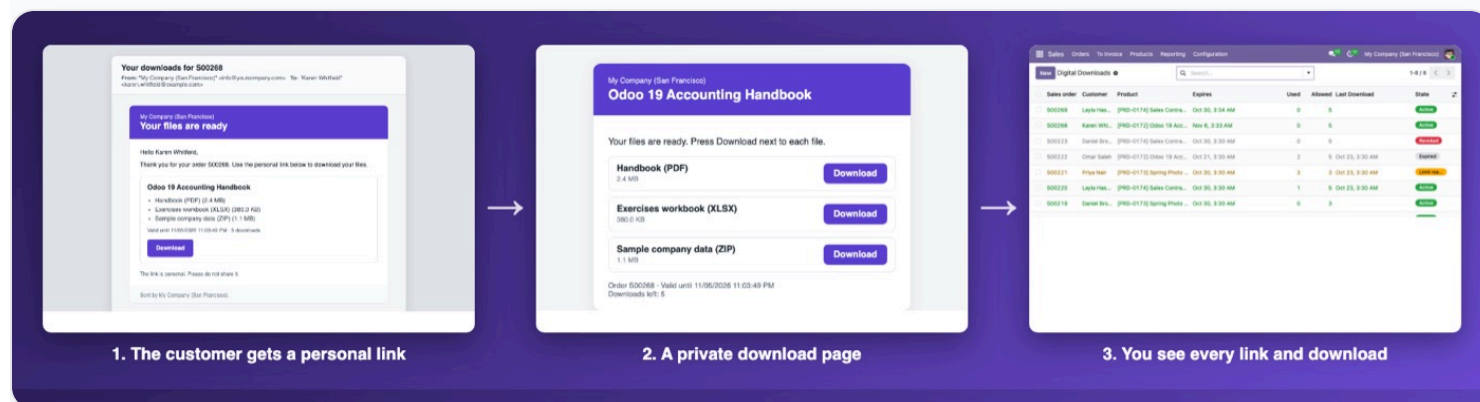


Digital Downloads

A guide to selling digital files from Odoo: making a product digital, the personal download link, the email and download page, managing links and reading the download log.

1. Start here

In plain words: You sell a PDF, a template pack, a course or any other file. The customer pays or the order is confirmed, and Odoo emails a **personal download link** on its own. The link stops working after the number of days or downloads you set, and every download is logged.



Confirm the order → the customer gets a personal link → a private download page. You see every link and every download.

Tip: Nothing to build: you attach files to a product, tick *Digital product*, and sell it like any other product.

2. What you get

Feature	What it does
Digital product	Tick the box on any product and attach one or several files.
Personal secret link	One link per digital order line, long and random, impossible to guess.
Email on confirmation	Sent in the customer's language, Arabic included, with the files listed.
Time limit	The link expires after N days (default 7, set per product if you wish).
Download counter	The link stops after N downloads (default 5). 0 means unlimited.
Private files	The files have no public address: every download goes through the link.
Control	Extend, create a new link, revoke or resend by email; a log of every download.
Cancel safe	Cancelling the order revokes its links.

3. Requirements

Item	Details
Odoo	19.0 (Community or Enterprise)
Apps needed	Sales (<code>sale</code>) and Discuss mail (<code>mail</code>)
Email	An outgoing mail server, so the customer receives the link
Web address	<code>web.base.url</code> set to your public address (https recommended)
License	OPL-1 (Odoo Proprietary License v1.0)

4. Install

- 1 Unzip the package. Inside is `taqnix_digital_downloads.zip` ; unzip it to get the folder `taqnix_digital_downloads` .
- 2 Copy the folder into one of the `addons_path` folders of your Odoo server and restart Odoo.
- 3 Log in as an administrator, activate **Developer mode**, open **Apps** and press **Update Apps List**.
- 4 Remove the "Apps" filter, search **Digital File Sales** and press **Install**.

or from the command line

```
./odoo-bin -c odoo.conf -d YOUR_DATABASE -i taqnix_digital_downloads --stop-after-init
```

5. Settings

In plain words: Open **Settings** → **Digital Downloads**. These are the defaults of the company; a product can override them.

