GENISOFT WEB

SpamCustomerCleaner PRO

Installation and user guide · version 1.3.0

1. Overview

SpamCustomerCleaner detects fake customer accounts created by bots (unreadable names, links in names, disposable domains) and deletes them in bulk, with their addresses and empty carts, **without touching customers who have already placed an order**.

With a **PRO licence**, every feature is available: unlimited deletion, contact-form message cleaning and the autopilot (cron task). Without a licence, the module is limited to 50 deletions.

2. Compatibility and requirements

- PrestaShop 1.7 to 9.x (tested on 9.2.0).
- PHP 5.6 to 8.3.
- English and French interface.

3. Installation

1. In the back office: **Modules > Module Manager > Upload a module**, then drop the zip file.
2. Open **Customers > Anti-Spam Scanner** (the module is installed under the Customers menu).
3. **Activate your licence**: paste the key you received by email into the licence field at the top of the page, then click **Activate** (see the next section).
4. **Make a full database backup** before any cleanup: deleting an account is permanent.

3 bis. PRO licence

The licence is a **signed key tied to your shop's domain name** (for example myshop.com), received by email after your order. The module verifies it **offline**: no data is sent to any server.

- Paste the key **in full**, on a single line, into the licence field and click “Activate”. A message tells you whether the key is accepted or why it is refused (different domain, invalid signature, expired licence).
- The key is valid for the domain(s) given when you ordered. If you change your domain name, ask contact@genisoft.fr for a new key.
- Local test copies (localhost, .test or .local addresses, private addresses) accept your key with no extra step.
- Keys typed with a version older than 1.3.0 are no longer accepted: use the signed key.

4. First cleanup, step by step

1. Click **Run Full Scan**. The scan is read-only: nothing is deleted.
2. Browse the list of detected accounts. Each row shows the **detection reasons**. Use the filter (name, email, ID or reason) and the tabs: All detected spam accounts, Spam with address only,

Spam without address.

3. Click **CSV Backup** to download the list of flagged accounts before deleting.
4. Untick accounts you want to keep, or add them to the **whitelist**.
5. Tick “Also delete associated addresses” if needed, then click **Delete Detected Spams**. Deletion runs in batches.

> Customers who have placed at least one order are excluded from the analysis: they cannot be detected or deleted.

5. The 10 detection criteria

Criterion	Example
Web address in the name	Hot Helena Waiting www.xurl.es/...
Advertising keywords	dating, wants to meet, casino...
Random upper and lower case	GJfwUoNDU
5 or more consecutive consonants	unreadable script-generated strings
Very low vowel ratio	under 17% on words of 5 letters or more
Atypical name start	Brkjj, Vkues
First name identical to last name	Jean Jean
Disposable email or test domain	yopmail, mailinator, example.com...
High-risk domain extension	.ru, .su, .xyz, .top, .click...
Software-generated email	qzxkrtwpl85@...

Each criterion can be turned on or off in **Settings & Security**. The “Batch Size” setting controls how many accounts are processed per batch.

6. Whitelist

Enter one email, name or domain per line: they are always protected. The module ships with the words “admin” and “webmaster”; **add your own addresses** (team, partners, client company domains).

7. Contact-form messages

The “Contact Spam Messages” tab analyses the customer-service threads and spots advertising messages. Use the “Analyser les Messages” button (analyse), then “Nettoyer les Spams Contact” (clean). These two button labels are currently shown in French in every back-office language.

8. Autopilot (cron)

The “Autopilot (CRON)” tab shows a URL secured by a secret token. Schedule it from your hosting panel, for example every night at 3 am: on each call the module scans the shop, deletes the detected accounts (in batches of 250) and cleans the contact messages.

> The autopilot deletes **without manual validation**. Before turning it on: run a manual scan, check the whitelist, and keep regular database backups.

9. Blocking bot registrations

The option “Bloquer en direct les futures inscriptions de bots (Honeypot)” (block future bot registrations in real time; shown in French in every language) applies the same criteria to the registration form: a detected visitor sees a generic error message and no account is created. If a genuine customer is refused by mistake, add their address to the whitelist or turn the option off.

10. What gets deleted

For each detected account: the customer record, its addresses (if ticked), its carts and cart lines, and its contact-message threads, while keeping the PrestaShop tables consistent (customer, address, cart, cart products, threads and messages).

11. Uninstalling

Uninstalling removes the tab and all of the module's settings. It does not undo deletions already made.

12. Support

Genisoft Web · contact@genisoft.fr · answers by email. Please give the PrestaShop version, the PHP version and the message displayed.

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