separate SKUs with commas)
`php bin/magento magexweb:productattachments:sample-data:remove`	Removes exactly what was installed, including the files (your own attachments are never touched)

> ⚠ ***Note:*** *Sample identifiers start with sample-. If an identifier is already used in your store, the sample item gets a number added instead of replacing your content. Sample files of a type that is not in Allowed Extensions are skipped.*

2.4 Web Server Configuration

Stored files are in **pub/media/magexweb/productattachments/files/** and are only delivered through the protected download address.

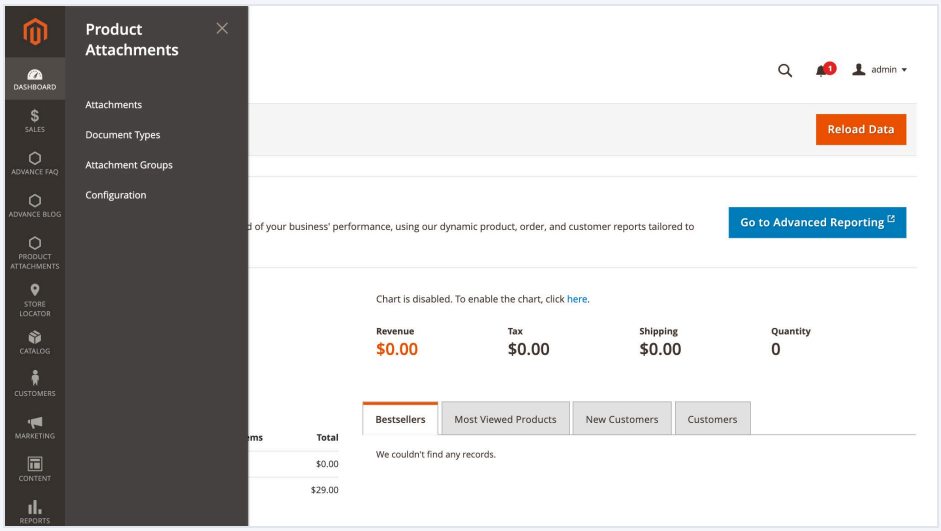
- **Apache:** the module writes .htaccess files that deny direct access to the files/ and tmp/ folders. Nothing else is needed.
- **nginx:** nginx ignores .htaccess files. Add this rule to the server block that serves pub/, next to Magento's own rules for /media/customer/ and /media/downloadable/: `location ~ ^/media/magexweb/productattachments/(files|tmp)/ { deny all; }`

2.5 After Installing

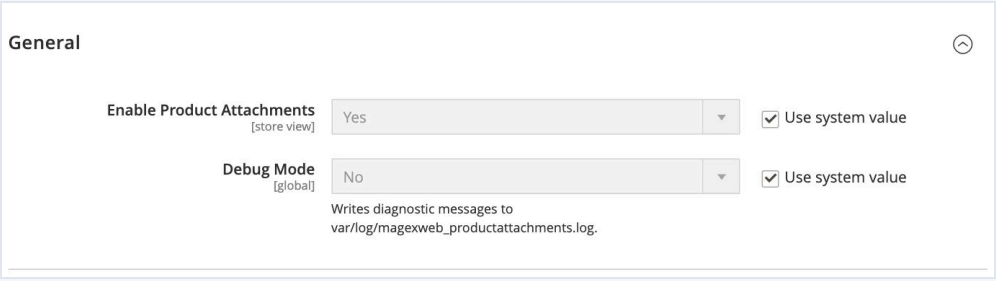
- Check the upload limits and allowed file types in the configuration (section 3).
- Create document types, then attachments, then groups, and assign the groups to products (sections 4 – 7).
- Make sure Magento cron runs: it removes uploads that were never saved.

3. Admin Configuration Guide

All settings live under **Stores > Settings > Configuration > Magexweb Extensions > Product Attachments** (also available from **Product Attachments > Configuration**). Use the Scope switcher at the top of the page to use different settings for a website or store view; settings marked "global" apply to the whole installation.



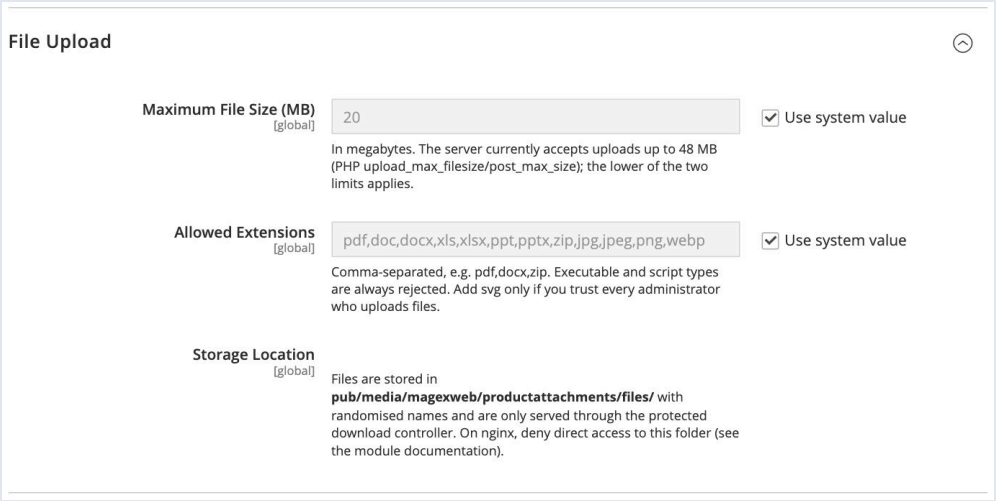
3.1 General



Field	Description
Enable Product Attachments	Master switch. Set to **No** to hide all attachments and refuse downloads in this store view. Your data and files are kept. Default: Yes

Field	Description
Debug Mode	Writes diagnostic messages to var/log/magexweb_productattachments.log. Scope: global. Default: No

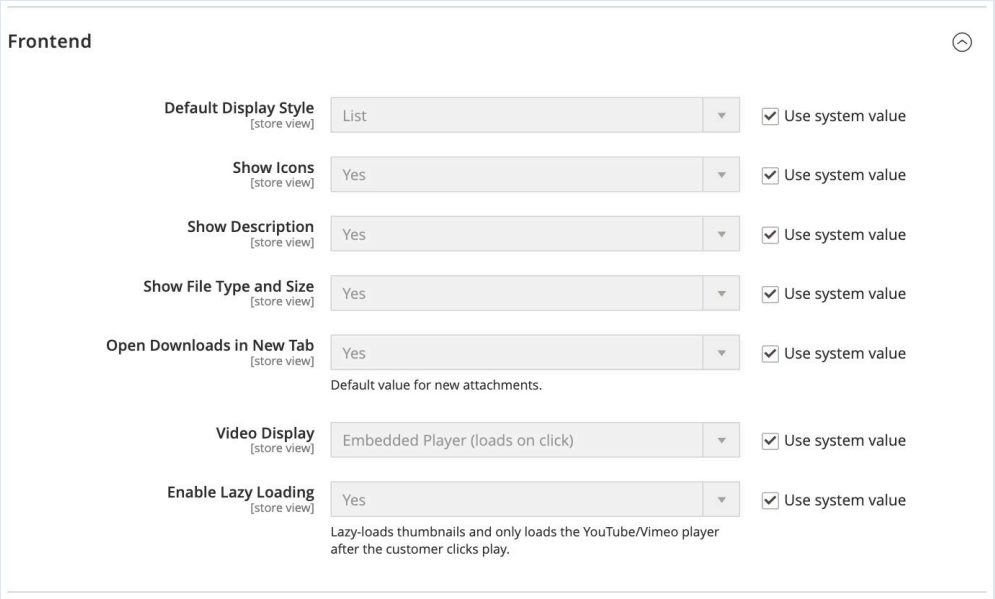
3.2 File Upload



Field	Description
Maximum File Size (MB)	Largest file accepted by uploads in the admin and through the API. PHP's upload_max_filesize and post_max_size must be at least as large (the admin shows the current limit). Scope: global. Default: 20 MB
Allowed Extensions	Comma-separated, e.g. pdf,docx,zip. Executable and script types are always rejected. Add svg only if you trust every administrator who uploads files. Scope: global. Default: pdf,doc,docx,xls,xlsx,ppt,pptx,zip,jpg,jpeg,png,webp
Storage Location	Information only. Scope: global. Default: –

> ⚠ ***Note:*** *Executable and script file types (such as php, phtml, phar, js, html, exe and sh) are always refused, even if they are added to Allowed Extensions. Add svg only if you trust every administrator who uploads files.*