The screenshot shows the Odoo Settings application. The top navigation bar includes 'Settings', 'General Settings', 'Users & Companies', and 'Force Cancel / Reset Log'. On the right, there are notification icons for 12 messages and 17 updates, along with the company name 'My Company (San Francisco)' and a user profile icon. Below the navigation bar, there are 'Save' and 'Discard' buttons, a search bar, and a sidebar menu. The sidebar menu lists various settings categories: General Settings, CRM, Sales, Calendar, Website, Purchase, Inventory, Manufacturing, Invoicing, Project, Employees, Attendances, WhatsApp, Product Codes, Low Stock Alerts, Receipt & Invoice Styles, Digital Downloads (highlighted), and Point of Sale. The main content area is titled 'Download links' and contains three sections: 1. 'Email the links on confirmation' with a checked checkbox and a description: 'When a sales order with a digital product is confirmed, the customer receives an email with a personal link.' 2. 'Link valid for' with a description: 'Days after confirmation. A product can set its own.' and a text input field containing '7' followed by 'days'. 3. 'Downloads allowed' with a description: 'Each file download counts once. 0 means unlimited. A product can set its own.' and a text input field containing '5' followed by 'downloads'.

Email on confirmation, validity in days and downloads allowed.

Setting	What it does
Email the links on confirmation	When a sales order with a digital product is confirmed, the customer receives the email. Switch it off to send links by hand.
Link valid for	Days after confirmation (default 7).
Downloads allowed	Each file download counts once (default 5). 0 means unlimited.

6. Make a product digital

In plain words: Open the product, tick **Digital product** next to Sales and Purchase, then open the new **Digital Files** tab.

The screenshot shows the Odoo 19 Accounting Handbook product form. The top navigation bar includes Sales, Orders, To Invoice, Products, Reporting, and Configuration. The product name is 'Odoo 19 Accounting Handbook' with ID [PRD-0172]. The 'Sales' and 'Purchase' checkboxes are checked, and the 'Digital product' checkbox is also checked. The 'General Information' tab is active, showing product details like 'Product Type' (Service), 'Sales Price' (\$29.00), 'Sales Taxes' (15%), 'Cost' (\$0.00), 'Purchase Taxes' (15%), 'Category', 'Reference' (PRD-0172), and 'Company' (Visible to all). The 'INTERNAL NOTES' section contains a note: 'This note is only for internal purposes.'

The Digital product checkbox on the product form.

Sales
Orders
To Invoice
Products
Reporting
Configuration

12
17
My Company (San Francisco)

New
Products
[PRD-0172] Odoo 19 Accounting Handbook
Documents
0
Purchased
0.00
Sold
2.00
1 / 1

Product
☆
Odoo 19 Accounting Handbook

☒ Sales
☐ Point of Sale
☒ Purchase
☒ Digital product

General Information
Attributes & Variants
Sales
Purchase
Digital Files

DOWNLOAD LINK

Link valid for (days)
14
days (0 = company default)

Downloads allowed
5
downloads (0 = company default)

Label	File
Handbook (PDF)	2.40 Mb
Exercises workbook (XLSX)	380.00 Kb
Sample company data (ZIP)	1.10 Mb
Add a line	

Send message
Log note
Activity

Today

OdooBot 3:30 AM
Product created

Add one line per file: a label the customer sees, and the file.

Field	Notes
Label	What the customer sees, for example "Handbook (PDF)". It can be translated.
File	Upload the file. Its size is shown to the customer.
Link valid for (days)	0 uses the company default; any other number is used for this product.
Downloads allowed	0 uses the company default; any other number is used for this product.

Tip:

Use a *Service* product type if the customer should not get a delivery order. A product of type *Goods* also works, but then Odoo creates a delivery for it.

