

## Template Installation Troubleshooting Manual

There are many errors that can occur during template installation for your Joomla! site. The aim of this document is to identify common issues discovered in Joomla! 1.5 installation problems, and provide solutions. Sometimes the solution is easy, sometimes its not.



**Note:** If after checking all these solutions, you cannot find a solution, check out Joomla.org. If you purchased a commercial template, contact the developer(s).



**Note:** Before you get into this troubleshooting manual and start trying to figure out why your template will not work, be sure that the template is indeed a **Joomla! template**. Joomla! templates are specific to Joomla!

### 1. Error:

*"Direct Access to this location is not allowed."*

Or:

*"Warning! - Failed to move file"*

### Cause:

The cause of this could be attributed to multiple sources. One possibility is that Joomla! does not have writable access to key directories. Another possibility is that the Joomla! has been installed with incorrect ownership rights.

### Solutions:

**1.1:** The first thing you should do is login to your File Transfer Protocol Client (FTP), and check the following directories are set to **writable (777)**.

`/joomla/root/templates`

and:

`/joomla/root/tmp`

Another way to fix this problem is to provide your FTP login details to Joomla!'s global configuration. If Joomla! has the correct file ownership permissions (see below) the directory write errors can be fixed automatically.

**1.2:** If you are still having problems then the problem is probably an ownership issue. You will need to go to the apache user groups and **chown** Joomla!'s user group to have ownership of the website directories. You can do this by running this command in apache:

`sudo chown -R www-data:www-data joomla` - *\*Where 'joomla' is the Joomla! root directory\**



**Note:** If you are unfamiliar with Apache ownership settings I **strongly** advise you contact your hosting company and ask them to make these changes for you.

### 2. Error:

*"Your Extension appears to be written for an older version of Joomla!. You must enable the System - Legacy Plugin in the Plugin Manager if you wish to complete this task."*

### Cause:

As the error says, the extension, (in your case, the template) was written for an older version of Joomla! specifically, Joomla! 1.0.X.

**Solutions:**

**2.1:** If you want to use this template, you can enable the *Legacy Plugin*. This is done by going to: *Extensions --> Plugin Manager, --> System – Legacy*. (you may have to check the second page of the *Plugin Manager to find this plugin*) Enable the *System – Legacy* plugin by clicking enable/disable toggle button.

**2.2:** If you are determined to have a Joomla! 1.5 site that does not require *Legacy Mode* you will need to update the template's XML file, as well as the template's *index.php* file. This is easiest done by comparing a Joomla! 1.5 XML/Index file to a Joomla! 1.0.X file, and making them match, save for code that is template specific.

**3. Error:**

*"Template Install: Another template is already using directory: 'joomlaroot/templates/template\_name'"*

**Cause:**

As the error message might suggest, another template by the same name is already installed. There is also the possibility that at one time this template had been installed, but not properly uninstalled. Either way, to get the template you have to work you will have to make sure to totally eradicate the previous template.

**Solutions:**

**3.1:** Uninstall the previous template. You can do this by going to: *Extensions-->Install/Uninstall*. Displayed is the *Extension Manager*. On the list of the different extension types, select *Templates*. A list will appear showing all the templates you have installed. This list should show the name of the template that you need to delete. Click the radio button next to it's name, and then click uninstall. The template should be successfully deleted.

**3.2:** In the event that the template will not uninstall properly, you can log into your site via FTP, and delete it manually. Log into your site via FTP, and go to this directory:

*joomlaroot/templates/*

Listed here are all the templates you have installed, each with its own directory. The template with the conflicting name should also be listed, click on it, and then delete it.

*joomlaroot/templates/template\_name*

**4. Error:**

*"Error! Could not find an XML setup file in the package."*

**Cause:**

There are many possible causes for this problem. It could be that the XML is corrupt, it doesn't exist, or that its named incorrectly.

**Solutions:**

**4.1:** On your computer, unzip the template file and ensure that the real template file is not zipped inside of a zip file. Its possible the developer created a installation zip, and then put that file inside of another file that contained installation documentation, source files etc..

**4.2:** The next thing you should do is check to make sure that the XML exists. All templates come as archives, usually .zip files. Unzip the file locally on your desktop and verify it has the XML file:

*../template\_name/templateDetails.xml*



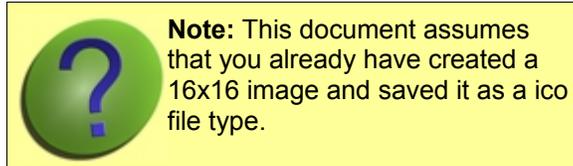
**Note:** the spelling of the file *templateDetails.xml* is **not** an accident. Joomla! expects to see the XML file named *templateDetails.xml*!

4.3: Another cause for this problem is file permissions. Refer to 1.1 for information on how to cure this problem.

