RokSprocket Support Request

Posted by AviticusX - 2012/05/27 13:53

Greetings:

I'd just like to report issues with the latest rendition of RokSprocket, a new plug-in from RocketTheme. It's a pretty popular solution for tabs, bulletins, and showcases. I recently installed it, and it works great on the master site. However, it fails to operate properly on the subsites. I tried installing the component on one of my slave sites, and it refused to install saying that it was not found on the master site. Under "tools" on the master site component, it shows a red "X" by each of element of the component. It informed me that the database was being shared, and it stated that I should contact JMS2Win for support on the next release. It would be great to see this added to the library of already supported components. If there is a work-around, I'd sure love any information to be shared.

Thanks for any support in advance.

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Re: RokSprocket Support Request

Posted by edwin2win - 2012/05/29 18:58

Recently, Rocket themes changed the way to install the extension and does not use joomla anymore the joomla core installation processing but are using their own installation system.
They developed their own installer and is destroyed just after the installation of an extension.
This result that when you try to install the extension, the manifest XML file make reference to a temporary extension that is deleted by Rocket Themes just after the install.
This explain that the extension does not exists anymore in the master (as it is temporary and destroyed).

Perhaps this extension use this new "temporary installer" to perform the installation.
If yes, you have to report this issue in their installer to rocket themes.

The alternative solution is that you send us the extension in the attachement of an email to let us declare the extension for the JMS tool.

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