
Fatal Error warning

Posted by essiele - 2011/09/06 17:38

Hi guys,

I just purchased the ARI Sexy Lightbox and tried to install the module (after unzipping the package), but I keep getting "Fatal error: Maximum execution time of 30 seconds exceeded in D:\Hosting\6764403\html\joomla\libraries\joomla\filesystem\file.php on line 304".

I'm running Joomla! 1.5.23 on Windows 7 and using a JA Purity template.

I've also got ARI Cloud Carousel installed and enabled. I'll try disabling it and try again, while I await a response.

Many thanks in advance. I look forward to your reply.

Ess

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Re:Fatal Error warning

Posted by admin - 2011/09/06 17:46

Hello,

You can install the extension from directory, for this upload mod_arisexylightbox.zip archive to your server, unzip it and then choose "Install from Directory" option on Joomla! installation page or increase value of "max_execution_time" PHP parameter with help PHP Settings plugin.

Regards,
ARI Soft

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Re:Fatal Error warning

Posted by essiele - 2011/09/06 17:48

Thanks so much for your speedy reply!

I'll let you know how I get on.

Regards,

Ess :cheer:

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Re:Fatal Error warning

Posted by essiele - 2011/09/06 17:56

Just tried installing it from the server and got this message:
"Please enter a package directory"...

Hmmm

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Re:Fatal Error warning

Posted by admin - 2011/09/06 19:13

Have you entered path to directory with unzipped extension in "Install from Directory -> Install Directory" parameter?

Regards,
ARI Soft

Re:Fatal Error warning

Posted by essiele - 2011/09/07 02:04

I unzipped the package first, then copied the contents to /tmp/SexyLightbox on the server... should I have copied the zip file directly to the server then try to unzip it from there? Didn't think that was possible...

Ess
:unsure:

Re:Fatal Error warning

Posted by essiele - 2011/09/07 03:15

Ok... I'm not exactly sure what I'm doing wrong.

I've tried installing Sexy Lightbox using the 'upload and install' option (I get a "fatal error" message).

I've tried the 'install from directory' option, unzipping the package and copying them to /tmp/SexyLightbox - as well as copying the unzipped module to the server (I get a "Please enter a valid package directory" message).

My module still hasn't been installed. Please help! I you require ANY more information that may help to solve this problem, please let me know at your earliest convenience.

Many thanks in advance. I anxiously await your reply.

Ess

Re:Fatal Error warning

Posted by admin - 2011/09/07 06:27

Could you provide temporary access to your J! backend by email so we could investigate the issue in more details?

Regards,
ARI Soft

Re:Fatal Error warning

Posted by essiele - 2011/09/07 09:42

Sure... do I send the login details to the "info at" email address?

Ess

Re:Fatal Error warning

Posted by admin - 2011/09/07 09:43

Yes, provide temporary login and password by email please so we could login to you J! backend and investigate the issue.

Regards,
ARI Soft

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Re:Fatal Error warning

Posted by essiele - 2011/09/07 10:49

An email has been sent.

Ess

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Re:Fatal Error warning

Posted by admin - 2011/09/07 12:00

We have installed the module. You can test it right now.

Regards,
ARI Soft

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Re:Fatal Error warning

Posted by essiele - 2011/09/07 12:14

testing now...

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Re:Fatal Error warning

Posted by essiele - 2011/09/07 17:03

Hey, I've managed to get it working! I'll need to do a few tweaks here and there, but I'm very happy.

Thanks ever so much for your help on this.

Ess.
;-)

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Re:Fatal Error warning

Posted by admin - 2011/09/07 17:25

You are welcome. If you have any questions about the extension feel free to contact us.

Regards,
ARI Soft

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