

Inbound – Troubleshooting



Inbound is easy to install and set up by design. This guide should cover the rare instances where issues occur during the installation process.

If you require assistance with any of our products or would like to provide feedback or bug reports, please contact us using the form here: <https://shapingrain.zendesk.com/hc/en-us/requests/new> or send an email to support@shapingrain.com

The template repository is empty after activation, refreshing does not help and I am unable to install any of the demo templates.

This is an issue that can occur under the following circumstances:

1 The repository CDN server is unavailable and the theme cannot obtain information from the repository.

If this happens, you can either opt to try again later, in case this is a temporary issue, or proceed to install template packages manually. The “Template_Packages” directory of the main package (“All files and documentation” package on themeforest) contains both, additional instructions and the packages for installation.

2 Web server permissions preventing the theme from reading or writing files.

Inbound needs to read files within the theme folder in order to load default settings. It also saves files into the /wp-content/uploads folder, which must be writable for the web server user, and have the appropriate permissions.

To solve this issue, first make sure that directory and file owners allow the web server to write. If you have done that but are still unsuccessful, try the following temporarily.

Before these lines, near the end of the file /wp-config.php in your WordPress folder:

```
/** Sets up WordPress vars and included files. */  
require_once(ABSPATH . 'wp-settings.php');
```

Add the following lines...

```
define( 'FS_METHOD', 'direct' );  
define( 'FS_CHMOD_DIR', 0755 );  
define( 'FS_CHMOD_FILE', 0755 );
```

If this does not lead to success, you may have to install template packages manually or extract their contents into the uploads directory. A separate tutorial ships with the theme which explains this process (*Inbound Demo Install Templates*).

Timeout: The import stops abruptly. No error message is displayed, or a generic one that does not offer any clues as to what might be wrong.

Shared hosting providers sometimes severely limit resources for individual customers. As a result, the import script may be very slow and run longer than scripts are permitted to run.

The import script tries to set a higher time limit, but some web hosting providers prevent this setting from being changed by a script. In that case, you will have to change the `max_execution_time` parameter manually, using your hosting provider's control panel. Try setting it to 300 or 600 seconds.

In some cases, it might already help to add this line to your `.htaccess` file:

```
php_value max_execution_time 600
```

Once you have finished importing templates, you may set this value back to the original lower value.

A message indicating that memory is exhausted is displayed. The theme's options panel or front-end pages are not loading or not loading correctly.

Try one of the following solutions:

1 Increase memory just for your WordPress installation.

Before these lines, near the end of the file `/wp-config.php` in your WordPress folder:

```
/** Sets up WordPress vars and included files. */  
require_once(ABSPATH . 'wp-settings.php');
```

Add the following line...

```
define( 'WP_MEMORY_LIMIT', '96M' );
```

You may have to increase that value, depending on your server configuration and memory requirements, e.g. to 128M.

2 If you have access to your PHP.ini file, change the line in PHP.ini

If your line shows 32M try 64M:

```
memory_limit = 64M
```

3 If you don't have access to PHP.ini try adding this to an .htaccess file in the WordPress root folder:

```
php_value memory_limit 64M
```

4 If none of the above works then talk to your web hosting provider.

You can find more information here: http://codex.wordpress.org/Editing_wp-config.php#Increasing_memory_allocated_to_PHP

Following a failed installation, my Theme Options panel appears empty. No button styles are listed, none of the demo forms are present. The demo pages look odd after the import.

Please try and reset your theme options to the factory settings by navigating to *Theme Options > Export* and clicking on the *Factory Defaults* button in the Import section.

The defaults will be loaded into the *Import Code* field and you can start the import by clicking on the *Import* button. This will restore the theme options to factory settings.

If you require assistance with any of our products or would like to provide feedback or bug reports, please contact us using the form here: <https://shapingrain.zendesk.com/hc/en-us/requests/new> or send an email to support@shapingrain.com

Alternatively, you may wish to send an email to support@shapingrain.com

ShapingRain.com
January 2017