

## Help Us to Help You

Last Updated Tuesday, 23 October 2007

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A few simple facts to start things off:

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Joomla! is not a commercial business

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there are no paid employees

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everyone within the Core Team gives their time freely and for free

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everyone within the various Work Groups give their time freely and for free

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everyone is a VOLUNTEER;

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everyone involved with the development and support of the Project have real lives, jobs, and families outside of Joomla!

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to many Joomla! is far more than a just a hobby, it is a passionate extension of and addition to their normal existence.

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Joomla! is released as Open Source software &ndash; this means the code is provided and you can change it, add to it, copy it, develop it further &ndash; and none of this will cost you a penny! We do insist that you retain the copyright notices within the code and that you abide by the GNU GPL v2.0 license under which the software is released.

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the essence of Joomla! is the massive Community that has developed in a very short (in relative terms) period of time be a part of it and help it move forward

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There is a major ethos within the Community which most work to and that is &ldquo;pay it forward&rdquo;...what this means is that where you may have asked for help in the past and been supported by existing members in the Community, you in turn do the same for others seeking help when you are able to.

If you want to know something check to see whether your question has already been asked and answered in the forums by doing a search before you ask a new question. The current built-in forum search is known to be less than effective and we recommend that you run a Google search for "joomla" and then add key words by using "+" sign ahead of a specific word to find within the results. Alternatively use the Advanced Search facility of Google.

If, after running a search or two, changing the words or phrases used, you cannot find the answer start a new topic in the forum.

Use the Forums

Before you post any questions, please:

- 1. Ensure you are in the right Fora. These are for Joomla! 1.5 only.

- 2. Verify you are using the most current version of Joomla! 1.5. Currently this is the RC3 version. However, as Joomla! 1.5 is still in Development for improvements in code and bug fixing there are, and will be, many regular changes to this the current Official Release. Please ensure where possible that you have updated your installation with the latest Nightly Build as a minimum.

- 3. Search for your question. If you do not find it on the first search, search several more times using different search terms. There are currently some limitations with the Forum Search so ideally use Google Search/Advanced Search, and

you will get better results.

- 4. There is a good chance your question has been asked and answered before, the more common ones will be found in the the Help Site FAQ Section and the Tips and Hints . Whilst the majority of this currently refers to Joomla! 1.0 many of the server, security, database, and other non-Joomla! specific FAQ's are still applicable to Joomla! 1.5.
- 5. Check the Help Site: <http://help.joomla.org> for the current documentation available.
- 6. Please, do not send a Personal Message to any moderator, or other forum User for support unless you are asked to. Moderators certainly are not obliged to respond to individual queries submitted this way.
- 7. Please make sure your question doesn't fit in elsewhere in a different, specialized board.

Please consider what your query really relates to.

As a brief guide to this:

General Forum: for all questions relating to Joomla 1.5 that do not relate to any of the other Board Titles. If it is not a question about Joomla! 1.5 specifically or a Extension etc then it does not belong here. Questions relating to the Joomla! Extensions Directory (JED) for example should go in the Sites and Infrastructure child forum specifically for this topic. Reporting "bugs" can be a tricky one some times, to see if it is an easily (relatively speaking) problem post it here, Moderators can always move it to the 1.5 Development Q&T forum once it has been confirmed as a bug or potential bug requiring a detailed look by Developers - who for the most part are too busy to get the chance to visit these "public" forums too often. Installation Forum: for all questions/discussions relating to the Installation of the Joomla! core package and associated server and database related question. This does not include the installation of Third Party Extensions (Templates, Components, Modules, Plugins, Languages), as these all have their own boards. Whilst the subject of individual Hosting Companies or issues with PHP, MySQL, Apache, will crop up we cannot guarentee that you will always get the answer you perhaps want and will therefore need to go to those "individual's" own Web sites for specific help. Migrating & Updating Forum: for all questions relating to the updating of a current release of Joomla! 1.5 and the Migration of a Joomla! 1.0.x, Mambo 4.x.x, other CMS Web site to Joomla! 1.5 installation. It DOES NOT include updating or migrating individual Third Party Extensions (Templates, Components, Modules, Plugins, Languages) use the Extensions Forum where these all have their own boards Security Forum: for all questions relating to the Security of your Joomla! Web site and how to resolve particular issues within your server that have a direct impact on Joomla! You can ask questions about your server or database security, but bear in mind Apache, IIS, PHP, MySQL all have dedicated fora where you are more likely to get specialised assistance. Administration Forum: for all questions relating to the Back-end Administrator and the functions of managing your Joomla! Web site. This includes the Menus, Managers, User Management and other similar topics. Extensions Forum and Child Fora: for all questions relating to individual Joomla! Plugins, Modules, Components, and enquiries/discussions about Third Party Extensions. Template Forum and Child Fora: For all questions relating specifically to the 3 (soon to be 4?) default Joomla! Templates MilkyWay, Beez, and Khepri, as well as general discussions on creating and using Templates in Joomla! and the associated use of CSS & Design, HTML, and Accessibility and Usability issues and questions. Languages Forum: General discussion on the use and functionality of alternate languages in Joomla! which by default only ships with en-GB language files (apart from the Installation files) Performance: Speed issues, caching, database, and other related topics on how to maintain and improve the performance of your Joomla! installation. Posting a New Topic (or when joining an existing thread with the same issues)

