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## I. Delivery E-mail: Flash CMS template package

After you have purchased Flash CMS template you will receive an email from “Template Delivery Service” with following contents (example):

---

*Hello sir,*

*Thank you for your purchase at TemplateMonster!*

*Please find the download link for your product, the invoice and information about our special offers at your personal delivery page:*

*[https://secure.templatemonster.com/delivery.php?order\\_id=pD31McHZMN7JB4QTH7B&sign=1D409094178D49272B850F5DE2C22C57](https://secure.templatemonster.com/delivery.php?order_id=pD31McHZMN7JB4QTH7B&sign=1D409094178D49272B850F5DE2C22C57)*

*Feel free to check out our vast knowledge base about how to work with our templates. In case you face any difficulties, you are always welcome to submit a ticket to our Support Team or talk to the support managers on live chat.*

*Stay in touch,  
TemplateMonster team*

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### **Dear customer!**

Thank you for your order! It is now successfully accomplished.

### **Order Information**

- ✦ Your e-mail address you've used for purchasing: **support@flashmoto.com**
- ✦ Your template(s) item number: **26789**
- ✦ Your transaction ID: **uKwT18Zhbod4d6h9QHOa**
- ✦ Merchant System Order #: **281177367**
- ✦ Total order amount: **\$257**

If you need to have an invoice for this purchase, please click this link:

[Get Invoice](#)

### **Special offer Information**

**Download Instructions** To get your template(s) click the link :

[Download template 26789](#)

Open hyperlink, provided in email to get to your template download page. It looks like this one: Click the “Download template” link and download of your files will start. After it finishes, you will have an archive with your template's files.

**NB:** If you need an invoice for purchase, you can click “Get Invoice” link on this page to get it.

## II. Flash CMS template installation

Please make sure that your server configuration fully meets the software requirements:

- PHP 5.2.x
- Zend Optimizer 3.3.0+ extension

If you are unsure if your server meets these requirements, contact your hosting provider for additional information.

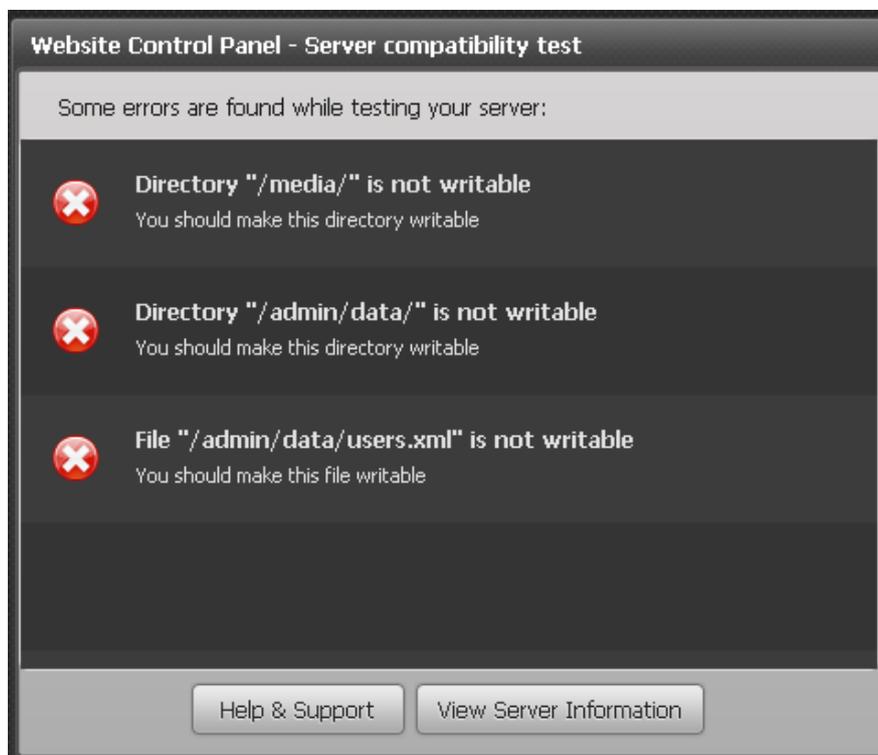
Unpack files from your archive: you will see "site\_flash" folder that contains files that you should upload to your server.

Open your FTP software and set its file transfer mode to binary. Please note that some programs don't support changing file transfer mode. In this case you should use one of recommended ones: FileZilla, Cyberduck, WinSCP (refer to appendix 1)

Upload contents of "site\_flash" folder to your server. Please note that you only have to upload contents of this folder, not the whole folder.

Then visit your website and see the results. To access control panel, add "/admin" to your site's URL (example): <http://mysitename.com/admin/> and you will see control panel loading.

If some adjustments need to be performed on the server, control panel will display a window with instructions on performing them:



## III. Control Panel setup

In order to set up your control panel, please follow these steps:

1. On the first screen press “Next Step” button
2. Choose control panel language
3. Read and agree with Terms of Use
4. Enter desired control panel login, password and email. These details will be used to log into your template's control panel:

**Control Panel Setup - Step 4**

1. WELCOME

2. CHOOSE LANGUAGE

3. LICENSE

**4. USER INFORMATION >**

5. WEBSITE CONFIGURATION

Please fill in your login information to create a new user account. You will need it to enter the control panel next time. Email address will be used for a new password generation in case you forget it.

