



How To Mage One for merchants

In this document we explain what is required to become a Mage One customer and receive security and compatibility patches in the future.

1. Register



2. Subscribe



3. Download



Registration:

You need an account with us. With this account you can manage your contracts. Here we explain how it is created.

Subscribing to our services:

To obtain a contract with us, book a subscription. This section explains what is required for this.

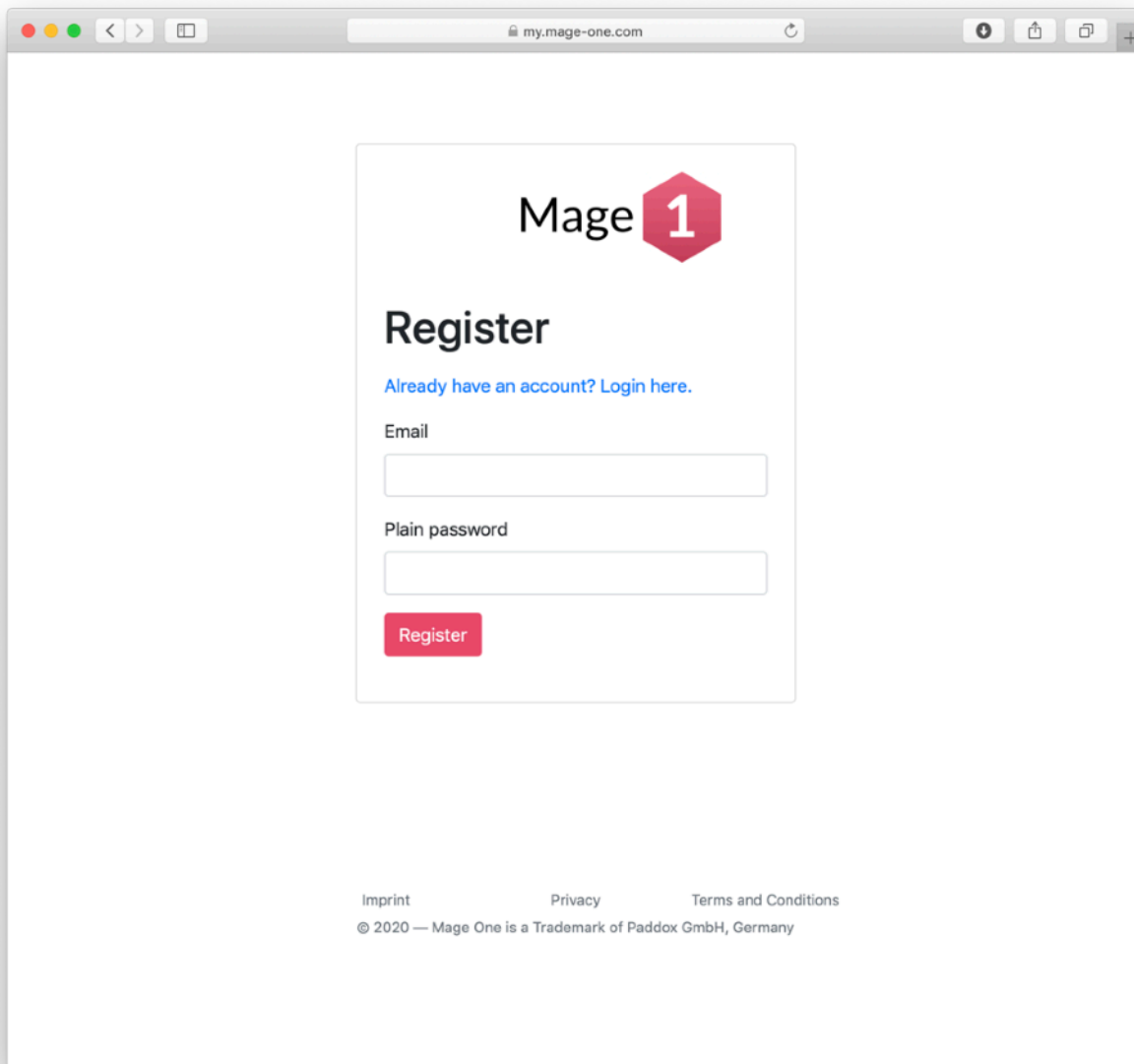
Frequently asked questions / FAQ:

How long is the contract period? Which Magento version is supported? What are these files? How will I be informed about new patches? Will I be informed about the vulnerability before the patch is released? How long does it take until a patch is finished? We answer these and other questions in the FAQ section.