Once you have looked for similar responses in the appropriate Fora and you decide you do need to start a new Topic, please be sure to include:

A Descriptive Title - please do not just say "Help Needed", "Joomla! won't work", "It's Broken"...well you get the picture, many people will in fact just ignore those type of topic!

To start with make a brief note of what the specific issue is that you are experiencing, then:

- 1. What version of Joomla! you are using, including the SVN number or the date of the Nightly build used where appropriate.
- 2. What version of PHP, MySQL, Apache (or other server) you are using?
- 3. What the operating system is. The information for 2 and 3 can be obtained from the Help Menu->System Info->System InfoTab.
- 4. Whether your installation is on a shared or dedicated remote host, or is on your local computer (localhost).
- 5. Detailed description of the steps to reproduce the issue, and an explanation of what you have done so far to try and resolve it.
- 6. Include screen shots of the relevant issue where possible (a picture is better than a thousand words) click the Additional Options link beneath the editor window to add upto four images each no more than 100KB in size (so crop and scale this as much as possible) You can also upload a zipped/text file that may contain more relevant details to deal with the issue.
- 7. Sit back and wait for an answer (hopefully).

#### Some General Do's and Don'ts

- 1. Do not bump your message as this is against the Forum Rules and the post will be deleted. Do it too often and you could find your account suspended or banned (in worst case scenario). Joomla! is a world wide project and there is the issue of Time Zones as well as people's real lives that they have to deal with first before getting to the forums.
- 2. Do not post the same Topic in multiple forums knownas cross-posting, or
- 3. Do not tack it on the end of someone elses (sort of) related issue - known as hijacking.
- 4. Do, by all means, add to the same thread if it is related to the same issue and you are not adding to a thread that has been untouched for a couple of months or more. It is better to start a new topic in this instance.
- 5. If adding to a thread be more descriptive than just saying "same with me" or "Me too!" or any other such comment. Add to the thread constructively; post your details as above. The more information those answering your question have, the less they have to ask for, and the likelihood is your question will be answered more quickly than them having to ask the same question repeatedly in the thread.

Additional Information to consider including Ensure you include Third Party Developer Extension version numbers where appropriate.

- 1. If you have a template question or a queastion related to the core code, please reference the problematic section in `*code*` tags.
- 2. If your site is displaying any errors please copy and paste them, and note any recent changes you have made to your Joomla! install.
- 3. A URL to your website so other users can view your problem--and detailed instructions to duplicate the issue.(Do not post your passwords/username on the Forums!)

- 4. Any relevant information that you think might be of assistance to others trying to answer your questions.

Successful EndingOnce your question has been answered:

- 1. Please amend your first post - the topic starter - by clicking Modify in that post and selecting the Solved option from the Message icon: drop down list and then save your post to exit. You will notice a green circle with a tick in it is appended to your Topic Subject. This tells others that the problem has been solved and may well answer other people's queries.

- 2.If you manage to solve your issue yourself, please post a follow up message so that others can learn from the solution. This is a major part of the Joomla! Community spirit.

Please follow

the Forum

Rules at all times they are there for a reason