
Unable to install ARI Smart Content

Posted by realtoast - 2010/10/11 14:59

I've purchased and downloaded ARI Smart Content. However, I'm unable to get it to install using the Extensions > Install/Uninstall method. The process that I've tried:

Extensions > Install/Uninstall > Choose File: com_arismartcontent.zip > Upload File & Install

This process hangs up for a good deal of time, finally stops, but the expected "Success..." notice does not appear, and there is no indication that the stuff is in the components file.

I guess I'm not doing this right. Please share with me the correct method. I've poured through the documentation related to this component but not finding what I need.

Question: Can I just upload the unzipped file to components via FTP?

Thanks.

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Re:Unable to install ARI Smart Content

Posted by admin - 2010/10/11 15:14

Hello,

It can happen when timeout occurs. You can try to increase 'max_execution_limit' PHP option with help PHP Settings plugin or install the component from directory, for this upload component archive to your server, unzip it and choose 'Install from Directory' method on Joomla! installation page. Usually hosting control panel provides ability to upload and extract file from archive, but it can also be done with help Joomla! extensions like eXtplorer or Ninja Explorer. If you have any difficulties with it, you can provide temporary access to your Joomla! backend by email and we'll help to install the component.

Regards,
ARI Soft

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Re:Unable to install ARI Smart Content

Posted by realtoast - 2010/10/11 15:29

Thanks for the quick response. When using the Install from Directory method, what would be the path?

Ex. /components/com_arismartcontent
or /components/com_arismartcontent/install
or /components/com_arismartcontent

etc.

Thanks.

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Re:Unable to install ARI Smart Content

Posted by admin - 2010/10/11 15:32

It should be path where unzipped component is located. For example if the component is unzipped into /home/site/tmp/ari_smart_content folder, type this path into 'Install Directory:' textbox.

Regards,
ARI soft

Re:Unable to install ARI Smart Content

Posted by realtoast - 2010/10/11 17:55

Thanks for your help! I see that you were able to get it done for me. Greatly appreciated!

Cheers!

:cheer:

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