Username:

Password:

Re-type Password:

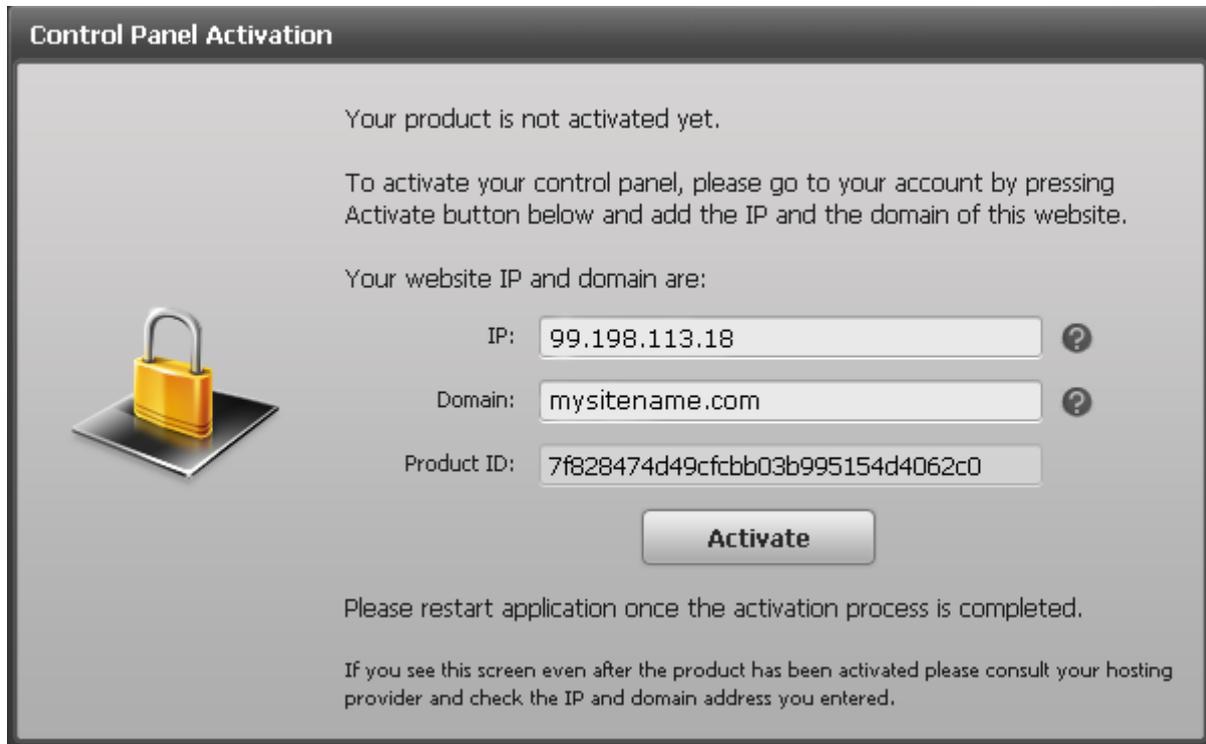
Email:

5. Enter your website's name – it will be displayed in title of all pages on your website.

**NB:** The wizard should finish without any errors. If you happen to encounter any, please refer to Appendix 2 for further information.

## IV. Control Panel activation

After you finish setup wizard, control panel will continue loading and will eventually display activation window:



**Control Panel Activation**

Your product is not activated yet.

To activate your control panel, please go to your account by pressing Activate button below and add the IP and the domain of this website.

Your website IP and domain are:

IP:  ?

Domain:  ?

Product ID:

**Activate**

Please restart application once the activation process is completed.

If you see this screen even after the product has been activated please consult your hosting provider and check the IP and domain address you entered.

Now please note values from “IP” and “Domain” boxes – you will need them to activate the product.

Navigate to your mailbox and find an email from “Accounts”, containing following information (example):

---

*Dear customer,*

*Your account has been successfully created. Now you can log in to Flash CMS User Account with the following login details:*

