Troubleshooting

Known Issues

- Troubleshooting

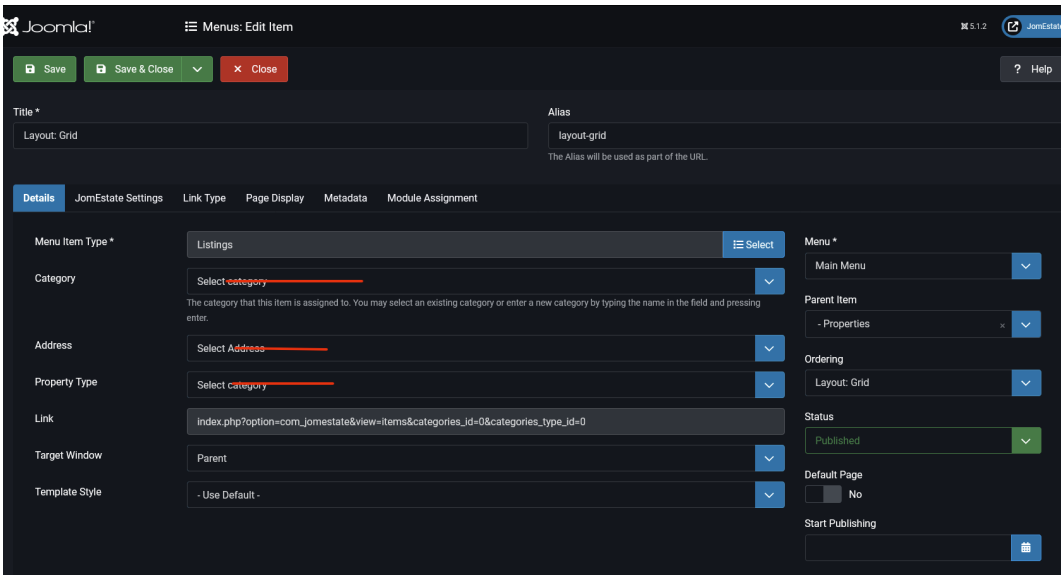
Troubleshooting

Problem when accessing listing details, page refresh but listing details can't be seen

When configuring extensions within Joomla, it is crucial to ensure that your menus display correctly and that other settings, function as intended. A key step in this process involves creating a specific Menu Item link.

1. Creating a Non-Category/Non-Address Menu Item Link

To achieve proper functionality, you must create a Menu Item link that does not point to any category, specific address, or content directly. This Menu Item acts as a placeholder or root link that helps structure your menus correctly and ensures that the associated settings, like logo placements and layout configurations, are applied consistently across your site.



2. Importance of the Placeholder Menu Item

This placeholder Menu Item is essential because Joomla relies on it to manage the overall structure and behavior of your menu system. Without this link, you may encounter issues where your menus do not display as expected, or where certain settings are not applied correctly. This step lays the foundation for all other Menu Items you might create within the extension.

3. Adding Functional Menu Items

Once you have established this primary Menu Item that does not link to any category or address, you can proceed to create additional Menu Items. These can be of any type, including links that do point to specific categories, addresses, or other content. These functional links will operate as intended and will be properly structured under the main placeholder link you initially created.

4. Further Configuration and Tips

For a more in-depth guide on how to create and configure these Menu Items, you can refer to the "Menu Items" section of this manual. There, you will find detailed instructions on how to link Menu Items to specific content, adjust settings, and ensure that your site’s navigation operates smoothly.