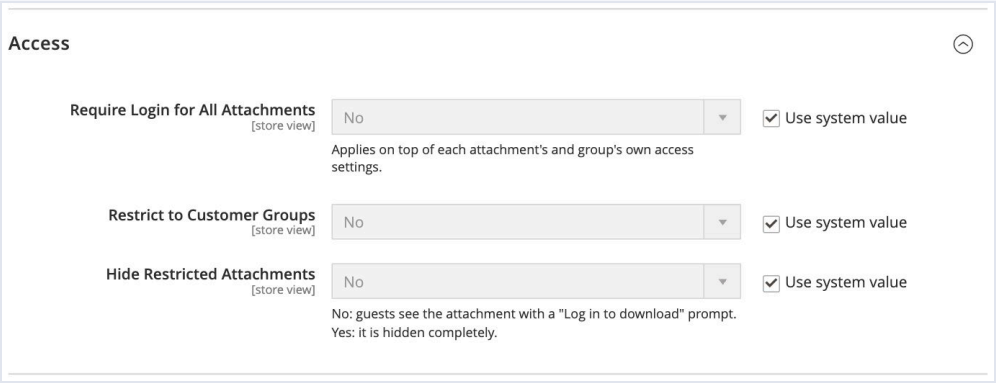
3.3 Frontend



Field	Description
Default Display Style	Style of groups set to "Use Default Display Style": **List**, **Grid** or **Table**. Default: List
Show Icons	Shows the document type icon or the coloured file type tile next to each attachment. Default: Yes
Show Description	Shows the description of attachments and groups. Default: Yes
Show File Type and Size	Shows the file type badge and the size, e.g. "PDF 2.4 MB". Default: Yes
Open Downloads in New Tab	Default of **Open in New Tab** for new attachments. It applies to links and videos; files download directly unless Open PDFs and Images in Browser is enabled. Default: Yes

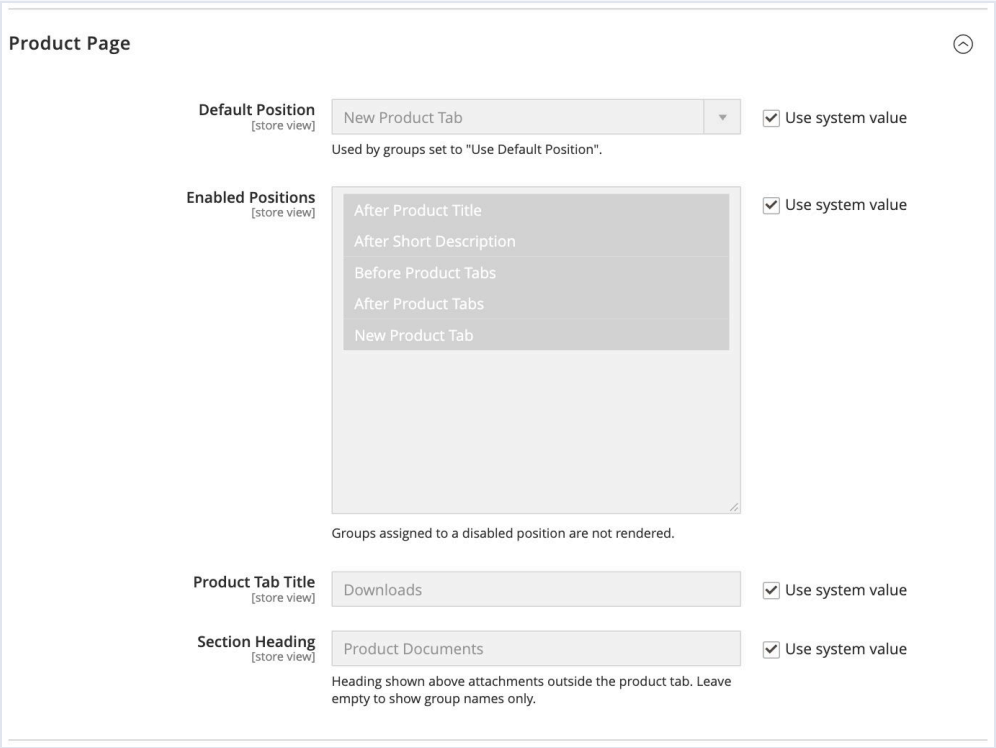
Field	Description
Video Display	**Embedded Player (loads on click)**: Watch Video plays the video in a popup on the page. **Link to Video**: the button opens the video on YouTube, Vimeo or the file URL. Default: Embedded Player (loads on click)
Enable Lazy Loading	Lazy-loads thumbnails and only loads the YouTube/Vimeo player after the customer clicks play. Default: Yes

3.4 Access



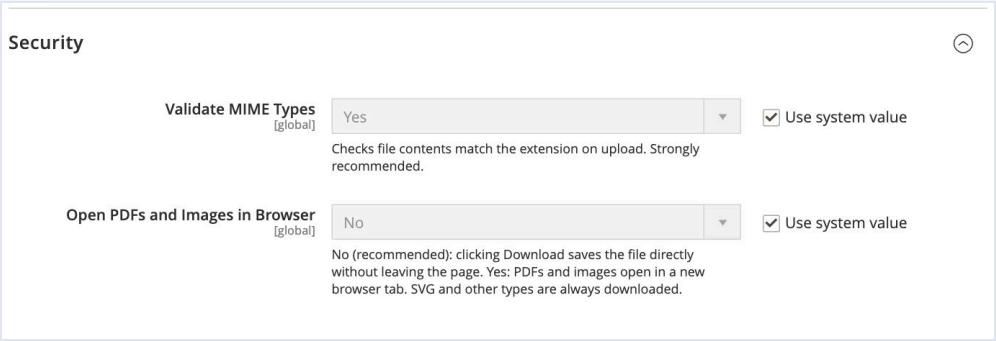
Field	Description
Require Login for All Attachments	Applies on top of each attachment's and group's own access settings. Default: No
Restrict to Customer Groups	Limits all attachments to the customer groups selected below, on top of each attachment's and group's own rules. Default: No
Allowed Customer Groups	Customer groups that may see attachments when Restrict to Customer Groups is **Yes**. Include NOT LOGGED IN to allow guests. Default: None selected
Hide Restricted Attachments	No: visitors who may not open an attachment see it with a lock and a **Log in to access** button. Yes: such attachments are hidden completely. Default: No

3.5 Product Page



Field	Description
Default Position	Used by groups set to "Use Default Position". Default: New Product Tab
Enabled Positions	Groups assigned to a disabled position are not rendered. Default: After Product Title, After Short Description, Before Product Tabs, After Product Tabs, New Product Tab
Product Tab Title	Title of the product tab used by groups in the New Product Tab position. Default: Downloads
Section Heading	Heading shown above attachments outside the product tab. Leave empty to show group names only. Default: Product Documents

3.6 Security

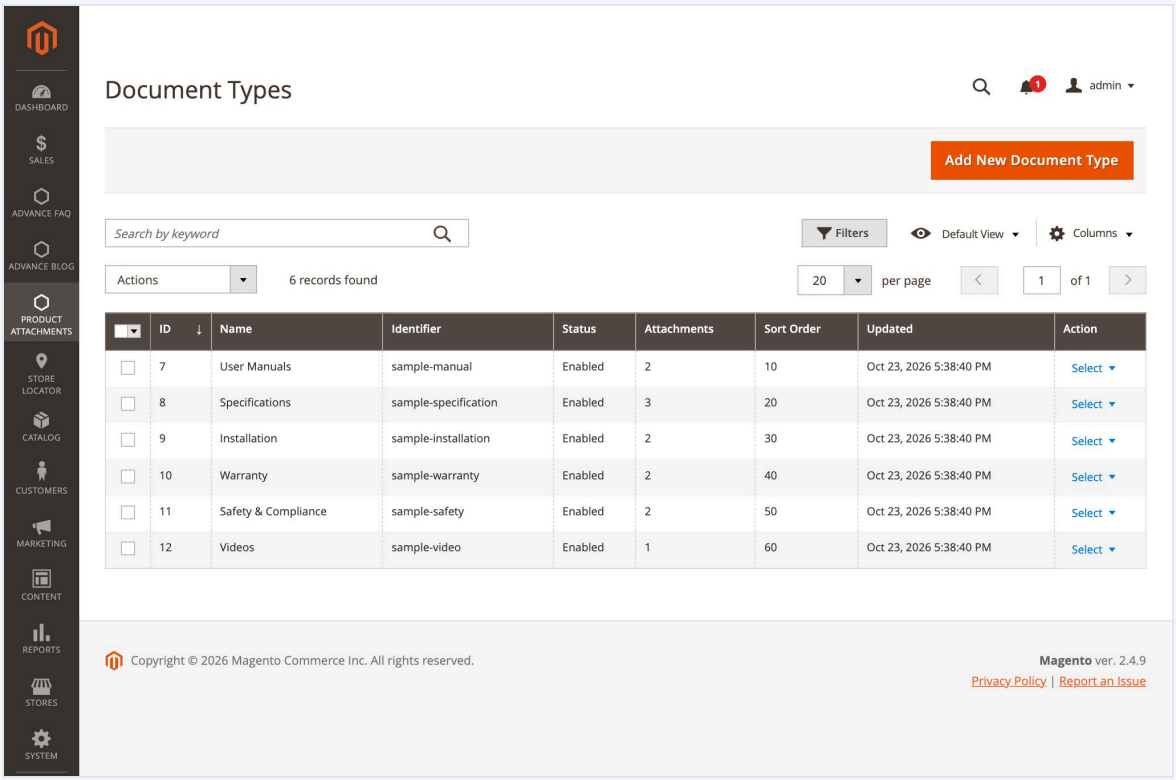


Field	Description
Validate MIME Types	Checks file contents match the extension on upload. Strongly recommended. Scope: global. Default: Yes
Open PDFs and Images in Browser	No (recommended): clicking Download saves the file directly without leaving the page. Yes: PDFs and images open in a new browser tab. SVG and other types are always downloaded. Scope: global. Default: No

