UNABLE TO INSTALL ARI COMPONENT

Posted by dodu.petrescu - 2010/06/20 07:33
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Hi,

I downloaded the component com_arismartcontent and got to joomla administrator>extensions>install/uninstall > browse for com_arismartcontent and then click upload file and install. It stays a while then a blank page appears and nothing happens. The component is still uninstalled.

Please help me.

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Re:UNABLE TO INSTALL ARI COMPONENT

Posted by admin - 2010/06/20 07:41
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Hello,

Could you provide temporary access to your Joomla! backend by email that we can investigate this issue?

Regards,
ARI Soft

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Re:UNABLE TO INSTALL ARI COMPONENT

Posted by dodu.petrescu - 2010/06/20 07:46
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http://testweb.umf.ro/umf/administrator

user ***
pwd ***

thank you

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Re:UNABLE TO INSTALL ARI COMPONENT

Posted by admin - 2010/06/20 08:14
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Try now, please. memory_limit PHP settings was set to 32M, we have increased this value with help PHP Settings plugin and installed the component without problem.

Regards,
ARI Soft

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Re:UNABLE TO INSTALL ARI COMPONENT

Posted by dodu.petrescu - 2010/06/20 08:23
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Thank you very much. Very good suppport.

Once I get the final key do I overwrite this one? My domain is umf.ro , will it include all sub domains(including testweb.umf.ro)?

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Re:UNABLE TO INSTALL ARI COMPONENT

Posted by admin - 2010/06/20 08:34

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You can read about license keys in our F.A.Q. see section 5, please. In brief, the extension requires new key for each domain and sun-domain. If you need more testing license keys, we can provide it without problems, only say for what domains you need it.

Regards,
ARI Soft

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Re:UNABLE TO INSTALL ARI COMPONENT
Posted by dodu.petrescu - 2010/06/20 08:53
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Thank you very much

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