### **Tips & Tricks: Customization:**

#### **5. Changing the Favicon Of Your Site:**

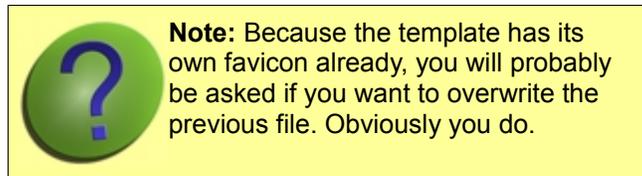
The favicon appears usually in the favorites menu (bookmarks in some browsers) of a browser. Your favorite icon (commonly referred to as the favicon) is an image file that is 16x16 pixels, and is normally named favicon.ico.



Using an image editor, such as Adobe Photoshop, GIMP, or Macromedia Fireworks. Whatever is your preference, get an image that is 16x16 pixels, and save it as an ico file format. The file name should be *favicon.ico*. (There is an extension for Adobe Photoshop to save out files as .ico)

Once you have saved out the file, you need to upload it to the template directory of the template that you are using. If you are using multiple templates you'll need to upload it to different directories. If I were replacing the favicon in the Joomla! 1.5 default template *Rhuk\_Milkyway*, I would upload the favicon to:

*joomla/root/templates/rhuk\_milkyway/favicon.ico*



Since your browser has already downloaded (cached) your old favicon, you probably won't see the changed icon till you clear your cache and refresh (you may have to refresh multiple times before you see the changed icon).

#### **6. Why Isn't My CSS Being Used?**

Each Joomla! template has its own cascading style sheet (CSS). One reason that your CSS document might not be being used is because you aren't calling for it in your index.php file.

```
<link rel="stylesheet" href="<?php echo $this->baseurl ?>/templates/system/css/system.css" type="text/css" />
<link rel="stylesheet" href="<?php echo $this->baseurl ?>/templates/system/css/general.css" type="text/css" />
<link rel="stylesheet" href="<?php echo $this->baseurl ?>/templates/system/css/system.css" type="text/css" />
```

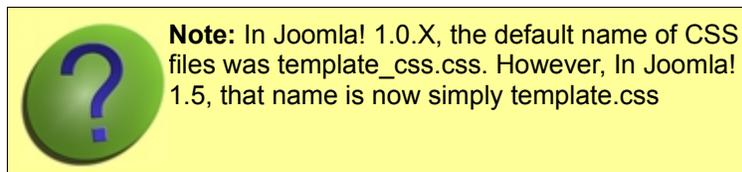
#### **Solutions:**

**6.1:** If those lines do not exist, you should add them to the *index.php* file. They need to be put in before the ending head tag: *</head>*.

**6.2:** It is possible that your template.css file was not uploaded, or the file is corrupt. Using your FTP (File Transfer Protocol) software, go to:

*joomla/root/templates/template\_name/css/*

In the CSS directory upload your template.css file. If the file already exists, you should overwrite to ensure that the correct file is there and is not corrupted.



## **7. Why Isn't My Module Showing Up Correctly?**

There are actually many different reasons that your module is not showing up properly. It's nearly impossible for anyone to say *exactly* what the problem is without a detailed description. However, I'm giving it a shot.

### **Solutions:**

**7.1:** The first thing you should do is check and make sure the module is published. You can do this by going to:

*Joomla! back end --> Extensions --> Module Manager*

This area displays all modules currently installed on your site. Next to each module name, there are several symbols.

The first is either a green check mark, or a red X. The green check mark means that the module is enabled (published). Logically, the red X would indicate that the module is disabled (unpublished).

Check to see if that module you are missing is published by checking to see which indicator is present. If the module is not enabled, you can toggle its enabled state by simply clicking the indicator icon. Check to see if the module is visible on the front end of your website.

**7.2:** If the module is published, but still not visible, then you should check to make sure that the module is published in a position supported by the template. The easiest way to do this is by typing this into your browser:

<http://www.yoursite.com/index.php?tp=1>

What will happen is your current template will be displayed with gray boxes with names. Each name represents a position. If you go back to the *Module Manager*, click on the name of the module that you are having problems with. On the left, under the *Details* area, there is a drop box labeled *Position*.

Clicking the drop arrow on the box will give you a selection of all the positions available to you. Using the template chart you looked at earlier, you can select the corresponding position to the positions listed here. Once you have the correct position selected, you can save the module and you will be redirected back to the *Module Manager*.



**Note:** You can reach the Template Position Preview by going to:  
*Extensions --> Template Manager -->*  
*Template Name --> Preview*

**7.3:** There is one other possible solution, if after checking both previous solutions you are still having problems. That is, that the module is *assigned* to certain menu items. You can check this by going to the *Module Manger*, and opening the module configuration by clicking on the module's name. Near the bottom of the page there is an area entitled *Menu Assignment*. Click the radio button at the top of this area marked *'all'*. This will display the module on all menu items. Save the module and check the front end of your site for results.