
Install Error

Posted by Jadee77 - 2011/05/09 23:59

I am reading the readme.txt and it says to install the following file first;

plg_system_ariextensions.zip

When I do that, here is the error that I get:

Fatal error: Class 'AriThumbnailsPluginBase' not found in D:\Hosting\5039955\html\web-design-seo\plugins\system\arisexythumbnails\arisexythumbnails.php on line 23

I get the same error for the module as well. What do I do?

Thx

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Re:Install Error

Posted by Jadee77 - 2011/05/10 00:02

Grrrrrrrr. I just broke my entire site by trying to install this and am not happy. I can no longer click to anywhere in my admin tool without getting the following error:

Fatal error: Class 'AriThumbnailsPluginBase' not found in D:\Hosting\5039955\html\web-design-seo\plugins\system\arisexythumbnails\arisexythumbnails.php on line 23

2 weeks of intense work brought to a screeching halt by trying to install this plugin. I really need some help here quickly.

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Re:Install Error

Posted by admin - 2011/05/10 05:13

Hello,

It seems you haven't installed "ARI Sexy Lightbox" module before installing and enabling "System - ARI Sexy Thumbnails" plugin. This fact is described in readme.txt file from extension's archive.

Currently that fix the problem, run the next SQL query in PHPMyAdmin or other DB tool (it is usually provided by hosting panel):

```
UPDATE `jos_extensions` SET `enabled` = 0 WHERE `type` = 'plugin' AND `element` = 'arisexythumbnails'
```

or open \plugins\system\arisexythumbnails\ folder by FTP and delete or rename arisexythumbnails.php file.

After this Joomla! return back to normal state. Install "ARI Sexy Lightbox" module and everything will work fine.

Regards,
ARI Soft

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Re:Install Error

Posted by Jadee77 - 2011/05/10 15:18

Just so you guys have as much information as possible. I followed the directions on the readme.txt and tried to install in that order and that is when the site went down. However, I will say that I have owned another plugin from ARI that uses the lightbox and so it's possible that the lightbox got installed when I downloaded that one (I think it was the carousel) because I have had Ari lightbox on the site for weeks being used with Carousel. I'll try your suggestions to see if I can get

in again. Keep your fingers crossed.

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Re:Install Error

Posted by Jadee77 - 2011/05/10 22:52

An update, I did what you said and got the error off the site so I could install the plugins. I followed the readme.txt exactly and when I got to the 'ari sexy lightbox anywhere' plugin I got a similar error where I could not access the site or the admin tool. I deleted the "arisexylightboxanywhere.php" file (assuming it was the same problem as the thumbnails since the error was similar) and now I can access the admin tool again, but I don't know the ari sexy lightbox anywhere' plugin is still installed or if removing that file means it won't work.

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Re:Install Error

Posted by admin - 2011/05/11 05:07

Read "Note" section in readme.txt file and our previous message:

Note: The plugins require 'ARI Sexy Lightbox' module for correct work so first install 'ARI Sexy Lightbox' module.

Install "ARI Sexy Lightbox" module before install the plugins.

Regards,
ARI Soft

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Re:Install Error

Posted by Jadee77 - 2011/05/11 14:28

Hmm, I feel like you guys are not reading my posts thoroughly so I will say it again. I am doing EXACTLY what the readme.txt file says. Installing in the same order that it specifies. Saying it again, I have followed the readme.txt file in order. I fixed the first problem by removing the thumbnails.php file as you suggested but then when I tried again to install the rest (in the specified order as states on the readme.txt file), I had an issue when I installed the 'lightbox anywhere plugin' and I ended up having to remove that php file to get my site working again. So please understand that I am completely following your directions and still had issues. I think you are so used to seeing people with this problem that you were just glancing at my posts and not really reading them. The outstanding question is though I have removed the 'anywhereplugin.php' file will it still work or do I have re-install that again too. Since I have installed it in the correct order, I may get the same error when i install it again but just wanting to see your thoughts on this second issue before i try to re-install again. Thanks.

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Re:Install Error

Posted by admin - 2011/05/11 14:35

The errors with plugins can occur if you don't install "ARI Sexy Lightbox" module. Install "ARI Sexy Lightbox" module (use mod_arisexylightbox.zip archive) and then install the plugins (the can be installed without removing installed plugins). If you have any problem with installation, you can provide temporary access to your Joomla! backend by email and we will help to install the module and necessary plugins.

Regards,
ARI Soft

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Re:Install Error

Posted by Jadee77 - 2011/05/11 14:42

Just responded via 'quick reply' and it didn't seem to work so I'm going to write this again (hopefully it's not a duplicate).

Yes, I installed 'mod_arisexylightbox.zip' first (after extensions) before I installed 'plg_system_arisexylightboxanywhere.zip' but I still got an error anyway.

Since I had to remove the arisexylightboxanywhere.php file, I'm going to try it one more time (and just a reminder that yes, the mod_arisexylightbox.zip' has already been installed). If I don't have any better luck this time, I'll write you via email and see if you can look at it.

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Re:Install Error

Posted by Jadee77 - 2011/05/11 14:46

So for whatever reason it looks like the second try in installing might have worked (sort of) even though it's the same order and same thing I did before. When I have to install a plugin twice like this though I get this type of error:

```
JFolder: :delete: Path is not a folder. Path: D:\Hosting\5039955\html\web-design-  
seo\plugins\system\arisexylightboxanywhere\help\  
Failed deleting arisexylightboxanywhere.php  
JFolder: :delete: Could not delete folder. Path: .\tmp\install_4dcaa026e0d94\install\language
```

However, it looks like the plugin is installed (as best I can tell). I'm assuming the delete errors are because it was already installed once before (after the lightbox module). I keep repeating that because I just want to make clear that I've been doing this in the specified order.

I'm not sure if the delete errors are going to affect the functioning of the plugins or not. Let me know if you think that is an issue I should still try to clear up.

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Re:Install Error

Posted by admin - 2011/05/11 14:50

We suppose the plugin should work fine despite of "JFolder::delete" errors. These errors can occur if previously plugin is installed incorrectly.

Regards,
ARI Soft

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Re:Install Error

Posted by Jadee77 - 2011/05/11 15:40

Thanks, we'll work with it. Thanks for all your responses. Have a good day.

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