7. When the order is confirmed

In plain words: Confirm a quotation as usual. Odoo creates one link for each digital line, emails it to the customer and leaves a note in the chatter. A **Downloads** button appears on the order.

SalesOrdersTo InvoiceProductsReportingConfiguration

NewSales OrdersS00268

1 / 1

SendPrintConfirmPreviewCancel

QuotationQuotation SentSales Order

Send messageLog noteActivity

0

S00268

CustomerKaren Whitfield

ExpirationNov 22

Quotation Template

Payment TermsImmediate

Order LinesQuote BuilderOther Info

Product	Quantity	Unit Price	Taxes	Amount
[PRD-0172] Odoo 19 Accounting Handbook	1.00	29.00	15%	\$ 29.00

Add a productAdd a sectionAdd a noteCatalog

Terms and conditions...

Untaxed Amount\$ 29.00

Tax 15%\$ 4.35

Total\$ 33.35

Margin\$ 29.00 (100%)

Today

OdooBot3:32 AM

Sales Order created

A quotation with a digital product.

The screenshot shows the Odoo Sales Order interface for order S00268. The top navigation bar includes Sales, Orders, To Invoice, Products, Reporting, and Configuration. The right side shows the company name 'My Company (San Francisco)' and a user profile. The main header area has buttons for 'New', 'Sales Orders', and 'Downloads'. Below this, a breadcrumb trail shows 'Quotation' > 'Quotation Sent' > 'Sales Order'. The left sidebar contains buttons for 'Create Invoice', 'Send', 'Preview', 'Cancel', and 'Send download links'. The main content area displays the order details for S00268, including the customer 'Karen Whitfield', the order date 'Oct 23, 3:33 AM', and the payment terms 'Immediate'. A table of order lines shows one product: '[PRD-0172] Odoo 19 Accounting ...' with a quantity of 1.00, a unit price of 29.00, and a total amount of \$29.00. The summary section at the bottom right shows the untaxed amount of \$29.00, tax of \$4.35, and a total of \$33.35. The right sidebar shows a chat window with messages from Mitchell Admin and OdooBot, including a confirmation of the quotation and a note about the download links.

After Confirm: the Downloads button, the Send download links button and the note in the chatter.

Situation	What happens
Order has two digital products	Two links, in one email.
Product with no file attached	No link; a note in the chatter tells you which product.
Customer without an email address	Links are created, nothing is sent; a note tells you. Copy the link from the Downloads button.
Confirm twice or press Send again	No duplicate link is created.
Order cancelled	Its links are revoked. Confirm it again and a new link is created.
Order is paid online (eCommerce)	Odoo confirms the order when the payment is received, so the link goes out then.

8. The email

In plain words: The email is sent in the language of the customer. It lists the files, the expiry date and the number of downloads, and has one button.

Your downloads for S00268

From: "My Company (San Francisco)" <info@yourcompany.com> **To:** "Karen Whitfield" <karen.whitfield@example.com>

My Company (San Francisco)

Your files are ready

Hello Karen Whitfield,

Thank you for your order S00268. Use the personal link below to download your files.

Odoo 19 Accounting Handbook

- Handbook (PDF) (2.4 MB)
- Exercises workbook (XLSX) (380.0 KB)
- Sample company data (ZIP) (1.1 MB)