> ⚠ ***Note:*** *Some browsers (for example Firefox, Safari and Edge) open PDFs automatically after saving them. This is a browser setting: the extension tells the browser to save the file, and the file is saved in the Downloads folder.*

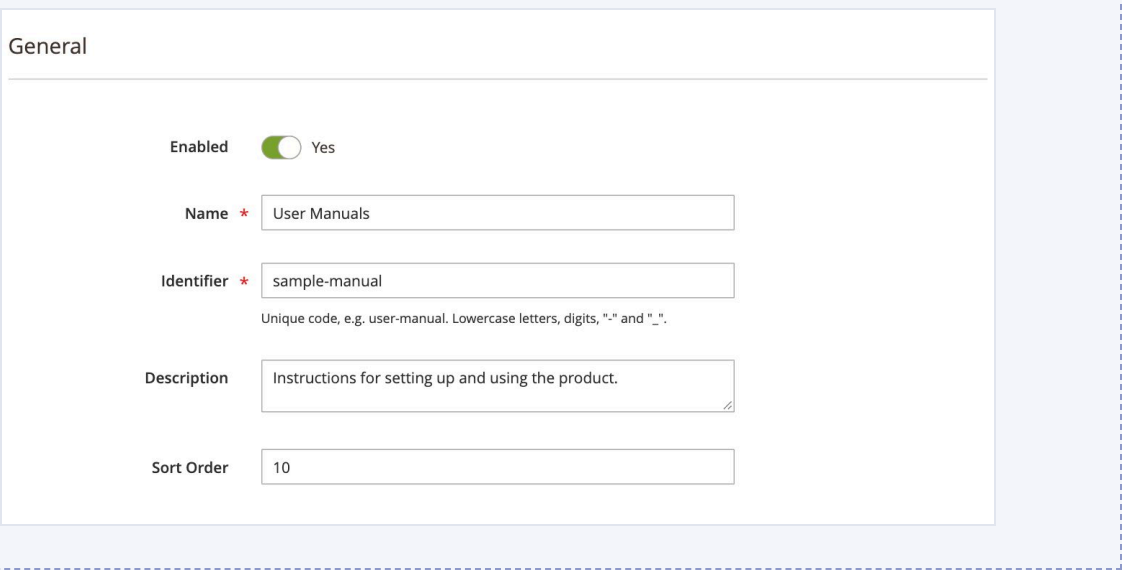
4. Document Types

Document types describe what an attachment is, for example User Manual, Data Sheet or Warranty. They give attachments an icon, and groups can list their attachments under a heading per document type. Manage them in **Product Attachments > Document Types**.

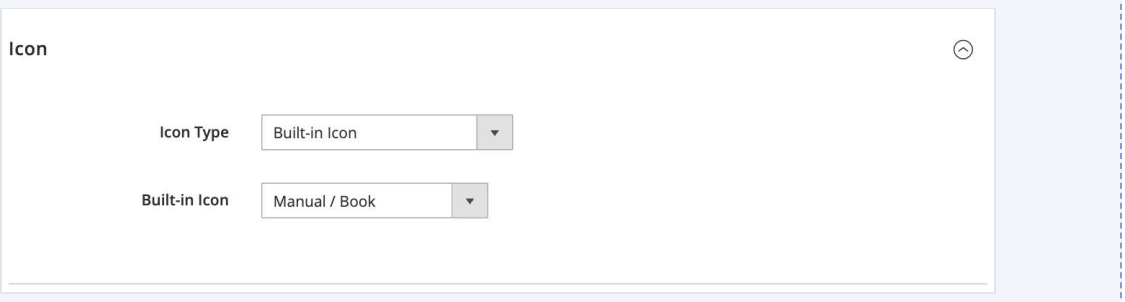


4.1 Adding a Document Type

Click **Add New Document Type** and fill in:



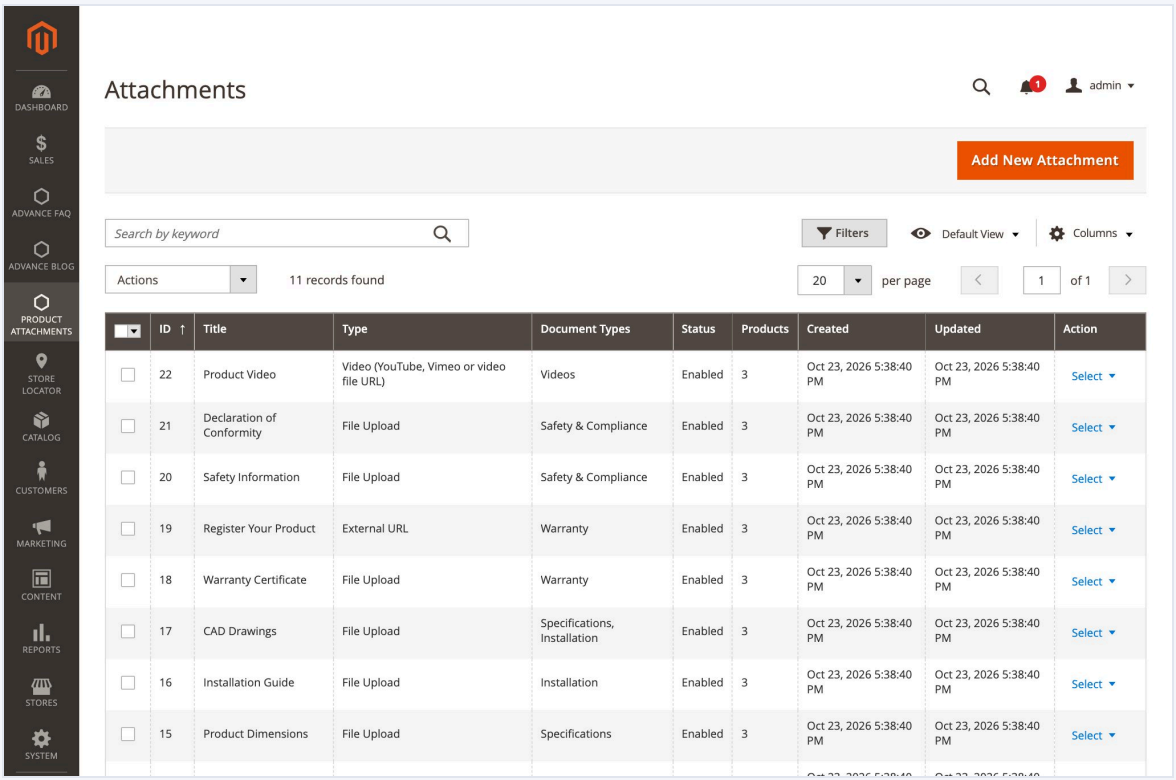
Field	Description
Enabled	Disabled document types are not shown as headings or chips on the storefront.
Name	Shown to customers, e.g. "User Manuals".
Identifier	Unique code with lowercase letters, digits, "-" and "_", e.g. user-manual. Used by the API.
Description	Internal description (optional).
Sort Order	Order of the document type headings when a group is grouped by document type.



Icon Type	Description
No Icon	The file type icon is used (PDF, document, spreadsheet …).
Built-in Icon	One of 14 icons: Document, PDF, Spreadsheet, Presentation, Archive, Image, Video, Link, Manual / Book, Warranty / Shield, Installation / Tools, Specification / Checklist, Safety / Warning and Download.
Uploaded Image	Your own JPG, PNG, GIF or WEBP icon (SVG is not accepted for security reasons).
CSS Class	A class from your theme's icon font, e.g. "icon icon-warranty".

5. Attachments

Attachments are the files, links and videos your customers see. Manage them in **Product Attachments > Attachments**. The grid shows each attachment's type, document types, status and the number of products it is shown on. Filter by type, status, access or document type, and use the **Actions** menu to enable, disable or delete several attachments at once.