Registration

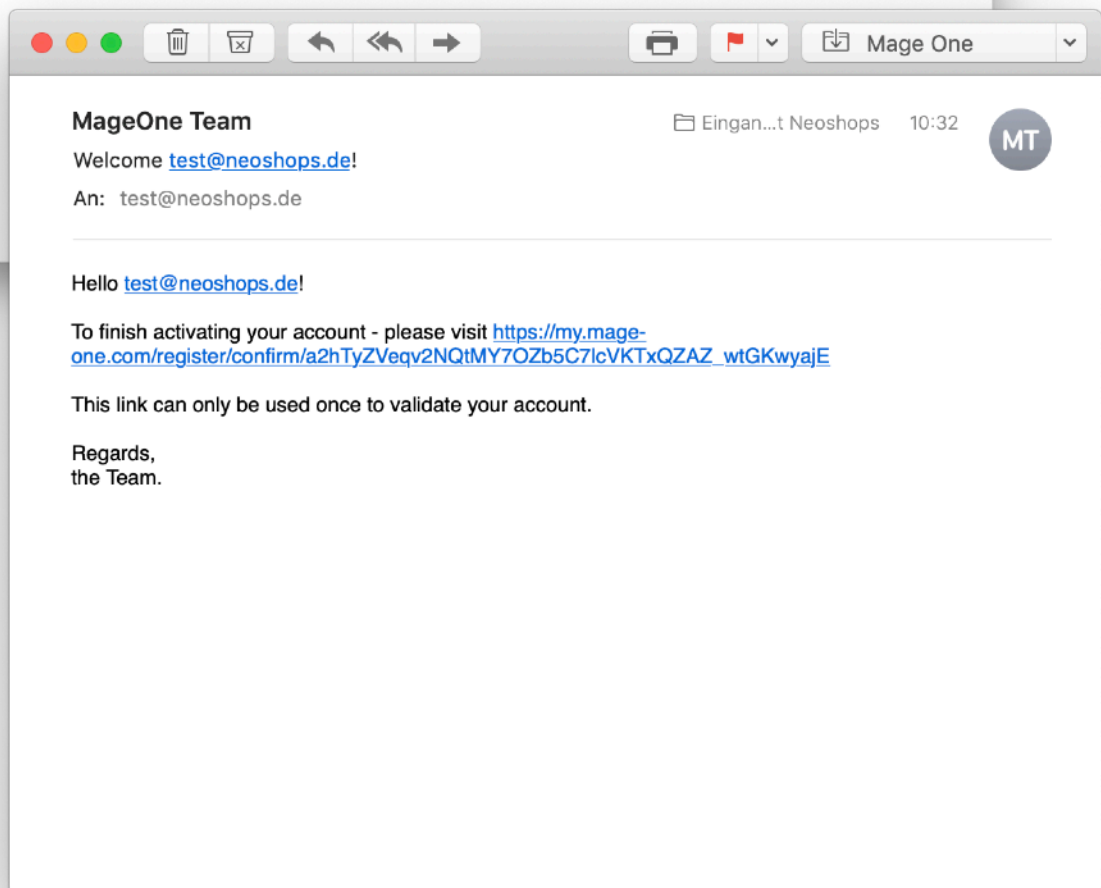
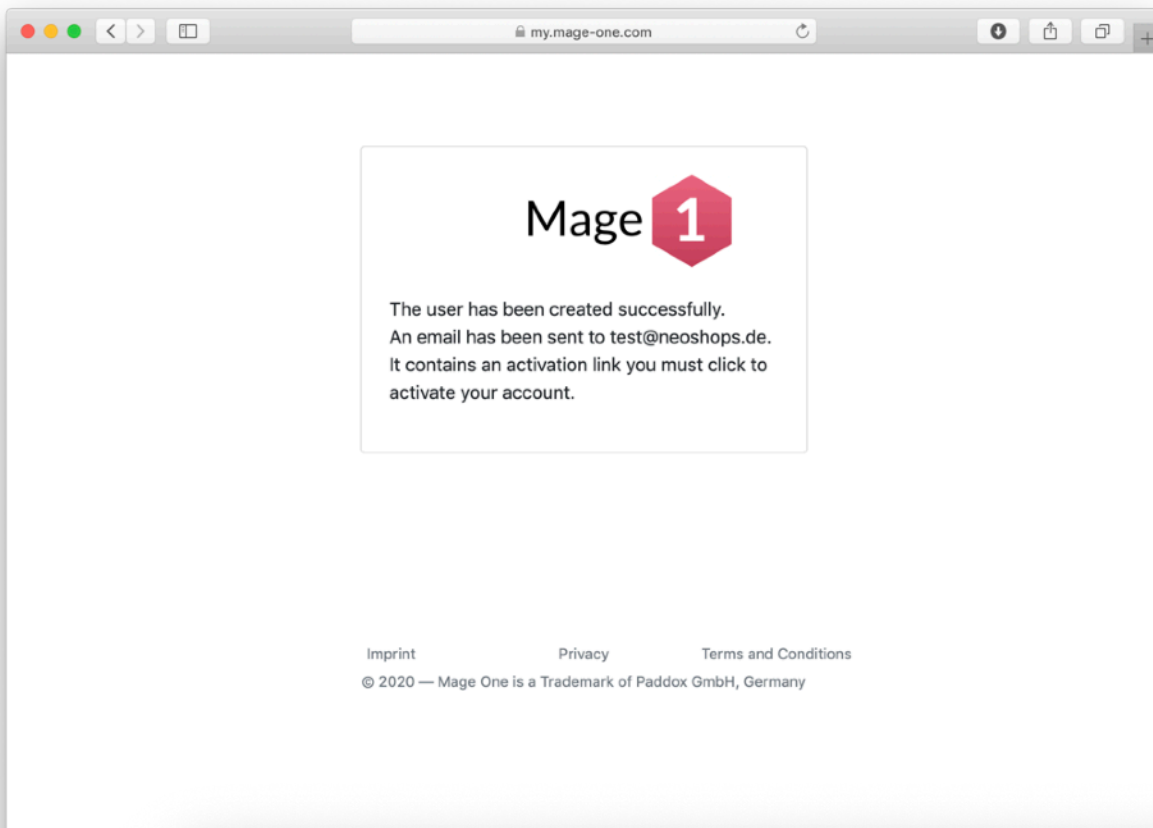
Registration (and the following login) is possible on the website:
<https://my.mage-one.com>

You will only need an e-mail address, no further data will be collected at this stage. Please also choose a secure password of at least 8 characters and make sure that the password contains at least one number and one special character.



The image shows a browser window with the URL my.mage-one.com. The page features the Mage 1 logo at the top, followed by the heading "Register". Below the heading is a link: "Already have an account? [Login here.](#)". There are two input fields: "Email" and "Plain password". A red "Register" button is positioned below the password field. At the bottom of the page, there are links for "Imprint", "Privacy", and "Terms and Conditions", along with a copyright notice: "© 2020 — Mage One is a Trademark of Paddox GmbH, Germany".

