



SOFTWARESILOS

Customer Documents Extension

PDF Manual

MODULE

customerdocuments

LAST UPDATED

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Downloads & Security

Customer Documents Extension · /customerdocuments/features/downloads-and-security

Customer Documents supports:

- Local file downloads (stored in `pub/media/...`)
- External URL redirects (for files hosted elsewhere)

Storage & Direct Access

Files are stored under `pub/media/<upload_path>/` (configured in Admin).

Even though the module serves downloads via controllers, you should **block direct web access** to the upload folder in production.

Example (nginx):

```
location ~* ^/pub/media/customerdocuments/ {  
    deny all;  
}
```

If you changed the upload path in Admin, adjust this server rule to match your configured folder.

Public Download URLs

If a document is **public** (`is_public = 1`), it can be downloaded without login:

```
/customerdocuments/download/file?id=<document_id>
```

If the document also has a password:

```
/customerdocuments/download/file?id=<document_id>&password=<password>
```

Public downloads are rate-limited (per document and requester) to reduce brute-force attempts.

Customer Account Downloads

In the “My Documents” area, protected downloads use a short-lived token flow:

1. The customer starts a download (and enters a password if required).
2. The system validates access and creates a temporary token.
3. The file is streamed only while this token is still valid (about 60 seconds).

External Documents (Redirect Mode)

Documents can be marked as external (`is_external = 1`) with an `external_url`.

Security rules:

- Only http/https URLs are accepted.
- The hostname can be restricted via **Allowed External Domains** (customerdocuments/general/external_allowed_domains).
 - Empty list means “allow all” (not recommended in production).

Obscure Filename

If **Obscure Filename** is enabled (customerdocuments/general/obscure_filename), customers download files with a generated filename instead of the original basename.

ZIP Download

ZIP downloads exclude:

- password-protected documents
- external documents

See: [ZIP Download](#)