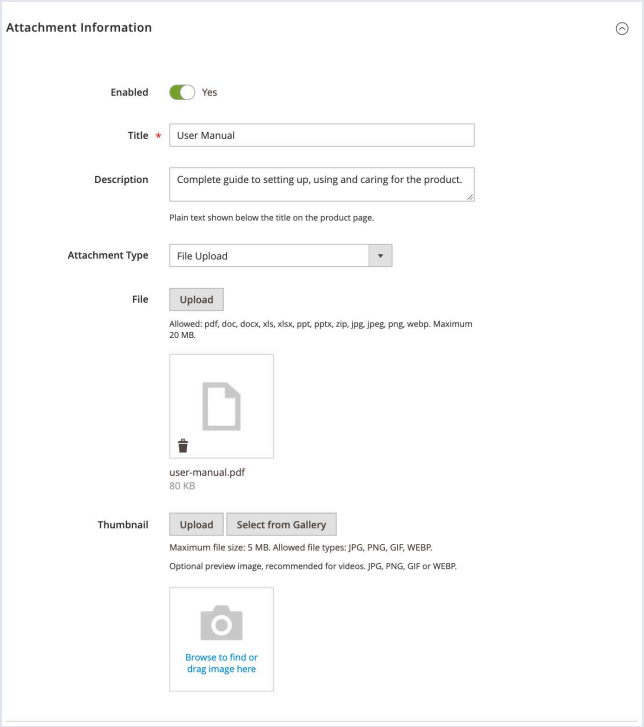


ID	Title	Type	Document Types	Status	Products	Created	Updated	Action
22	Product Video	Video (YouTube, Vimeo or video file URL)	Videos	Enabled	3	Oct 23, 2026 5:38:40 PM	Oct 23, 2026 5:38:40 PM	Select
21	Declaration of Conformity	File Upload	Safety & Compliance	Enabled	3	Oct 23, 2026 5:38:40 PM	Oct 23, 2026 5:38:40 PM	Select
20	Safety Information	File Upload	Safety & Compliance	Enabled	3	Oct 23, 2026 5:38:40 PM	Oct 23, 2026 5:38:40 PM	Select
19	Register Your Product	External URL	Warranty	Enabled	3	Oct 23, 2026 5:38:40 PM	Oct 23, 2026 5:38:40 PM	Select
18	Warranty Certificate	File Upload	Warranty	Enabled	3	Oct 23, 2026 5:38:40 PM	Oct 23, 2026 5:38:40 PM	Select
17	CAD Drawings	File Upload	Specifications, Installation	Enabled	3	Oct 23, 2026 5:38:40 PM	Oct 23, 2026 5:38:40 PM	Select
16	Installation Guide	File Upload	Installation	Enabled	3	Oct 23, 2026 5:38:40 PM	Oct 23, 2026 5:38:40 PM	Select
15	Product Dimensions	File Upload	Specifications	Enabled	3	Oct 23, 2026 5:38:40 PM	Oct 23, 2026 5:38:40 PM	Select

5.1 Adding an Attachment

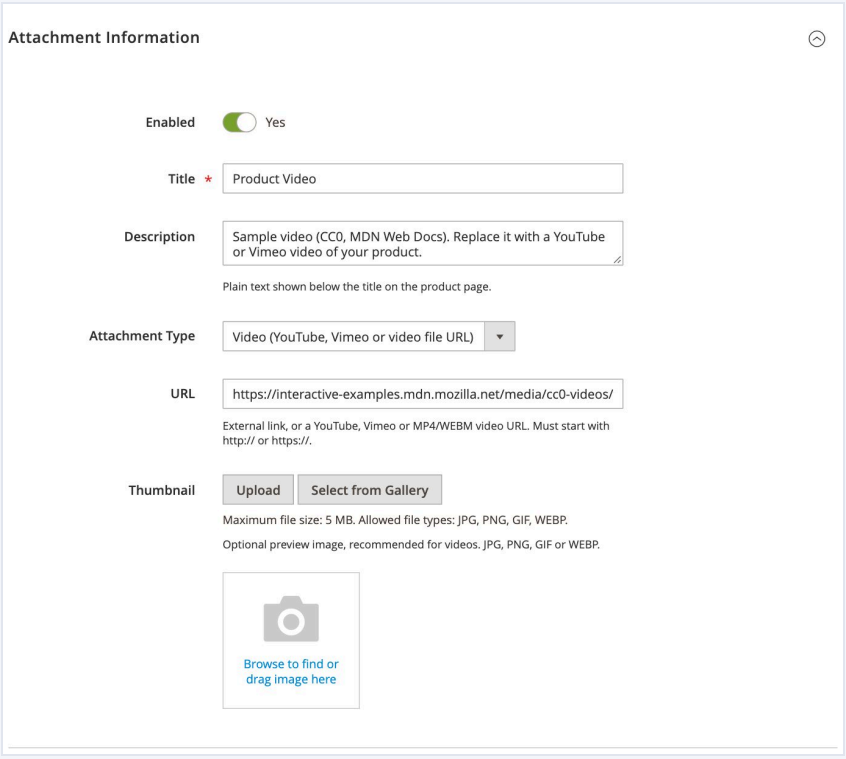
Click **Add New Attachment**. The form has four sections.

Attachment Information: the title, an optional description and the attachment itself.



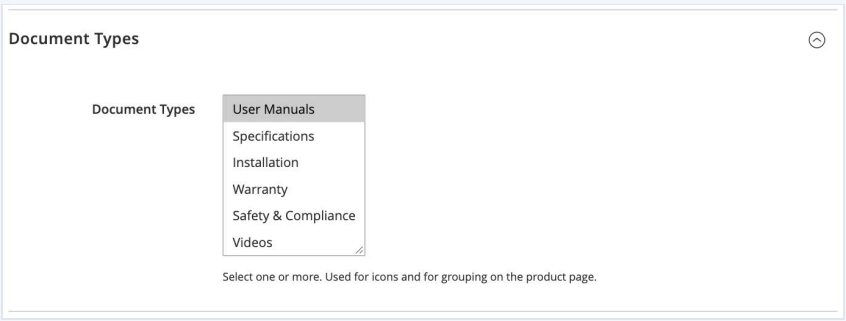
Field	Description
Enabled	Disabled attachments are not shown and cannot be downloaded.
Title	Shown to customers and used as the button's accessible label.
Description	Plain text shown below the title. Line breaks are kept; HTML is shown as text.
Attachment Type	**File Upload**, **External URL** or **Video**. The fields below change with the type.
File	For File Upload. The allowed types and the maximum size are shown below the button. Uploading a new file replaces the old one.
Thumbnail	Optional preview image (JPG, PNG, GIF or WEBP, up to 5 MB), recommended for videos.

For **External URL** and **Video** attachments, enter the address instead of uploading a file:

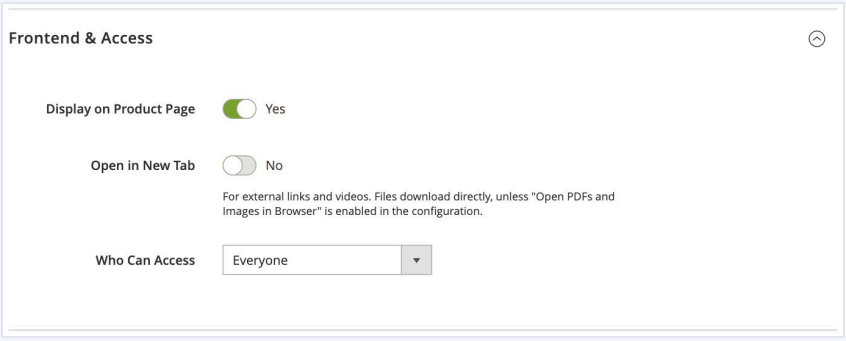


- **URL**: must start with http:// or https://. Addresses with a user name or password, javascript: and data: addresses are refused.
- **Link Label** (External URL only): optional button text, e.g. "Register Now". The default is "Open Link".
- **Videos**: YouTube (watch, youtu.be, shorts and embed links), Vimeo (including unlisted videos) or a direct link to an MP4, WEBM or OGG file.

Document Types: choose one or more. The first one (lowest sort order) gives the attachment its icon and decides under which heading it is listed in grouped groups.

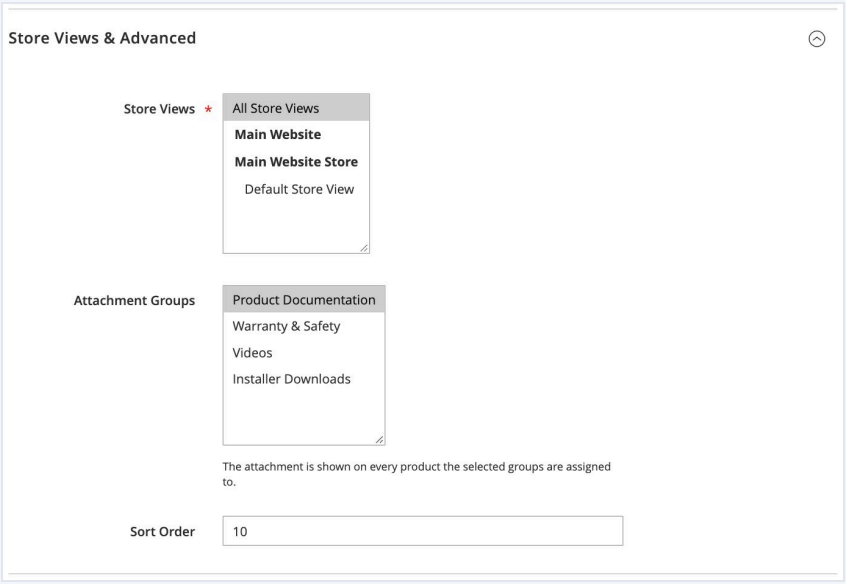


Frontend & Access:



Field	Description
Display on Product Page	Switch off to keep the attachment out of product pages (for example to use it through the API only).
Open in New Tab	For external links and videos. Files download directly, unless Open PDFs and Images in Browser is enabled in the configuration.
Who Can Access	**Everyone**, **Logged-in Customers Only** or **Specific Customer Groups**. With the last option a Customer Groups list appears; include NOT LOGGED IN to allow guests. See section 9.