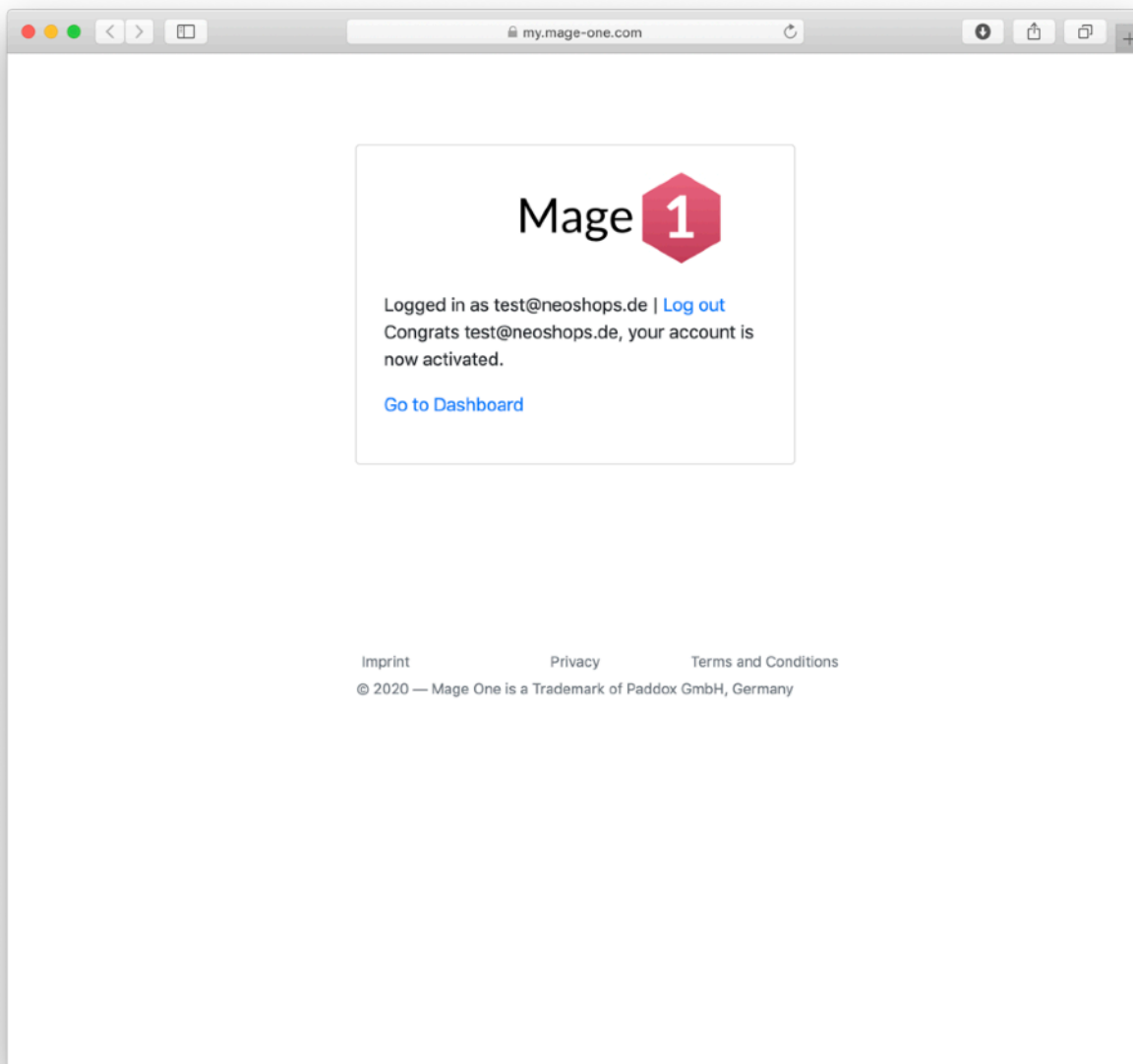
After submitting your registration data, you will receive an e-mail.



Click on the link in the e-mail to complete your registration. The e-mail will be sent out immediately. So if you have not received an e-mail after your registration, please check your spam folder. You are also welcome to contact our support at info@mage-one.com

If you did not receive an e-mail.

The link in the e-mail is valid for 48 hours. If the validity has expired, please contact our support.