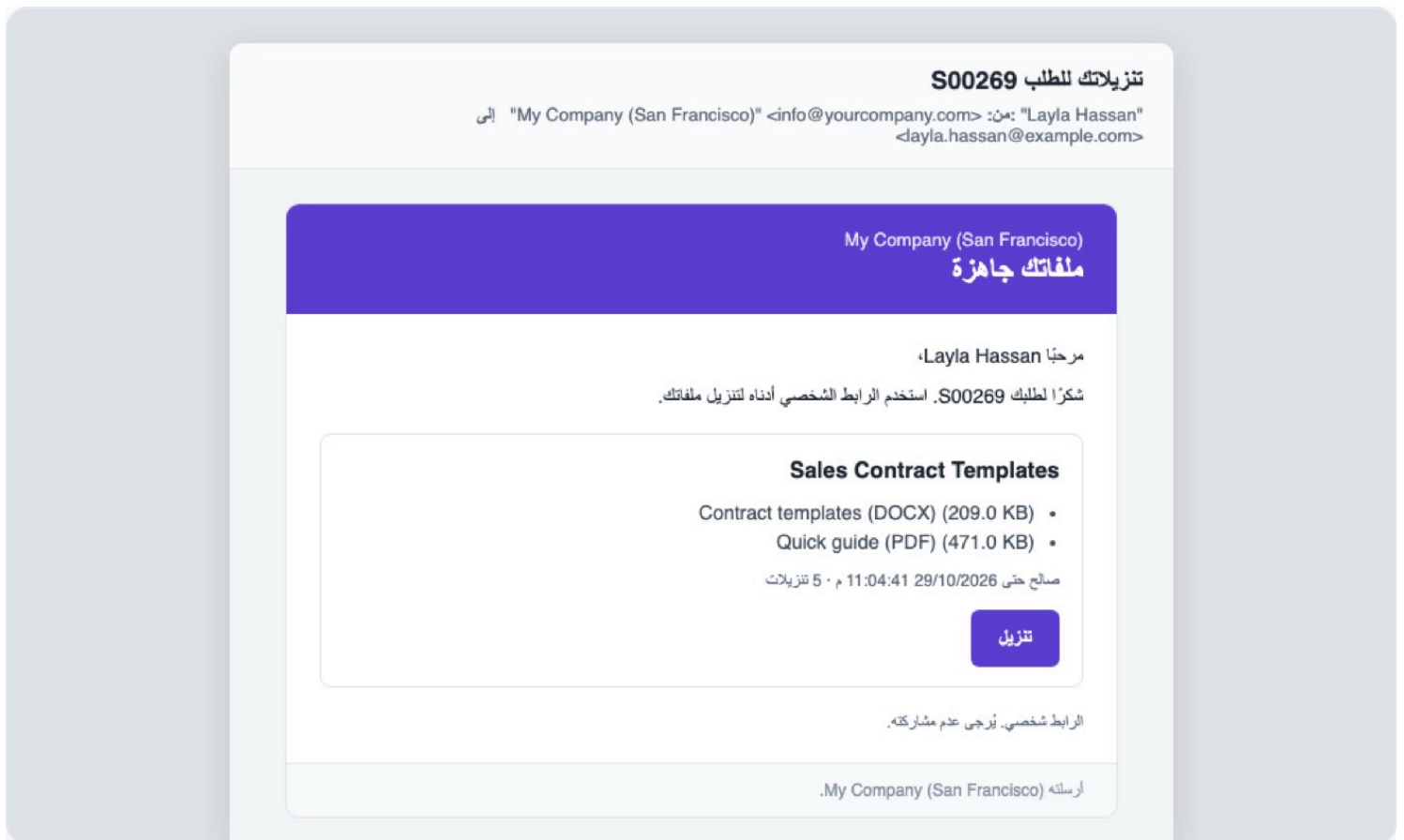
Valid until 11/05/2026 11:03:49 PM · 5 downloads

[Download](#)

The link is personal. Please do not share it.

Sent by My Company (San Francisco).

The email in English.



The same email for an Arabic-speaking customer, right to left.

Tip: Use **Send download links** on the order to email the active links again, for example when the customer lost the message. Revoked and expired links are not sent.

9. What the customer sees

In plain words: The button opens a plain page with the files and a **Download** button for each. It follows the customer's language.

My Company (San Francisco)

Odoo 19 Accounting Handbook

Your files are ready. Press Download next to each file.

Handbook (PDF)

2.4 MB

Download

Exercises workbook (XLSX)

380.0 KB

Download

Sample company data (ZIP)

1.1 MB

Download

Order S00268 · Valid until 11/05/2026 11:03:49 PM
Downloads left: 5

The download page.