Store Views & Advanced:



Field	Description
Store Views	All Store Views or specific store views.
Attachment Groups	The groups this attachment belongs to. It is shown on every product these groups are assigned to. You can also add attachments from the group (section 6).
Sort Order	Default order of attachments; the order inside a group is set in the group.

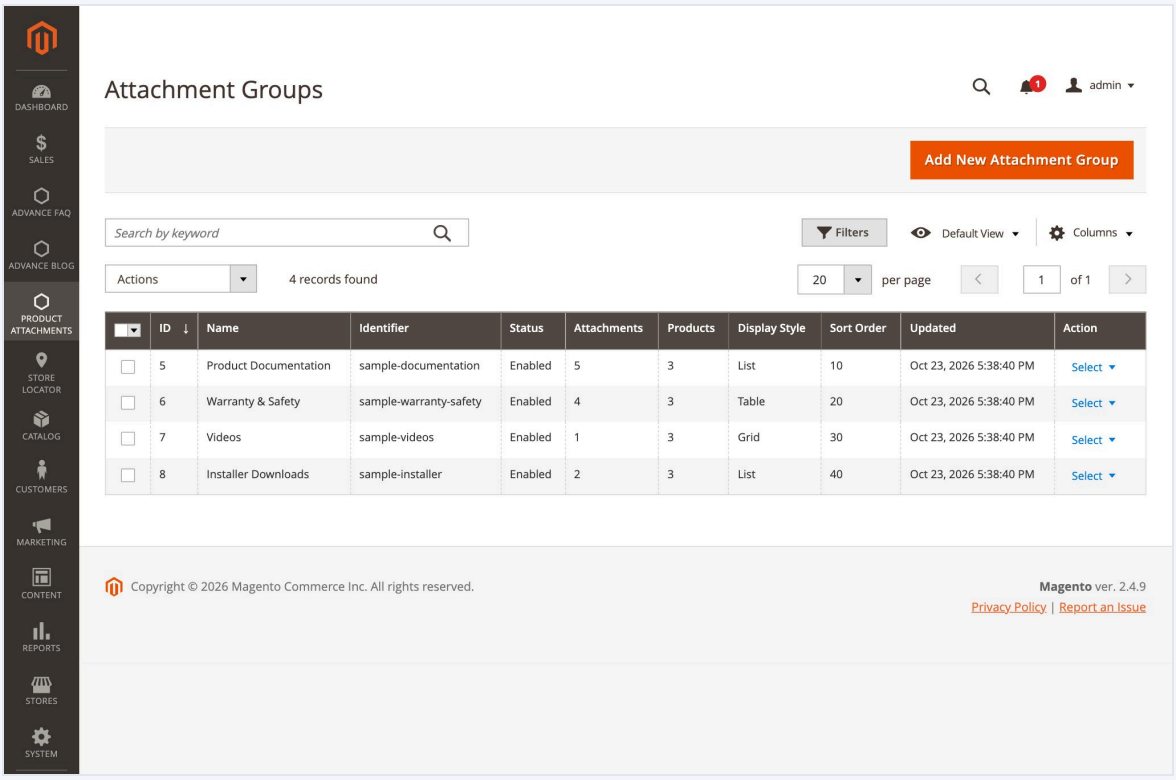
5.2 Supported Files

The default allowed extensions are pdf, doc, docx, xls, xlsx, ppt, pptx, zip, jpg, jpeg, png and webp, up to 20 MB. You can change both in the configuration. Every upload, in the admin and through the API, is checked:

- The extension must be allowed; script and executable types are always refused.
- The file content must match the extension (for example a PDF must really be a PDF), and dangerous content types are refused.
- SVG, TXT, CSV and RTF files are scanned for scripts, event handlers and embedded objects.
- The file is stored under a random name; the original name is only used, cleaned, as the download name.

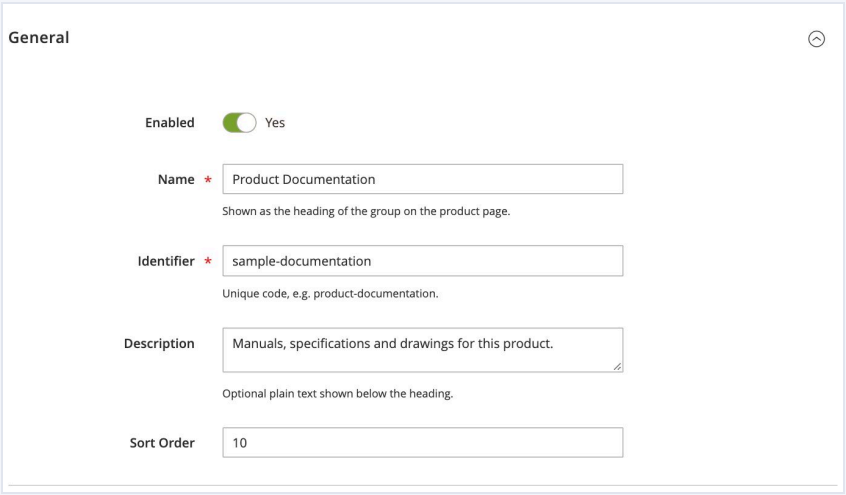
6. Attachment Groups

A group bundles attachments, decides how and where they are shown, and is assigned to products. Manage groups in **Product Attachments > Attachment Groups**.



6.1 Adding a Group

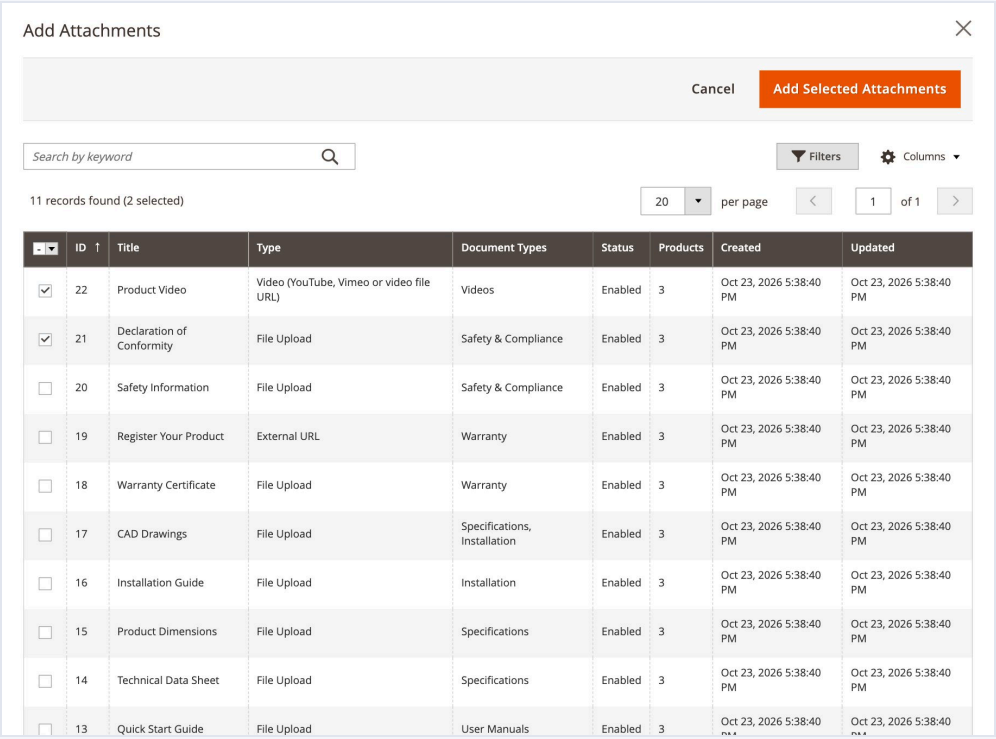
Click **Add New Attachment Group**. **General**:



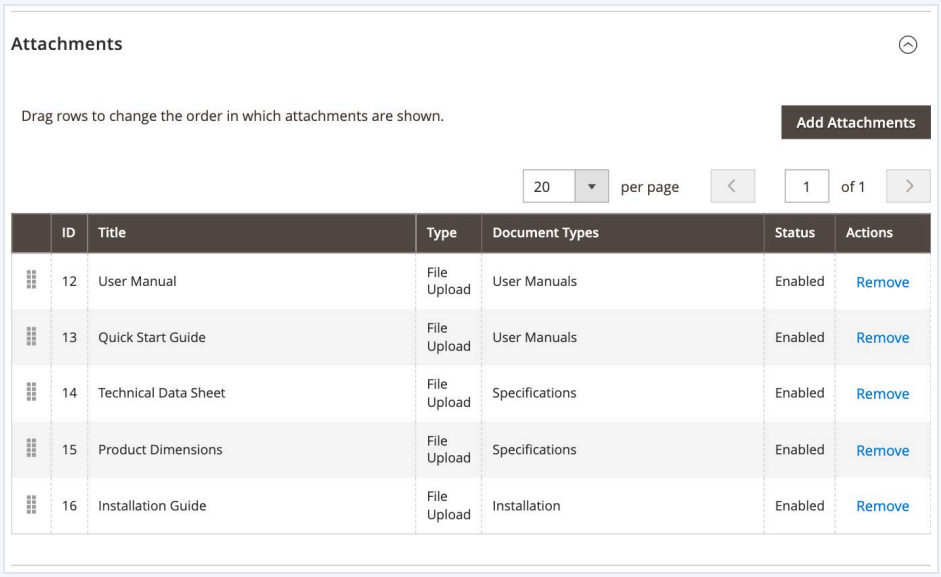
Field	Description
Enabled	Disabled groups are not shown, and their attachments cannot be downloaded through them.
Name	Shown as the heading of the group on the product page.
Identifier	Unique code, e.g. product-documentation.
Description	Optional plain text shown below the heading.
Sort Order	Default order of groups in the same position.

6.2 Attachments of the Group

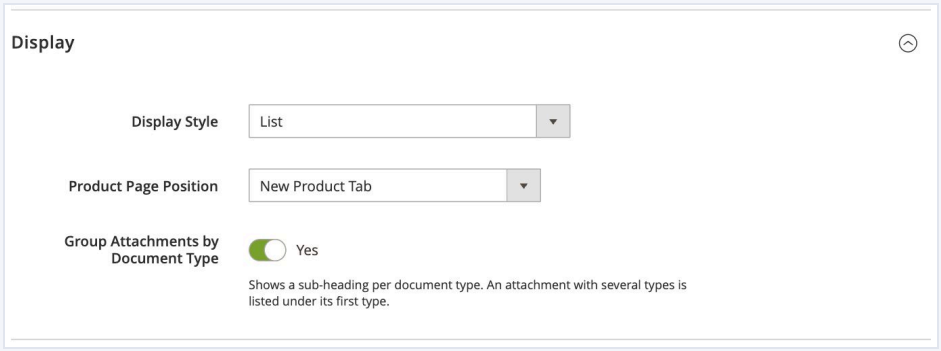
In the **Attachments** section, click **Add Attachments**, tick the attachments in the dialog and click **Add Selected Attachments**. Search and filter the dialog to find attachments quickly; attachments already in the group are not added twice.



Drag the rows to change the order in which the attachments are shown, and use **Remove** to take an attachment out of the group (the attachment itself is not deleted).



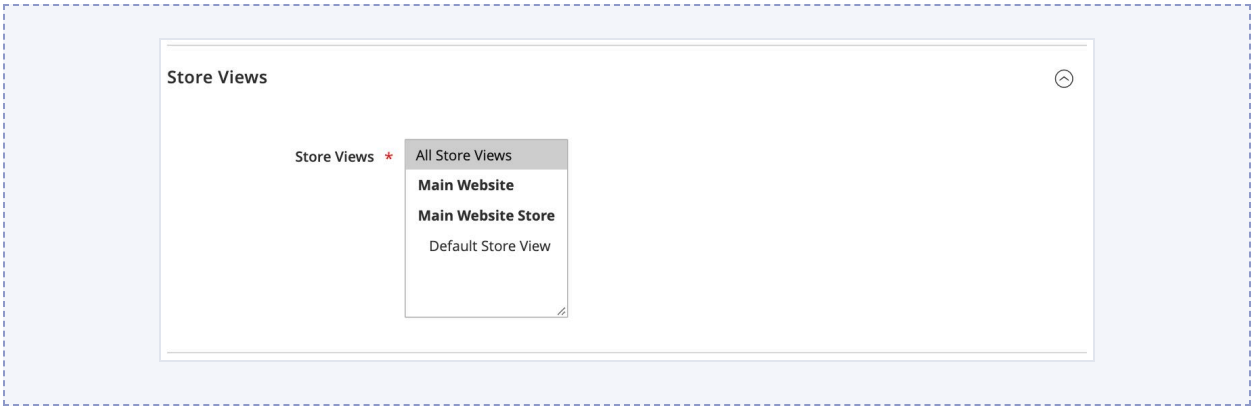
6.3 Display, Access and Store Views



Field	Description
Display Style	**List**: one attachment per row with a large button. **Grid**: cards side by side. **Table**: compact rows with type, size and button columns. **Use Default Display Style** follows the configuration.
Product Page Position	After Product Title, After Short Description, Before Product Tabs, After Product Tabs or New Product Tab. **Use Default Position** follows the configuration.
Group Attachments by Document Type	Shows a sub-heading per document type. An attachment with several types is listed under its first type.



Who Can Access works as for attachments. A customer must be allowed by both the group and the attachment. **Store Views** limits the group to store views.

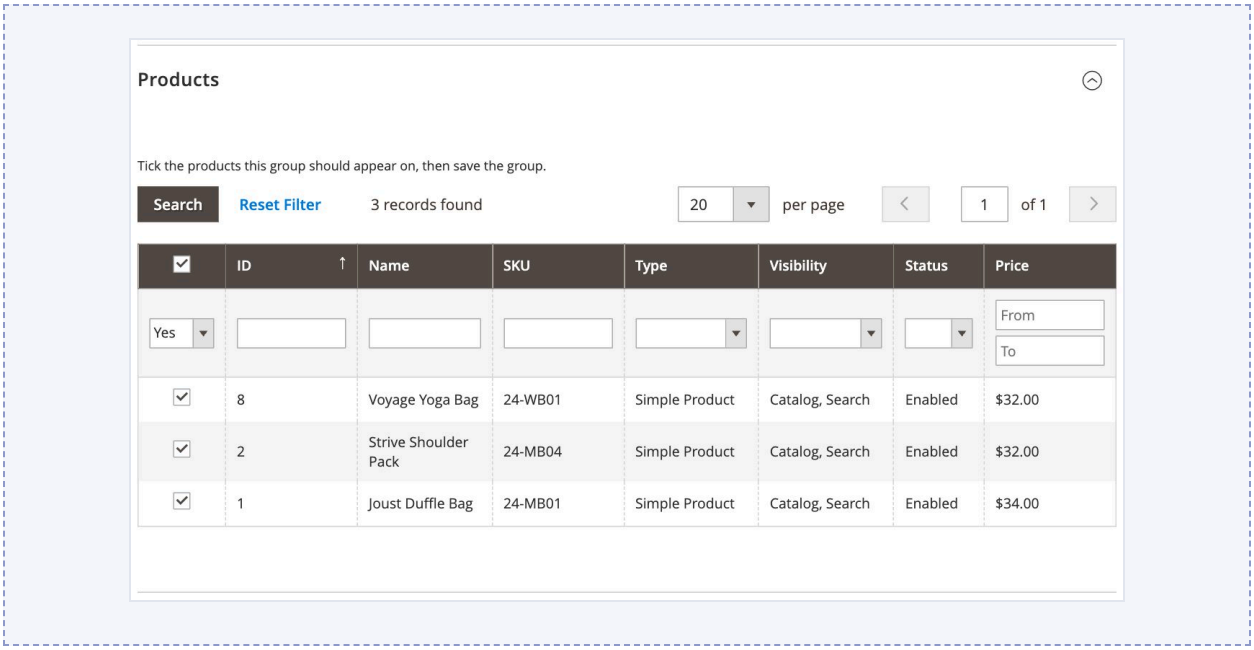


7. Assigning Groups to Products

There are two ways to choose the products a group is shown on. Both work for large catalogs.

