
Error uploading to server

Posted by artistsonline - 2009/03/16 22:20

Hi there,
I recently bought the smart content package.
When I try installing, the installer replies: "There was an error uploading this file to the server."

What's the problem?

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Re:Error uploading to server

Posted by admin - 2009/03/17 06:06

Hello,

Try install it from directory. For this upload com_arismartcontent.1.5.zip to your server by FTP (or com_arismartcontent.1.0.zip for Joomla 1.0). Unzip it and go to Joomla installation page and choose 'Install from dir' option.

Regards,
ARI Soft

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Re:Error uploading to server

Posted by artistsonline - 2009/03/18 10:36

hi,

My provider explained me to log on into a linux enviroment and unzip it from there.
The only problem is that he offers no support...

Can you offer me any help?

Greetings,

Ivo

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Re:Error uploading to server

Posted by admin - 2009/03/18 10:39

Hello,

Can you provide access to your Joomla backend and FTP by email?

Regards,
ARI Soft

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Re:Error uploading to server

Posted by artistsonline - 2009/03/18 10:48

Yes,

Do I send an e-mail to info@ari-soft.com?

Ivo

Re:Error uploading to server

Posted by admin - 2009/03/18 10:52

Yes, please.

Regards,
ARI Soft

Re:Error uploading to server

Posted by artistsonline - 2009/03/18 11:04

Check you mail please.

Ivo

Re:Error uploading to server

Posted by admin - 2009/03/18 11:07

Try it now, please. You have entered license key because it haven't specified and increase 'memory_limit' PHP option through .htaccess

Regards,
ARI Soft

Re:Error uploading to server

Posted by artistsonline - 2009/03/18 11:22

That was quick!
It seems to be working.

I can see that the licencekey expires on feb. 7-2010.
Does that mean that I have to buy a new licence after that date?

Thanks!

Ivo :woohoo:

Re:Error uploading to server

Posted by artistsonline - 2009/03/18 11:22

By the way, is there a manual I can download?

Ivo

Re:Error uploading to server

Posted by admin - 2009/03/18 11:27

You can read about license here <http://www.ari-soft.com/F.A.Q./232-F.A.Q.html#232> section 4. In brief, full license key means that you will receive free updates for the product for a year after purchase. After a year the product will continue working but you will not receive any updates. According to documentation, you can read about plugins usage in description of each plugin or you can read it on our demo site <http://smart.ari-soft.com/> , also you can find 'ARI Smart Content' usage tips article here http://smart.ari-soft.com/index.php?option=com_content&view=article&id=25

Regards,
ARI Soft

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Re:Error uploading to server

Posted by artistsonline - 2009/03/18 11:30

Thank U very very!
I will get to work!

Greetings,

Ivo B)

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