My Company (San Francisco)

Sales Contract Templates

ملفاتك جاهزة. اضغط «تنزيل» بجانب كل ملف.

تنزيل

Contract templates (DOCX)

209.0 KB

تنزيل

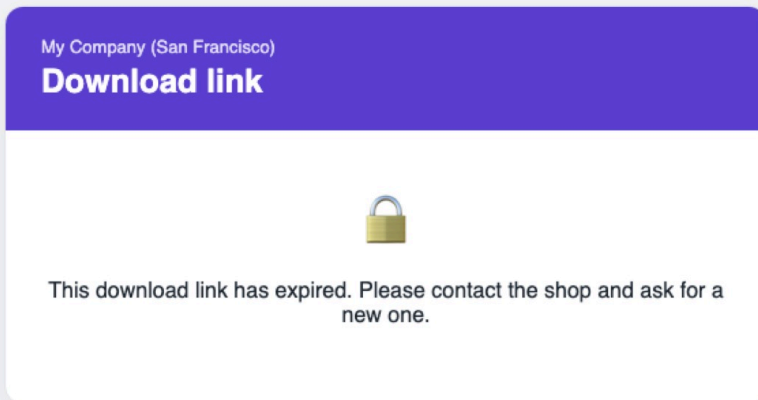
Quick guide (PDF)

471.0 KB

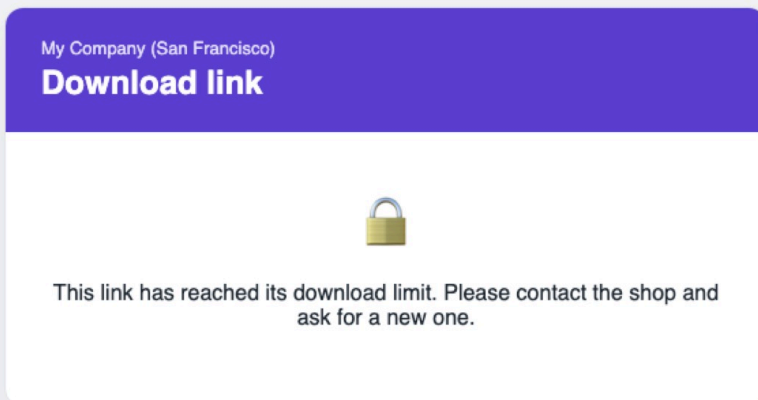
الطلب S00269 · صالح حتى 29/10/2026 11:04:41 م
التنزيلات المتبقية: 5

In Arabic, right to left.

Link state	What the customer sees
Active	The files, the date until which the link is valid, the downloads left.
Expired	A message to contact the shop for a new link.
Limit reached	The same, with the limit explained.
Revoked or wrong address	A message that the link is not valid.



An expired link.



A link that reached its limit.

In plain words: Opening the page does not use up a download; only pressing Download for a file does. Two files in one order use two downloads.

10. Manage the links

In plain words: Sales → Orders → Digital Downloads lists every link with its customer, expiry, downloads used and state.

SalesOrdersTo InvoiceProductsReportingConfiguration

1217My Company (San Francisco)

NewDigital Downloads

Q Search...

1-7 / 7

☐	Sales order	Customer	Product	Expires	Used	Allowed	Last Download	State	
☐	S00268	Karen Whitfield	[PRD-0172] Odoo 19 Accounting Handbook	Nov 6, 3:33 AM	0	5		Active	
☐	S00223	Daniel Brooks	[PRD-0174] Sales Contract Templates	Oct 30, 3:30 AM	0	5		Revoked	
☐	S00222	Omar Saleh	[PRD-0172] Odoo 19 Accounting Handbook	Oct 21, 3:30 AM	2	5	Oct 23, 3:30 AM	Expired	
☐	S00221	Priya Nair	[PRD-0173] Spring Photo Pack – 50 images	Oct 30, 3:30 AM	3	3	Oct 23, 3:30 AM	Limit reached	
☐	S00220	Layla Hassan	[PRD-0174] Sales Contract Templates	Oct 30, 3:30 AM	1	5	Oct 23, 3:30 AM	Active	
☐	S00219	Daniel Brooks	[PRD-0173] Spring Photo Pack – 50 images	Oct 30, 3:30 AM	0	3		Active	
☐	S00219	Daniel Brooks	[PRD-0172] Odoo 19 Accounting Handbook	Nov 6, 3:30 AM	3	5	Oct 22, 10:30 PM	Active	

Active, Limit reached, Expired and Revoked links.