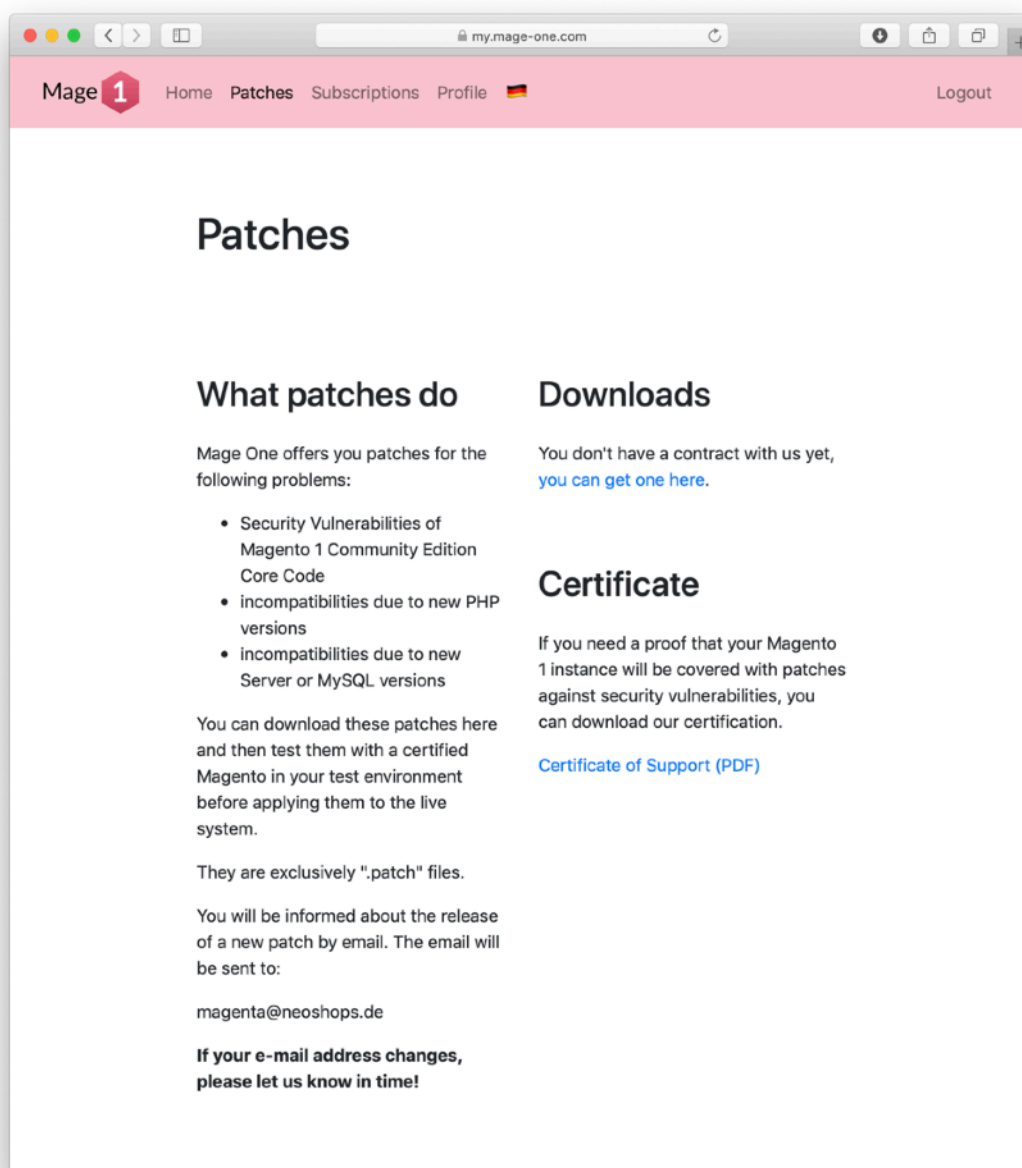


Patches

You are now automatically logged in and can click on "Dashboard" to get to the homepage of your customer account.


As soon as a patch is available, it will be ready for download there. Answers to common questions about our patches can be found in the "FAQ" section of this document.

In addition, a certificate is available on this page which you can forward to your payment provider, if required, and which describes how to use our service.



The screenshot shows a web browser window with the URL my.mage-one.com. The page has a pink header with the Mage One logo and navigation links: Home, Patches, Subscriptions, Profile, and a German flag. A "Logout" link is in the top right. The main content area is titled "Patches" and is divided into three columns. The left column is titled "What patches do" and lists three bullet points: "Security Vulnerabilities of Magento 1 Community Edition Core Code", "incompatibilities due to new PHP versions", and "incompatibilities due to new Server or MySQL versions". It also includes text about downloading patches for testing and a note that they are ".patch" files. The middle column is titled "Downloads" and contains a link: "You don't have a contract with us yet, [you can get one here.](#)". The right column is titled "Certificate" and contains text about proof of coverage and a link: "[Certificate of Support \(PDF\)](#)".

my.mage-one.com

Mage 1 Home Patches Subscriptions Profile  Logout

Patches

What patches do

Mage One offers you patches for the following problems:

- Security Vulnerabilities of Magento 1 Community Edition Core Code
- incompatibilities due to new PHP versions
- incompatibilities due to new Server or MySQL versions

You can download these patches here and then test them with a certified Magento in your test environment before applying them to the live system.

They are exclusively ".patch" files.

You will be informed about the release of a new patch by email. The email will be sent to:

`magenta@neoshops.de`

If your e-mail address changes, please let us know in time!

Downloads

You don't have a contract with us yet, [you can get one here.](#)

Certificate

If you need a proof that your Magento 1 instance will be covered with patches against security vulnerabilities, you can download our certification.

[Certificate of Support \(PDF\)](#)

Subscriptions

On the page "Subscriptions" you can manage your contracts and add new ones.

https://my.mage-one.com/contract

Mage 1 Home Patches Subscriptions Profile Logout

Subscriptions

You have no subscriptions yet.

New subscription

To sign a contract with us, please enter the URL of the shop and the current turnover of the shop installation per year.

If you then click on "calculate", the price will be displayed and you can choose between a monthly or annual payment.

If you "select" one of these offers you will be forwarded to the checkout.

Price List

We also have a full price list available.

[Open Price List](#)

Subscription Assistant

1. Subscription calculation
2. Select a subscription plan
3. Company data and contract questions
4. Receive an invoice via email and pay

Subscription calculation

Your shop URL:

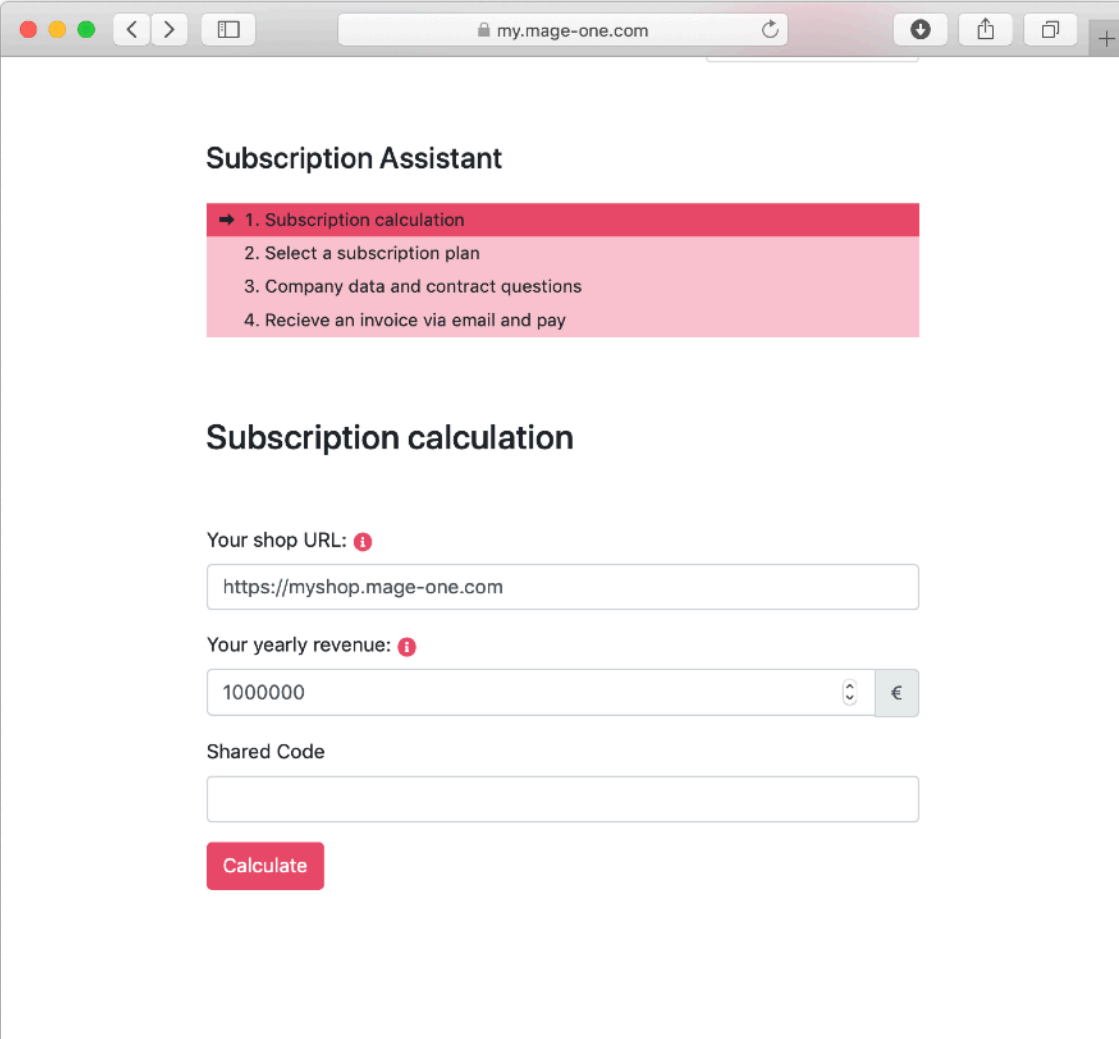
Your yearly revenue: €

Shared Code

[Calculate](#)

For the **first step** you need:

- the URL of your shop
- your annual turnover (how this is calculated you will find further down in the “FAQ” section)
- the Shared Code is intended for special shares, you usually do not need this code and therefore it can be ignored.



The screenshot shows a web browser window with the address bar displaying "my.mage-one.com". The page content includes a "Subscription Assistant" section with a progress indicator showing four steps: "1. Subscription calculation" (highlighted in red), "2. Select a subscription plan", "3. Company data and contract questions", and "4. Recieve an invoice via email and pay". Below this is a "Subscription calculation" section with three input fields: "Your shop URL:" containing "https://myshop.mage-one.com", "Your yearly revenue:" containing "1000000" with a currency selector set to "€", and "Shared Code" which is empty. A red "Calculate" button is positioned at the bottom of the form.

Subscription Assistant

- 1. Subscription calculation
2. Select a subscription plan
3. Company data and contract questions
4. Recieve an invoice via email and pay

Subscription calculation

Your shop URL: ⓘ

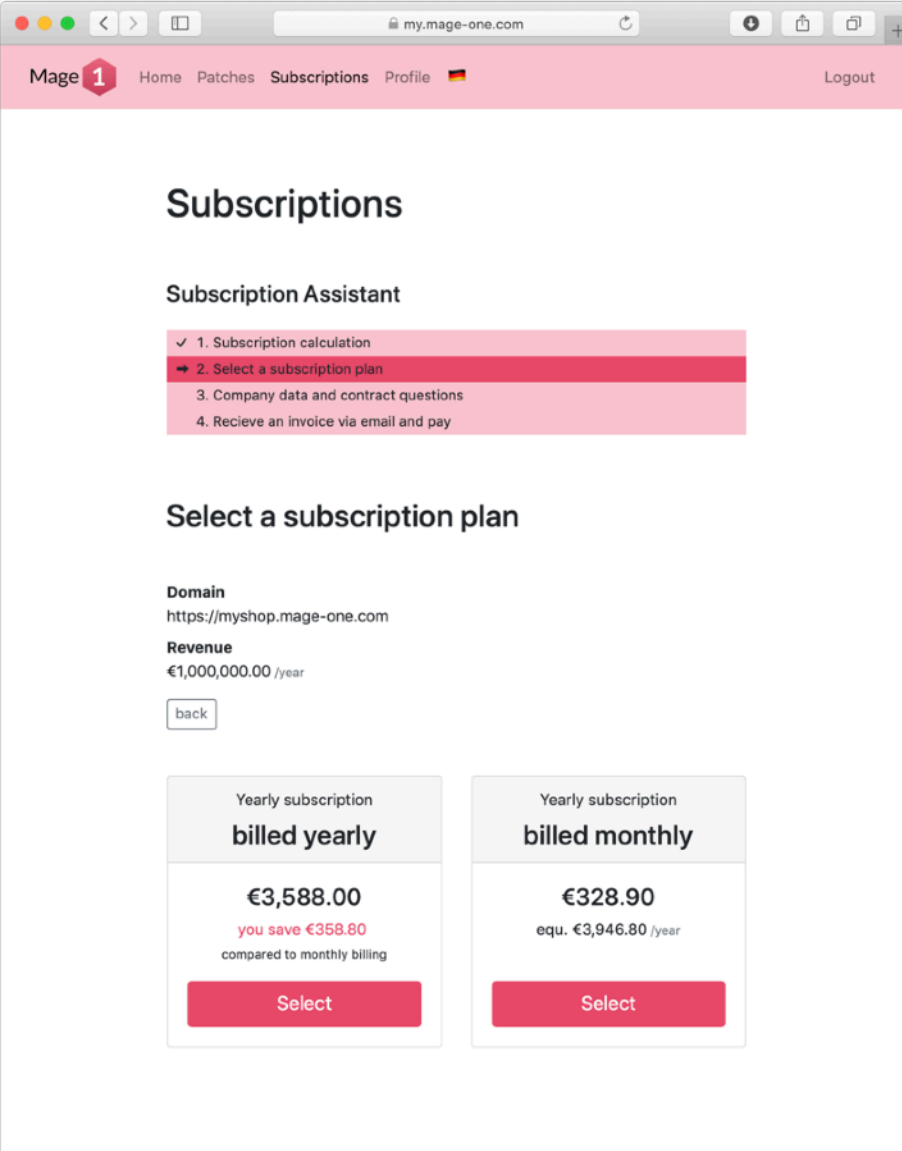
Your yearly revenue: ⓘ

 €

Shared Code

Calculate

After you have clicked on "Calculate", **step 2** follows and you will see the possible support contracts. You can now choose between annual or monthly payment. The prices for the monthly payment method are 10% higher. Please keep in mind: the term is still one year! More information can be found in the FAQ section at the end of this manual.