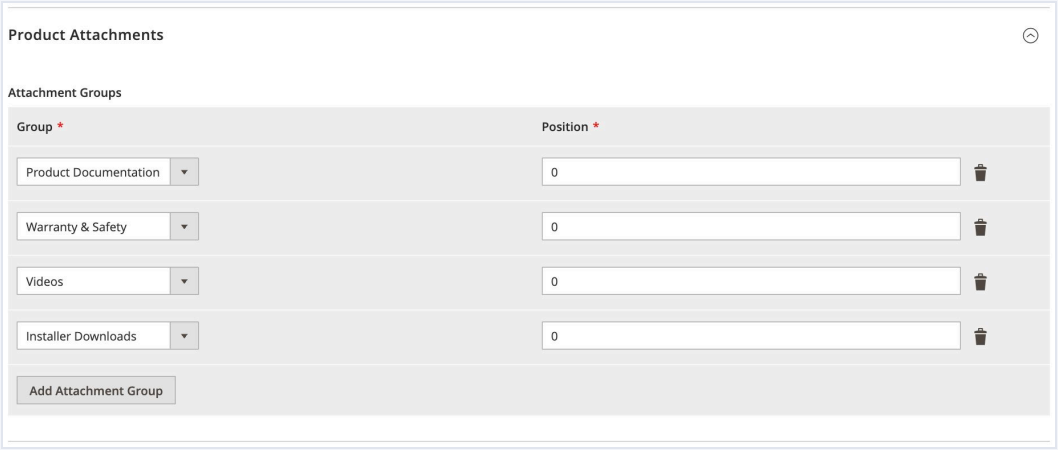
7.1 From the Group

Open the **Products** section of the group. The grid first shows the products already assigned. Set the checkbox column filter to **Any** or **No** to find other products, filter by ID, name, SKU, type, visibility, status or price, and tick or untick products (clicking a row toggles it). Your ticks are kept while you filter and page. Click **Save** to apply them; this also works for a new group before its first save.



7.2 From the Product

On the product edit page (**Catalog > Products**), open the **Product Attachments** section, click **Add Attachment Group**, choose a group and enter a position, then save the product. The position decides the order of several groups on that product; use the bin icon to remove a group from the product.



> ⚠ ***Note:*** *Assigning groups requires the "Assign Groups to Products" permission (section 12). Without it the group's Products section shows a message instead of the grid, and the Product Attachments section is not shown on the product edit page.*

8. Storefront Behaviour

8.1 Positions

Each group is shown in its position on the product page. Positions can be switched off in Configuration > Product Page > Enabled Positions.

Position	Where it appears
After Product Title	Below the product name, above the price
After Short Description	Below the short description in the product information area
Before Product Tabs	Below the product information and image gallery, above the tabs
After Product Tabs	Below the tabs (Details, Reviews …)
New Product Tab	In its own tab, titled "Downloads" by default (Product Tab Title)

Outside the product tab, attachments get the heading set in **Section Heading** ("Product Documents" by default).

8.2 Display Styles

List (shown in section 1.3): one attachment per row with icon, title, type badge, size, document types, description and a large button. **Grid**: cards side by side, ideal for videos and images:

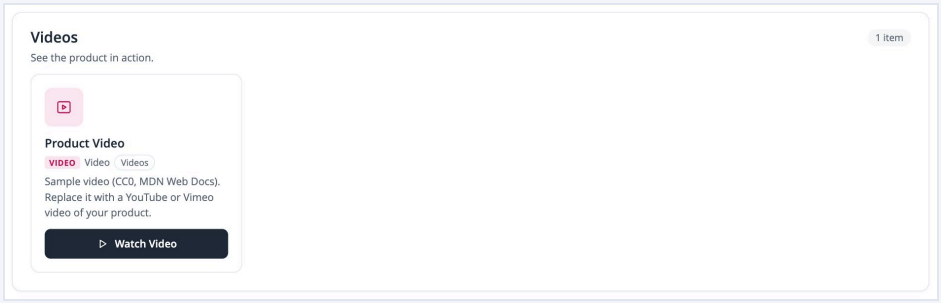
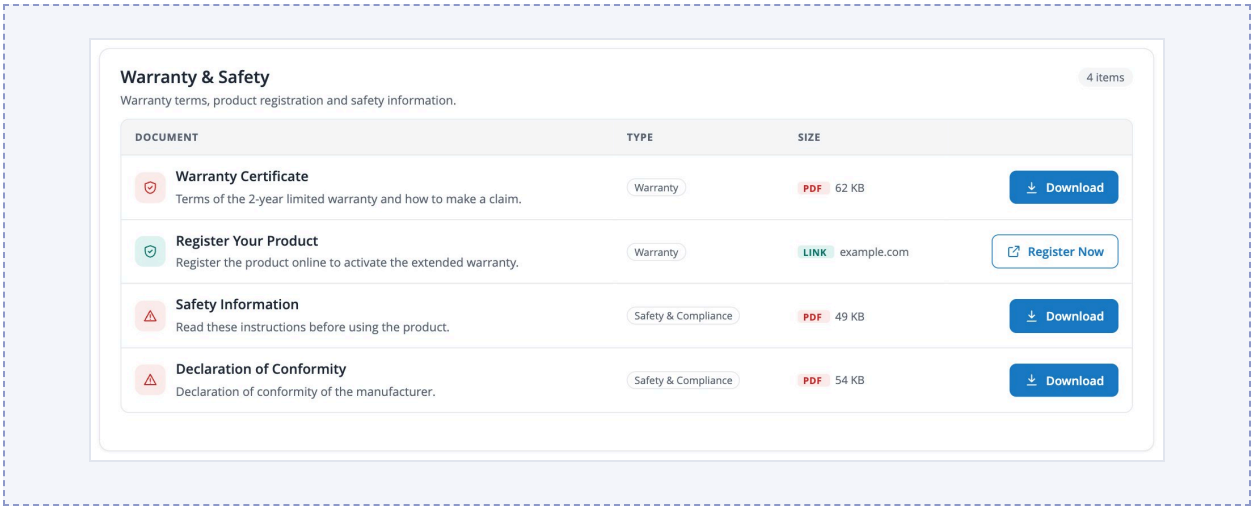
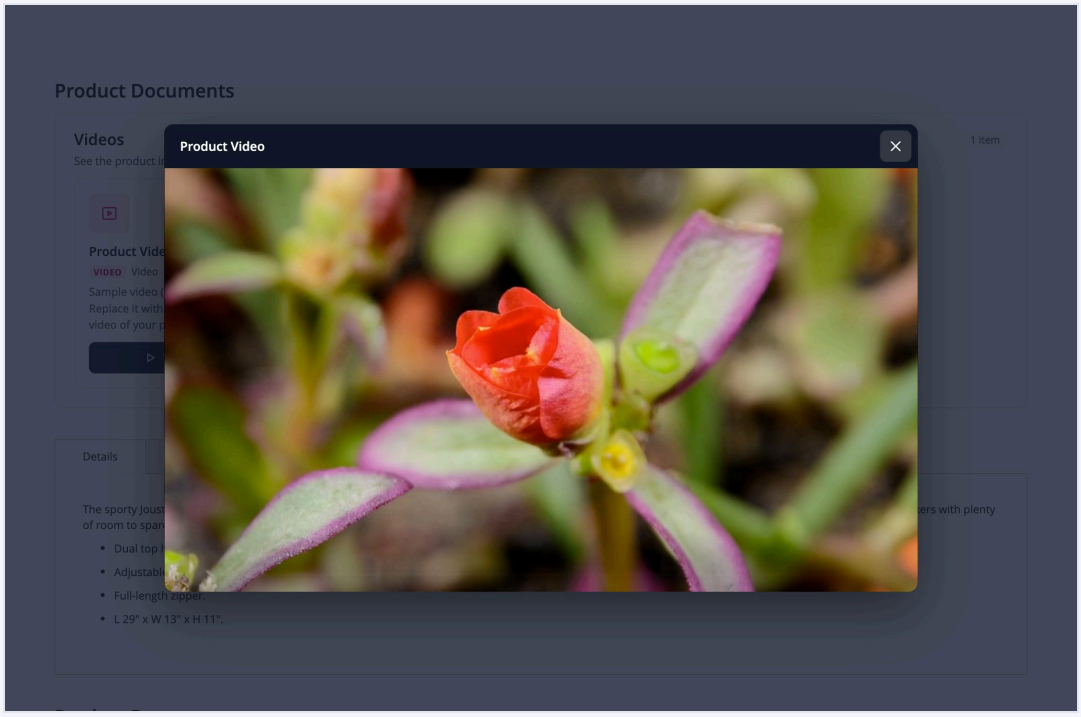


Table: compact rows for many documents, with document type, file type and size columns:



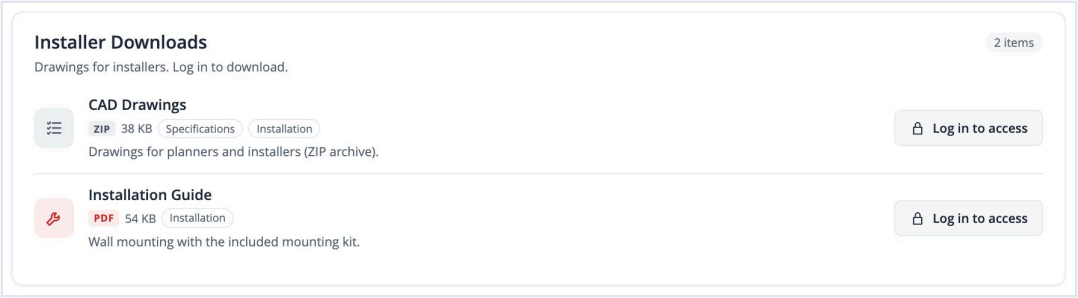
8.3 Downloads, Links and Videos

- **Files**: the **Download** button saves the file directly without leaving the page. With Open PDFs and Images in Browser enabled, PDFs and images open in a new tab instead.
- **Links**: the **Open Link** button (or your Link Label) opens the address, in a new tab if Open in New Tab is enabled.
- **Videos**: **Watch Video** plays the video in a popup. Close it with the × button, the Esc key or a click outside the video; the video stops when the popup closes. Nothing is loaded from YouTube or Vimeo until the customer clicks, and YouTube videos use the privacy-enhanced youtube-nocookie.com domain.