SalesOrdersTo InvoiceProductsReportingConfiguration

1217My Company (San Francisco)

Digital DownloadsS00219 – Odoo 19 Accounting Handbook

1 / 1<>

Email to customerExtendNew linkRevoke

ActiveExpiredLimit reachedRevoked

S00219 – Odoo 19 Accounting Handbook

LINK

Linkhttp://localhost:8077/taqnix/download/yM9gPQ0uJ2_j2Lraj3-FYz5Fw3jy5x1f...

Sales orderS00219

CustomerDaniel Brooks

Product[PRD-0172] Odoo 19 Accounting Handbook

LIMITS

ExpiresNov 6, 3:30 AM

Downloads allowed ?5

Downloads3

Downloads left ?2

Last DownloadOct 22, 10:30 PM

Download log

Date	File name	Result	IP address	
Oct 22, 10:30 PM	Handbook (PDF)	Downloaded	82.14.201.7	
Oct 22, 12:30 AM	Exercises workbook (XLSX)	Downloaded	82.14.201.7	
Oct 22, 12:30 AM	Handbook (PDF)	Downloaded	82.14.201.7	

One link with its buttons and download log.

Button	What it does	Who
Email to customer	Emails the link again.	Sales
Extend	Adds another validity period and another allowance of downloads. The address stays the same.	Sales managers
New link	A new secret address, a fresh expiry and a zero counter. The old address stops working.	Sales managers
Revoke	Stops the link at once.	Sales managers

Tip: Use **New link** if a customer says the link leaked. The old address is dead as soon as you press it.

11. The download log

In plain words: Every download, and every refused attempt on a known link, is logged with the date, the file, the result, the IP address and the browser. Find it in **Sales → Reporting → Download Log** or on the link.

SalesOrdersTo InvoiceProductsReportingConfiguration

1217My Company (San Francisco)

Download Log ⚙️

Q Search...▼

1-12 / 12<>

☐	Date	Download link	File name	Result	IP address
☐	Oct 23, 2:30 AM	S00223 – Sales Contract Templates	Quick guide (PDF)	Revoked	82.14.201.7
☐	Oct 23, 1:30 AM	S00220 – Sales Contract Templates	Contract templates (DOCX)	Downloaded	94.26.88.140
☐	Oct 22, 10:30 PM	S00219 – Odoo 19 Accounting Handbook	Handbook (PDF)	Downloaded	82.14.201.7
☐	Oct 22, 3:30 AM	S00222 – Odoo 19 Accounting Handbook	Handbook (PDF)	Link expired	185.60.4.33
☐	Oct 22, 12:30 AM	S00219 – Odoo 19 Accounting Handbook	Exercises workbook (XLSX)	Downloaded	82.14.201.7
☐	Oct 22, 12:30 AM	S00219 – Odoo 19 Accounting Handbook	Handbook (PDF)	Downloaded	82.14.201.7
☐	Oct 21, 3:30 AM	S00221 – Spring Photo Pack – 50 images	Photos 1–50 (ZIP)	Limit reached	103.21.58.9
☐	Oct 20, 3:30 AM	S00221 – Spring Photo Pack – 50 images	Photos 1–50 (ZIP)	Downloaded	49.37.12.201
☐	Oct 19, 3:30 AM	S00221 – Spring Photo Pack – 50 images	Photos 1–50 (ZIP)	Downloaded	103.21.58.9
☐	Oct 19, 3:30 AM	S00221 – Spring Photo Pack – 50 images	Photos 1–50 (ZIP)	Downloaded	103.21.58.9
☐	Oct 11, 3:30 AM	S00222 – Odoo 19 Accounting Handbook	Sample company data (ZIP)	Downloaded	185.60.4.33
☐	Oct 11, 3:30 AM	S00222 – Odoo 19 Accounting Handbook	Handbook (PDF)	Downloaded	185.60.4.33

The log shows Downloaded, Link expired, Limit reached and Revoked.