The screenshot shows a web browser window with the URL `my.mage-one.com`. The navigation bar includes "Mage 1", "Home", "Patches", "Subscriptions", "Profile", and a German flag, with a "Logout" link on the right. The main heading is "Subscriptions". Below it is a "Subscription Assistant" section with a progress list: 1. Subscription calculation (checked), 2. Select a subscription plan (active), 3. Company data and contract questions, and 4. Receive an invoice via email and pay. The "Select a subscription plan" section displays the domain `https://myshop.mage-one.com` and revenue of `€1,000,000.00 /year`. A "back" button is present. Two subscription options are shown: "Yearly subscription billed yearly" for `€3,588.00` (with a note "you save €358.80 compared to monthly billing") and "Yearly subscription billed monthly" for `€328.90` (equivalent to `€3,946.80 /year`). Both options have a "Select" button.

Subscriptions

Subscription Assistant

- ✓ 1. Subscription calculation
- 2. Select a subscription plan
- 3. Company data and contract questions
- 4. Receive an invoice via email and pay

Select a subscription plan

Domain
`https://myshop.mage-one.com`

Revenue
`€1,000,000.00 /year`

[back](#)

Yearly subscription billed yearly	Yearly subscription billed monthly
€3,588.00 you save €358.80 compared to monthly billing	€328.90 equ. €3,946.80 /year
Select	Select

You now select your desired plan by clicking the "Select" button and will then be taken to the overview page where you can enter your contact details.

On this page you:

- enter your billing address
- have an overview of your support contract details
- see your detailed payment plan
- answer a few more questions about the contract
- read and accept our terms of contract and the Privacy Policy.

Review

Subscription Assistant

- ✓ 1. Subscription calculation
- ✓ 2. Select a subscription plan
- ➔ 3. Company data and contract questions
- 4. Recieve an invoice via email and pay

Address

Name/Company: Ecommerce Ltd

Street: 3640 Holdrege Ave

Street, PO Box, or company name: PO Box #4711

Postal code: 90016

City: Los Angeles

State: CA

Country: Select your country

VAT ID: DE123456789

Your subscription:
Mage One Monthly Subscription

Domain:
https://myshop.mage-one.com

Revenue:
€1,000,000.00 /year
€328.90
billed monthly
[Change billing option](#)

Your payment plan

We will not charge you before July 1st, 2020. You will receive your first invoice, when we charge you - on July 1st, 2020!

#	Date	Amount
1	July 1, 2020	€328.90
2	August 1, 2020	€328.90
3	September 1, 2020	€328.90
4	October 1, 2020	€328.90
5	November 1, 2020	€328.90
6	December 1, 2020	€328.90
7	January 1, 2021	€328.90
8	February 1, 2021	€328.90
9	March 1, 2021	€328.90
10	April 1, 2021	€328.90
11	May 1, 2021	€328.90
12	June 1, 2021	€328.90

Contract Questions

Are you using at least Magento Open Source version 1.9.4.5?
 Yes No Don't know

Additional contractual questions must be answered with either "Yes", "No" or "Maybe". If necessary, ask your programmer or agency in advance how these questions are to be answered:

- Do you use Magento Open Source Version [1.9.4.5](#)?
- Are the patches installed by certified Magento developers?
- Do you have up-to-date, quickly installable backups of the database?
- Do you use a version control system to manage file changes? Do you have a staging system to test the patches before they go live? Is our insurance limited to 250.000€ enough for you?
- Has the original code been modified by you?

Contract Questions

Are you using at least Magento Open Source version 1.9.4.5?
 Yes No Don't know

Will the patches be implemented by certified Magento Developers?
 Yes No Don't know

Do you have a up-to-date backup of the database you can rollback easily?
 Yes No Don't know

Do you use a Version Control System to manage file changes?
 Yes No Don't know

Do you have a staging system to test the patches before they go live?
 Yes No Don't know

Is the insured incident limit of 250,000 € sufficient for you?
 Yes No Don't know

Has the original source code been modified by you?
 Yes No Don't know

7	January 1, 2021	€328.90
8	February 1, 2021	€328.90
9	March 1, 2021	€328.90
10	April 1, 2021	€328.90
11	May 1, 2021	€328.90
12	June 1, 2021	€328.90

Your last option to cancel your paid subscription is on May 31, 2021 and will take effect on July 1, 2021.