8.4 Restricted Attachments

When a visitor may not open an attachment, it is shown with a lock and a **Log in to access** button that leads to the login page. After logging in, the customer can download it. Set Hide Restricted Attachments to **Yes** to hide such attachments completely.



> ⚠ ***Note:*** *Downloads always go through the protected address /magexweb_attachments/download/index/id/<id>/. A file is only delivered when the attachment and at least one of its groups are enabled, assigned to the store view and allowed for the visitor; otherwise the visitor sees the 404 page (or, for login-only files, the login page).*

9. Customer Access Control

Access is checked on three levels. A visitor can open an attachment only when all three allow it:

Level	Where	Options
Store-wide	Configuration > Access	Require Login for All Attachments; Restrict to Customer Groups
Group	Attachment group > Access	Everyone, Logged-in Customers Only, Specific Customer Groups
Attachment	Attachment > Frontend & Access	Everyone, Logged-in Customers Only, Specific Customer Groups

New attachments and groups are available to **Everyone**. Examples:

Goal	Setting
Price lists for wholesale customers only	Attachment: Specific Customer Groups > Wholesale
CAD drawings for registered customers	Group or attachment: Logged-in Customers Only
Hide all attachments from guests	Configuration: Require Login for All Attachments = Yes
Guests should not even see restricted items	Configuration: Hide Restricted Attachments = Yes

An attachment that is in several groups can be opened when at least one of its groups allows the visitor. The rules also apply to direct download links: copying a link does not get around them.

10. Multiple Store Views

- Assign attachments and groups to All Store Views or to specific store views.
- Titles and descriptions of attachments, groups and document types are the same in every store view. For text in another language, create a separate attachment and assign it to that store view.
- Configuration settings can be changed per website or store view where the scope switcher allows it.

11. Security

- **Uploads:** allowed extensions only, executable and script types always refused, size limit, content (MIME) check, scripts in SVG, TXT, CSV and RTF refused, random file names, protected storage folder.
- **Downloads:** status, store view and customer access are checked for every download. Files are sent with headers that stop browsers from running them (X-Content-Type-Options: nosniff, a sandbox Content Security Policy), are never cached by proxies (Cache-Control: private, no-store) and are not indexed by search engines (X-Robots-Tag: noindex).
- **Admin:** every screen and action has its own permission; saving, deleting, uploading and mass actions require a POST request with Magento's form key.
- **API:** every endpoint requires the matching permission. File size, type and extension are always read from the stored file, and storage paths are never returned.
- **Output:** titles, descriptions and labels are escaped; links must be http(s) and get rel="nofollow noopener noreferrer"; video players are built from validated video IDs only.
- **Logging:** only IDs, sizes and errors are logged, never customer data or file contents. Debug messages are written only when Debug Mode is on.

12. Permissions

In **System > Permissions > User Roles > Role Resources > Product Attachments**, each area is a separate permission, so you can give staff exactly the access they need:

Resource	Allows
Attachments	View attachments; Save Attachments and Delete Attachments are separate permissions
Document Types	View document types; Save Document Types; Delete Document Types
Attachment Groups	View groups; Save Attachment Groups; Delete Attachment Groups
Assign Groups to Products	Assign groups in the group's Products section, on the product edit page and through the API
Product Attachments Configuration	Stores > Configuration > Product Attachments

13. REST API

All endpoints are under /rest/V1/productattachments and need an admin or integration token (Authorization: Bearer <token>) with the matching Product Attachments permission. Use /rest/<store_code>/V1/... for a store view context.

Endpoint	Description
GET /document-types, /document-types/:id, /document-types/code/:code	List or get document types
POST /document-types, PUT /document-types/:id, DELETE /document-types/:id	Create, update or delete a document type
GET /attachments, /attachments/:id	List or get attachments
POST /attachments	Create a link or video attachment
POST /attachments/with-file	Create a file attachment with its file (base64)
PUT /attachments/:id, PUT /attachments/:attachmentId/file	Update an attachment or replace its file
DELETE /attachments/:id	Delete an attachment and its file
GET /groups, /groups/:id, /groups/code/:code	List or get groups
POST /groups, PUT /groups/:id, DELETE /groups/:id	Create, update or delete a group
GET, POST /groups/:groupId/products	Get or replace the products of a group ([{sku, position}])
GET, POST /products/:sku/groups	Get or replace the groups of a product ([{group_id, position}])

Example: `POST /rest/V1/productattachments/attachments/with-file` with `{"attachment": {"title": "Installation Guide", "is_active": true, "document_type_ids": [3], "store_ids": [0]}, "file": {"name": "installation-guide.pdf", "base64_encoded_data": "JVBERi0xLjQK..."}}`

- PUT changes only the fields you send; relations (document types, store views, groups) are replaced only when they are sent.
- API uploads go through the same checks as admin uploads. Validation errors return 400 with every problem listed; unknown records return 404.

- file_size, file_mime and file_extension are read-only and always describe the stored file; file_name is the download name and keeps the extension of the stored file.

> ⚠ ***Note:*** *Bearer tokens require the web server to pass the Authorization header to PHP (Magento's pub/.htaccess does this; check your setup if the document root is not pub).*

14. Cron Jobs and Commands

Cron job	Schedule	Purpose
magexweb_productattachments_clean_tmp	Daily at 03:15	Deletes uploads that were never saved (older than 24 hours)

Command	Purpose
`magexweb:productattachments:sample-data:install` / `:remove`	Install or remove the sample data
`magexweb:productattachments:clean-tmp`	Delete abandoned uploads now (`--hours=1` for uploads older than one hour)

15. Uninstallation

To switch the extension off but keep everything, set Configuration > General > Enable Product Attachments to No, or run `php bin/magento module:disable Magexweb_ProductAttachments`. Data and files are kept.

To remove it completely:

- Optional: `php bin/magento magexweb:productattachments:sample-data:remove`
- `php bin/magento module:disable Magexweb_ProductAttachments`
- Composer: `composer remove magexweb/module-product-attachments`. Manual installation: delete the app/code/Magexweb/ProductAttachments folder.
- Optionally delete the data: the tables starting with magexweb_productattachment_, the configuration (core_config_data paths starting with magexweb_productattachments/), the module's setup_module row and the folder pub/media/magexweb/productattachments/.
- `php bin/magento setup:upgrade`, `php bin/magento setup:di:compile` and `php bin/magento cache:flush`

> ⚠ ***Important:*** *Back up your database and the pub/media folder before deleting data: attachments, groups and files are deleted permanently.*

16. Troubleshooting & FAQ

Question	Answer
Nothing appears on the product page	Check that the extension is enabled, the group is enabled and assigned to the product and store view, its position is enabled in the configuration, and the attachments are enabled with Display on Product Page. Then refresh the Page Cache.
The Download button shows a 404 page	The attachment or all of its groups are disabled or not in this store view, the visitor is not allowed, or the file is missing. Debug Mode writes details to var/log/magexweb_productattachments.log.
An upload is refused	The file type is not in Allowed Extensions, the file is larger than the limit (also check PHP's upload_max_filesize and post_max_size), or its content does not match the extension.
A PDF opens in the browser although Open PDFs and Images in Browser is No	Your browser opens PDFs after saving them (Firefox, Safari and Edge can do this). The file is saved; change the browser's download setting for PDF files.

Question	Answer
Stored files can be opened directly on nginx	Add the deny rule from section 2.4.
Old uploads pile up in the tmp folder	Cron is not running. Run `php bin/magento magexweb:productattachments:clean-tmp`.
The video does not play in the popup	Check the URL (YouTube, Vimeo or an MP4/WEBM/OGG file). With Content Security Policy in restrict mode, add youtube-nocookie.com, player.vimeo.com or your video host to the CSP whitelist (frame-src or media-src).
Changes are not visible on the product page	Flush the Page Cache in System > Cache Management.

17. Support

For help, contact Magexweb at **info@magexweb.com** or visit **www.magexweb.com**. Please include your Magento version, PHP version, a description of the problem and, if possible, var/log/magexweb_productattachments.log (enable General > Debug Mode for details).