Installation BROKE site

Posted by grodarte - 2009/08/31 21:23

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I just installed ARI Smart Content on my staging site, and the entire site (front and backend) is now completely non-functional. The site was working fine up until the moment I installed the component.

Site URL: ctgtstaging.net (latest version of Joomla)

I deleted the ari folder in the /components directory, but that didn't bring the site backup.

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Re:Installation BROKE site: URGENT

Posted by grodarte - 2009/08/31 21:30

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I've also tried deleting the items in the plugins/content folder to no avail.

This is urgent...I've never had an component install cause the entire site to fail. Please respond at your earliest opportunity.

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Re:Installation BROKE site: URGENT

Posted by admin - 2009/09/01 06:15

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Hello,

Check your mail, please.

Regards,
ARI Soft

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Re:Installation BROKE site: URGENT

Posted by admin - 2009/09/01 07:04

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It seems that you use 'ARI Smart Content' incorrectly, you don't need to assign menu point with 'ARI Smart Content', assign it with standard Joomla! article and place in article needed plugin code. For example if want to display table with help ARI JTableSorter plugin, you can do the following steps:

1) Create Joomla! article. For this open 'Content->Article Manager' page on your Joomla! backend, click 'New' button, create needed article and place the following plugin code in it:

{arijtablesorter}

    column1
    column2
    column3

    content1
    content2
    content3

    content1-1

content2-2
        content3-3

{/arijtablesorter}

and save this article.

2) Open 'Menu->' page on your Joomla! backend, click 'New' button and choose 'Internal Link->Articles->Article->Article Layout' menu item type and choose article which you created on previous step.

3) Configure another menu parameters and click 'Save'. That's all.

Regards,
ARI Soft

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Re:Installation BROKE site
Posted by grodarte - 2009/09/01 13:47
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Hello,

I worked with my host provider to fix the problem.

The installation process was reseting the permissions of my home/user directory to 777, which caused the site to fail. Since I did not have direct access to this folder via cpanel, my host provider reset the permissions and the site became available again.

I use Rochen as my host provider. They said that some of the "older" components sometimes did this. Also, I've never had this problem before with any of my other components.

Is there a reason that the installation process needs to reset these permissions?

Thanks,
Lupe

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Re:Installation BROKE site
Posted by admin - 2009/09/01 13:55
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Hello,

The component had this problem, but we have recently fixed it. We did this last week. When you downloaded the component, can you have an older version? You can download the latest version of the component in 'Member Area' on our site.

Regards,
ARI Soft

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Re:Installation BROKE site
Posted by grodarte - 2009/09/01 14:14
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Ah, yes. The component I have is a couple of weeks old.

But it's installed now and seems to be working. Should I uninstall this version and install the new one? If there were other

bug fixes, then I guess it would be worth it.

- Lupe

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Re:Installation BROKE site
Posted by admin - 2009/09/01 14:19
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It contains only bug fix for issue which you described. You can re-install it when we release new version of the component with new features.

Regards,
ARI Soft

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