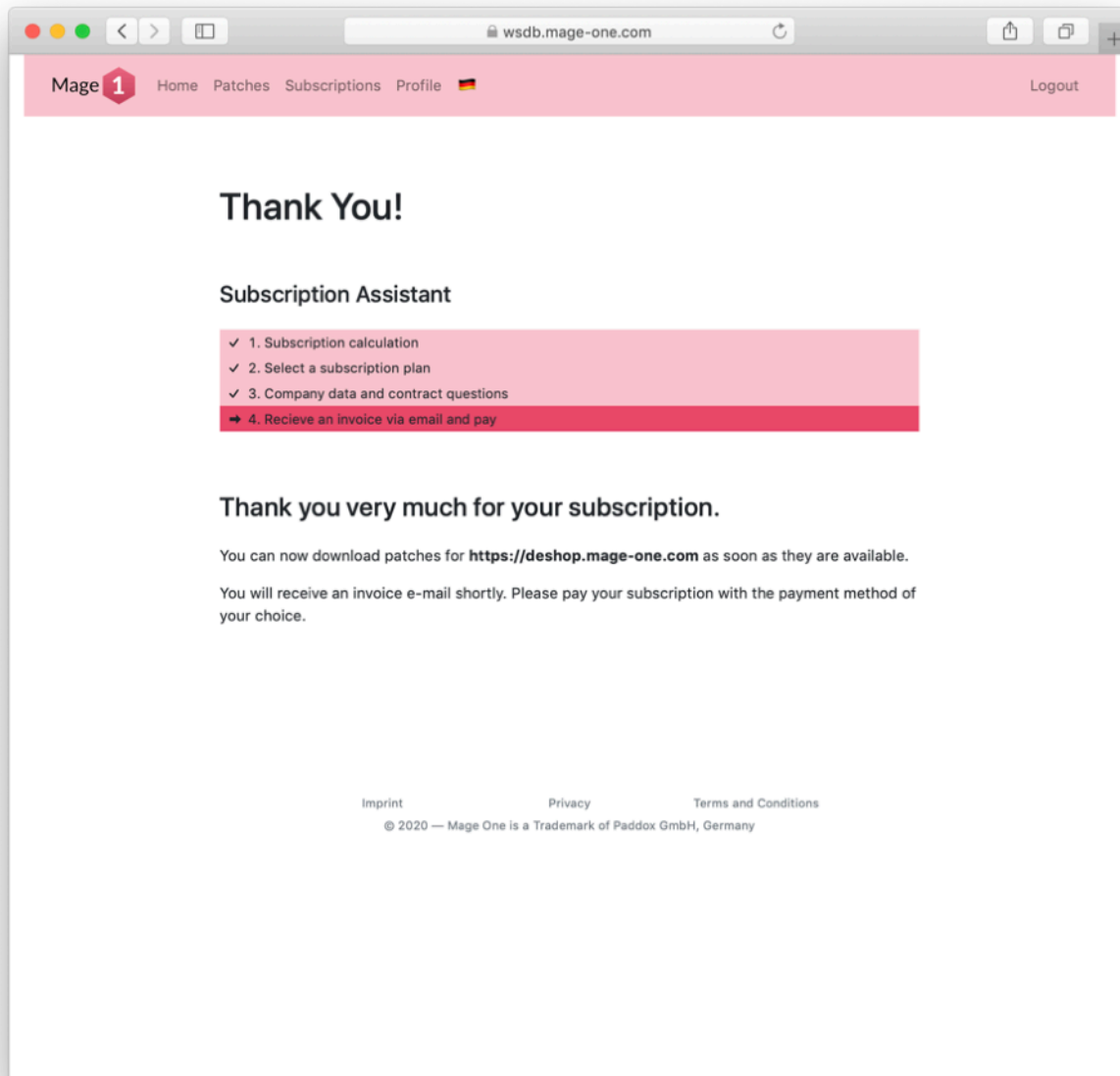
This contract is based on the following agreements:

- Terms and Conditions [Click for details](#)
- Privacy Policy [Click for details](#)

[Subscribe to paid service](#)

By clicking on the button "Subscribe to paid service" the contract is complete.

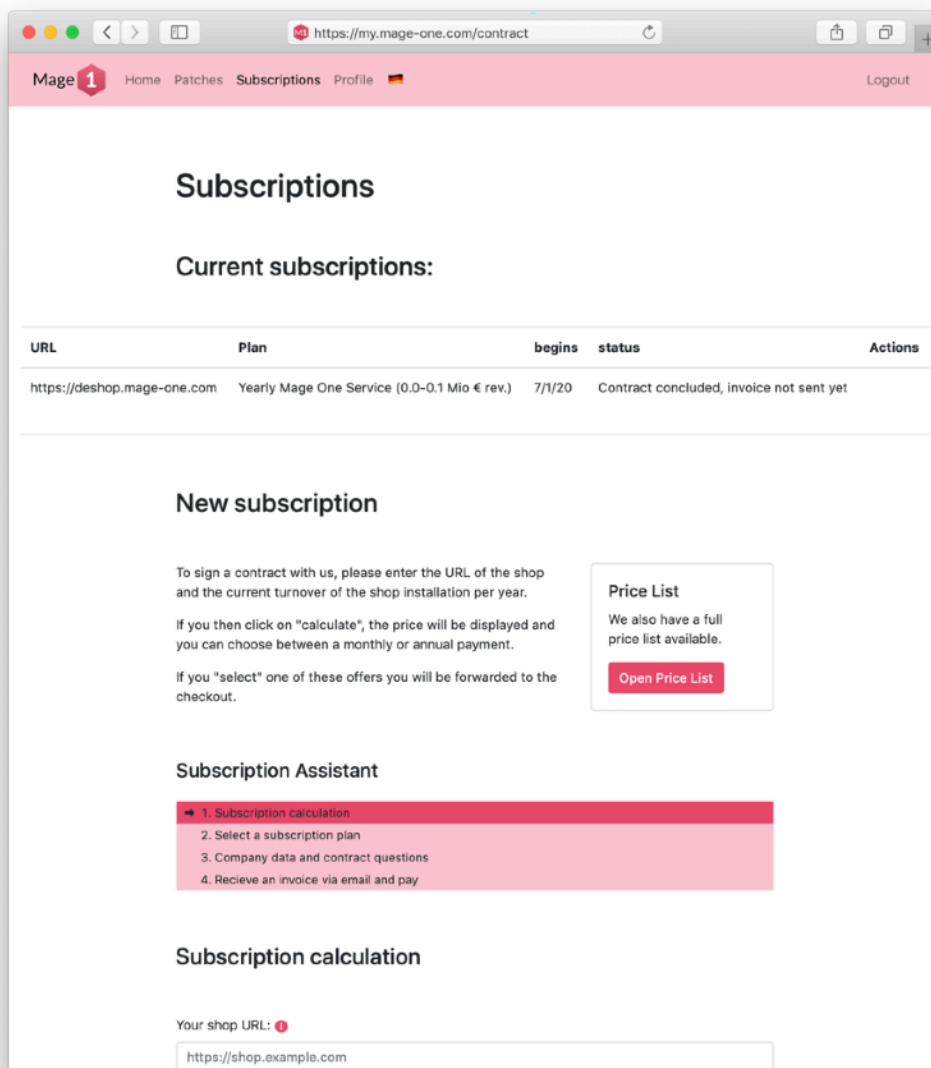
You will receive an invoice e-mail in the next letter. Please pay your subscription then.