> **This link is also being used for the search results and filtering along with it's alias.**

> If you use multilingual site, this link needs to be created for each listing

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Some scripts are not loading, calendar is missing, images are not showing

If you experience issues with certain components, such as scripts or images not loading, the most common cause is that the website is placed in a domain directory instead of the root of the domain or subdomain:

- Incorrect: www.site.com/mysite
- Correct: www.mysite.site.com

Join membership does not work, when clicked on join button nothing happen

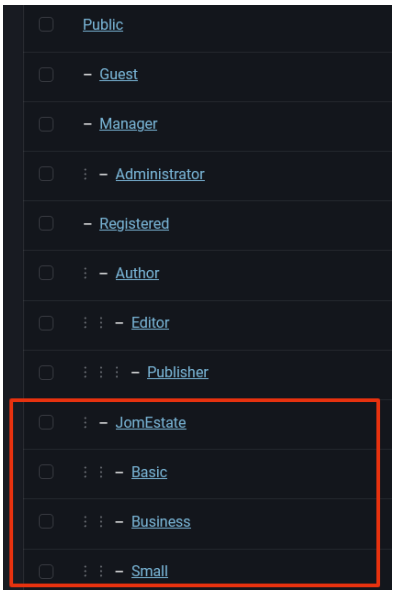
Default membership group needs to be set in order for the membership join page work correctly, please check the following:

1. Membership groups has been configured correctly.
2. Default join group has been set under component Options -> Front Admin tab

Membership group is empty, can't add membership

New memberships cannot be added due to the membership group being empty. To resolve this, it is necessary to create a new Joomla group hierarchy.

The process involves setting up a new group structure, with the extension name as the top level of the hierarchy (or subtree). This setup will ensure that memberships are properly assigned and managed under the correct group e.g. for JomEstate proper tree would be:



Date format change

Joomla comes with a standard format for showing dates.

However, there may be a site you have created that will need to use a custom date format.

In this tutorial, I will show you a step by step method on changing your date format for articles.

This method will use no coding and will also introduce you to the Language Manager, one of Joomla's best and most underappreciated features.

Step #1. Create Language Override

Image not found or type unknown

1. Go to Extensions -> Language Manager.
2. Click on Overrides tab.
3. Click on New.
4. Check the "Constant" value.
5. Search for "DATE_FORMAT_LC2".
6. Click on the Constant located under the Search Results.

Step #2. Change Date Format



Change the text for your date format to what you'd like.

Just remove the text and type in the format you'd like.

> For example, if you want the date to display January 01, 2013, you would use : F j, Y

Can't post reviews, Ra-captcha problem

> **For Joomla 5 and Re-captcha, please visit Joomla 5 Re-captcha**

To complete this guide, you will need to go to the following Google URL to get a reCAPTCHA v2 “Site Key” and “**Secret key”: https://www.google.com/recaptcha/** The specific steps will differ based on the Google plan you are subscribed to.

1. Login to your Joomla Admin Panel.
2. Click the **Systems** link in the navigation menu.
3. Click **Plugins** under the *Manage* section.
4. Type ‘captcha’ in the search box then click the enter key or click the magnifying glass.
5. Next to “CAPTCHA – reCAPTCHA” click the **X** under *Status* to enable the extension. You will see an “*Extension enabled*” message.
   Enabling the CAPTCHA Plugin
   Image not found or type unknown
6. Click the **CAPTCHA – reCAPTCHA** plugin link.
7. Enter your **Site Key** in the available field.
   Entering CAPTCHA Site Key
   Image not found or type unknown
8. Enter your **Secret Key** in the next field.
   Entering CAPTCHA Secret Key
   Image not found or type unknown
9. Click the **Save & Close** button. You are finished when you see a “Plugin saved” message.

CAPTCHA is now setup and available to use on your Joomla site. In the next section, we'll show you how to enable this ability globally

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How to Completely Delete a Listing in Joomla

Move the Listing to Trash

- Find the listing you want to delete.
- Select the checkbox next to it.
- Click the **Trash** button to move it to the trash bin.

Permanently Delete the Listing

To fully remove the listing from your site:

1. Go to the **Trash** section (for Articles: Click "Search Tools" and select "Trashed").
2. Select the listing again.
3. Click the **Empty Trash** or **Delete Permanently** button.

Clear Cache

To ensure the changes reflect properly, clear the cache:

- Go to **System > Clear Cache**
- Select all and click **Delete**