12. How it protects your files

Measure	Detail
Secret address	A random token of 43 characters. It cannot be guessed and nothing else identifies a download.
No public address for the file	The files are stored privately. The normal Odoo file addresses do not serve them to the public.
Counter that cannot be beaten	The counter is increased in a single database step, so many simultaneous clicks can never go over the limit.
Only the files of that product	A link only serves the files of its own product.
Search engines and caches	The pages ask not to be indexed, cached or passed on in the referrer.
Revoke and cancel	A revoked link or one of a cancelled order stops at once.

Important: A download link is only as private as the email that carries it. Anyone who has the link can download until it expires. Serve your Odoo over HTTPS and keep the validity short.

13. Limits

Limit	Detail
One link per order line	The quantity of the line is not used: a line of 3 still gives one link.
Files belong to the product	Product variants share the files of their product.
Big files	Files are served by Odoo. The size you can upload through the browser is limited by your server settings, and a reverse proxy may limit downloads. For very large files use a fast server.
Several databases	With several databases the link needs the database name. Set <code>dbfilter</code> so that the address identifies the database.
Customer portal	The links come by email and from the Downloads button for your team; they are not shown in the portal.
Mail delivery	If your server cannot send email, the link is still created and can be copied.

14. For developers

In plain words: Skip this chapter if you only use the module.

Item	Details
Models	<code>taqnix.digital.file</code> (the files of a product), <code>taqnix.download.token</code> (a link), <code>taqnix.download.log</code> (the log).
Product fields	<code>tx_is_digital</code> , <code>tx_file_ids</code> , <code>tx_link_days</code> , <code>tx_max_downloads</code> .
Order	<code>sale.order._tx_issue_links(send=True)</code> creates the missing links; <code>_tx_send_links(tokens)</code> sends the email.
Routes	<code>/taqnix/download/<token></code> (page) and <code>/taqnix/download/<token>/<file_id></code> (the file).

```
# issue the links of an order from your own code
order._tx_issue_links(send=False)
for token in order.tx_token_ids:
    print(token.download_url, token.state, token.remaining)

# count a download atomically; False when the link cannot be used
if token._claim_download():
    ...
```

15. Troubleshooting

Problem	What to do
No link was created	Check that the product has <i>Digital product</i> ticked and at least one file; the chatter says when a file is missing.
The customer got no email	Check the customer has an email address and your outgoing mail server works (Settings → Technical → Emails).
The link opens “not valid”	The address is incomplete, or the link was replaced with <i>New link</i> .
“Link expired”	Press <i>Extend</i> on the link, then <i>Email to customer</i> .
The link points to localhost	Set <code>web.base.url</code> to your public address and uncheck <code>web.base.url.freeze</code> if needed.
The email is in the wrong language	The language comes from the customer's contact form.

16. Updating and removing

Replace the folder with the new version, restart Odoo and run `-u taqnix_digital_downloads` . Links, files and logs are kept. Before you uninstall, note that the links, files and logs are deleted with the module.

17. Support

Installation help and bug fixes are included for 6 months, with lifetime updates. Contact us through the marketplace page where you bought the module or write to **support@taqnix.com** with your Odoo version and a screenshot.

Changelog

1.0.0 – Initial release

- Digital product option with one or several files
- Personal secret download link per digital order line, emailed on confirmation in the customer's language
- Link expires after N days and N downloads, defaults per company and per product
- Private download page, atomic download counter and full download log
- Extend, new link, revoke and resend buttons; cancelling the order revokes the links
- Arabic translation, automated tests including real HTTP downloads

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