On the page "Subscriptions" you will then find an overview of the status of your subscription.

You can view the following information:

- The URL of your shop instance
- your subscription plan (here you can see, for example, that you have chosen an annual subscription)
- that you pay monthly and have reported sales in the range of up to 1 million).
- When the term of the contract begins
- The status of the subscription ("Contract unfinished", if you have not yet clicked)
- If you have clicked on "Conclude contract with costs", "Invoice open" if you have concluded the contract but not yet paid, "Invoice paid" if you have paid your invoice.
- Possible actions (You can edit your contract by clicking on "close contract" here and then close it)



Frequently asked questions / FAQ

Contract period and termination

How long is the contract period?

The contract period is one year. You must cancel at least 3 months before the end of the contract period to prevent an automatic extension of the contract period. You can also cancel directly after the end of the contract, in which case the subscription will stop automatically after one year.

Does the monthly payment method mean that I can also cancel the contract monthly?

No. You can choose between a monthly or annual payment method. The monthly payment method is 10% more expensive. However, this has no influence on the contract period. This is still one year.

Why do you have such long contract terms?

To make our product really secure, we need support from hackers and security experts. We want to offer them money for their work, so that they sell the security holes to us and not to the black market (BugBounty-Program: <https://en.wikipedia.org/wiki/Bug-Bounty-Program>) In order to be able to invest sufficient capital in this program, we need a reliable long-term income.

Conclusion and expiration of the contract

How does the conclusion of the contract take place?

Once you have registered, you conclude a contract with us under "Subscriptions" by following the instructions. At the end you will receive an invoice and pay it. The contract is concluded by clicking on "subscribe" BuFon in your customer account.

Which turnover do I state?

You enter the turnover that is achieved in your shop. Cancellations are not included in this. If you do not know or cannot yet foresee the turnover of the current year, enter the turnover of the previous year. If you have a multishop, add up the sales from the individual shops.

What about revenues from ebay or Amazon that are generated by the shop?

These are included in the shop turnover. The reason is that this data must also be protected. If a shop were to be hacked, this data would also be at risk and so would these transactions.

Can the contract be viewed beforehand?

Yes, you can view the contract in advance at this URL:

<https://my.mage-one.com/termsAndCondition/>

What payment methods are available?

You can pay by credit card, bank transfer SOFORT. You will receive the invoice after completion of the contract at the beginning of the contract term and then at the time of renewal.

What are the cancellation periods?

Do not forget to cancel at least three months before the renewal date. If, for example, the contract is extended on July 1, 2021 after the contract was concluded on July 1, 2020, you must give notice of termination by March 30, 2020. This information will be listed again when you conclude the contract!

Requirements

Which Magento version is supported?

You need the Magento Community Edition in version 1.9.4.5. Older versions are not supported.

What to do if I have an older Magento version?

For example, if you are running a shop in version 1.9.1 but have always patched it, it is very likely that our patches will work in your shop. However, we cannot guarantee this as we do not test this. In this case I would recommend to have your agency or Magento developer test the patches extensively on your system.

Which PHP version do I need?

You need version 7.2. Smaller versions like PHP 5.6 or 7.0 should not be used anymore, because PHP has already stopped supporting these versions.

Is Enterprise Edition supported as well?

No, unfortunately Adobe does not provide us with the code. However, the code base of the Community and Enterprise Edition is largely the same, so it is very likely that the patches will work for the Enterprise Edition as well. You can therefore use our service, but you would have to have the patches thoroughly tested and verified by your agency or developer.

Patches

What are these files?

They are .patch files.

<https://fileinfo.com/extension/patch>

How will I be informed about new patches?

You will be informed about new patches by e-mail.

Will I be informed about the vulnerability before the patch is finished?

In some cases and when it is appropriate, we may inform you about the vulnerability before the patch is released. This can be the case e.g. with so-called "MySQL triggers".

How long does it take until a patch is finished?

Our goal is to make the patch available within 30 days after a security hole has been reported.

Is the installation of the patches also part of your service?

No, the patches must be installed by your technical service provider (agency or freelancer). It is important that they have enough experts and that the patches are tested in your staging (test) system beforehand.

What do the patches include?

The patches will only fix security vulnerabilities. There will be no new features and existing bugs in the Magento core will not be fixed unless they affect security. For reasons of compatibility, we will change Magento as little as possible, since this means that existing installations and extensions from third party vendors will have to be adapted as little as possible.

How many patches per year will there be?

In contrast to Magento/Adobe, who do not provide patches after 30 days after a security vulnerability has been reported, we plan to provide patches within one month after a security vulnerability has been reported. However, it is not possible to plan when we will become aware of this. This can lead to longer gaps or close sequences of releases.

How do you find the security holes?

We work together with hosters who report attacks to us. We also work closely with the community, who will also inform us about security vulnerabilities. We will analyze the patches for Magento 2 because the vulnerabilities are identical to those in Magento 1. And finally, we will run a BugBounty program, and pay "hackers" to find security vulnerabilities.

Do extensions from DriP vendors work with the patches?

We are only changing the Magento core. But if extensions have extended the core, e.g. by rewrites, the developer has to check it and adjust the overwritten classes as well.

Payment provider and PCI

What is PCI?

PCI is a set of rules used to secure payments in online shops. https://en.wikipedia.org/wiki/Payment_Card_Industry_Data_Security_Standard

Can I continue to use my payment providers when I book your service?

Some payment providers are concerned about PCI compliance and recommend a quick relaunch. From our point of view, we comply with the PCI guidelines. If in doubt, you should check with your payment provider and explain that you are using our service to obtain security patches.

Do you have a certificate that I can show to my payment provider?

When you book our service, you will receive a certificate proving that you are patching your shop, which you can show.

Which payment providers will continue to offer extensions for Magento 1?

Some payment providers have already agreed to continue to maintain and offer their Magento extensions. You can find them on our website in the "Partners" section. In addition, PayPal has expressed their support for using our service to ensure that the PCI requirements are met. You can find more details in our blog!

<https://mage-one.com/category/blog/>