*e-mail: yourmail@gmail.com*

*password: IE6P34*

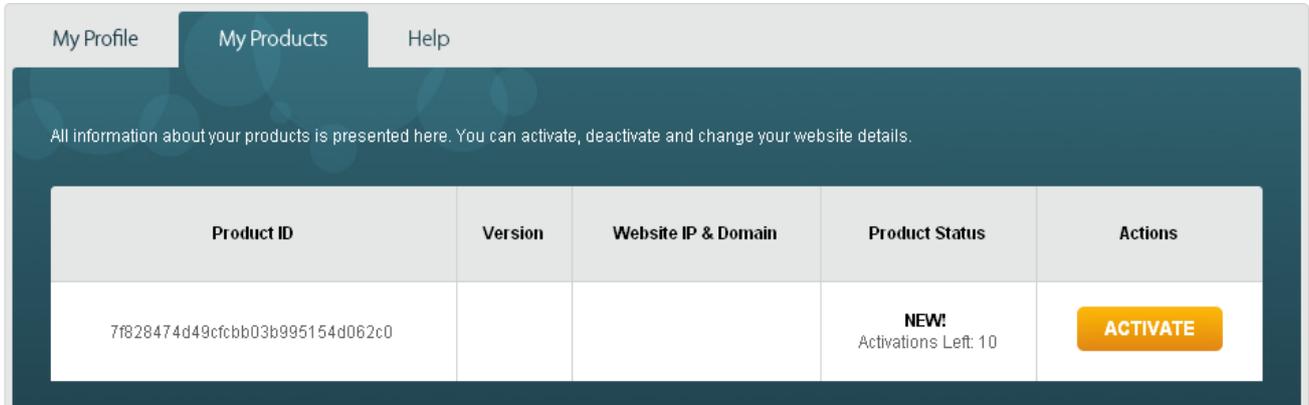
*<http://accounts.cms-guide.com>*

...

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# FLASH CMS TEMPLATES **SETUP GUIDELINES**

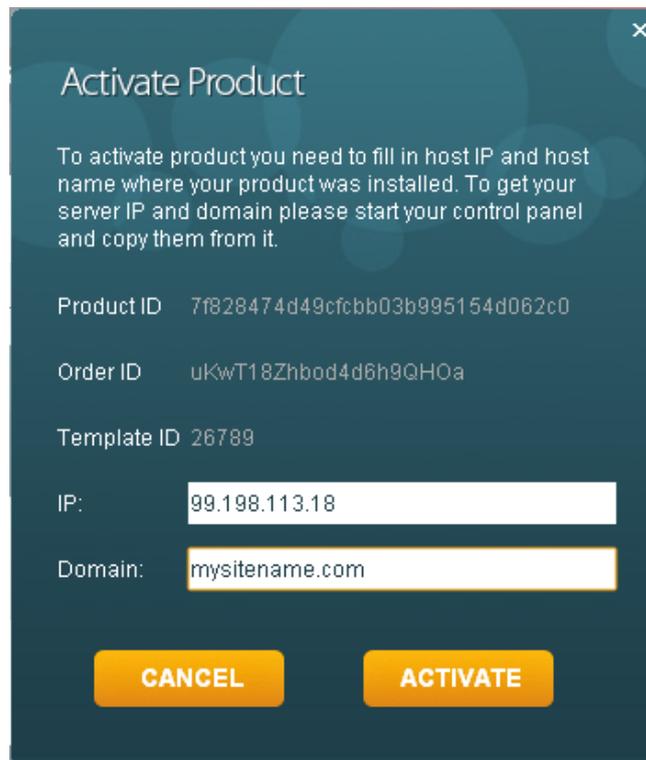
Now you should register your product. It can be used on single domain only, however you can modify its registration details up to 10 times in case of domain name or IP change. Please navigate to <http://accounts.cms-guide.com/> and log in using email and password from the email:



All information about your products is presented here. You can activate, deactivate and change your website details.

Product ID	Version	Website IP & Domain	Product Status	Actions
7f828474d49cfcbb03b995154d062c0			<b>NEW!</b> Activations Left: 10	<b>ACTIVATE</b>

Click “Activate” button and enter IP and domain you have noted from control panel window. If you happen to forget them, you can open your control panel again, copy these values and paste to activation window:



**Activate Product**

To activate product you need to fill in host IP and host name where your product was installed. To get your server IP and domain please start your control panel and copy them from it.

Product ID 7f828474d49cfcbb03b995154d062c0

Order ID uKwT18Zhbod4d6h9QHOa

Template ID 26789

IP:

Domain:

**CANCEL** **ACTIVATE**

Press “Activate” button to activate your product. Navigate back to your control panel window and reload it if you haven't closed it, or open it again. Now you can start working with control panel.

## FLASH CMS TEMPLATES **SETUP GUIDELINES**

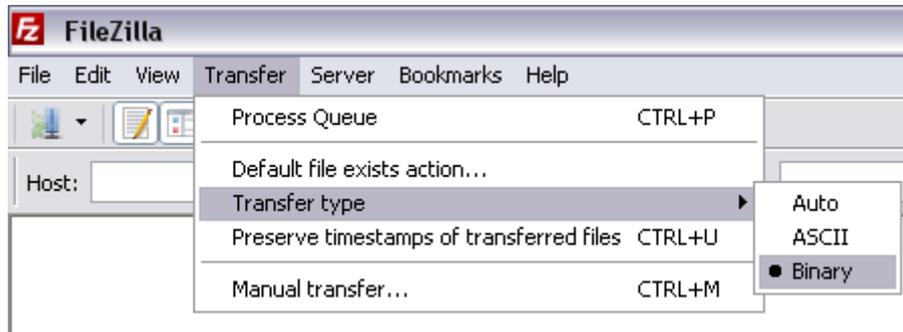
**NB:** Please note, that you won't receive this message if you've already purchased Flash CMS templates using your email address. In this case, please use existing email and password to login to your account.

**NB:** Please note: if have multiple products, you can distinguish them by Product IDs.

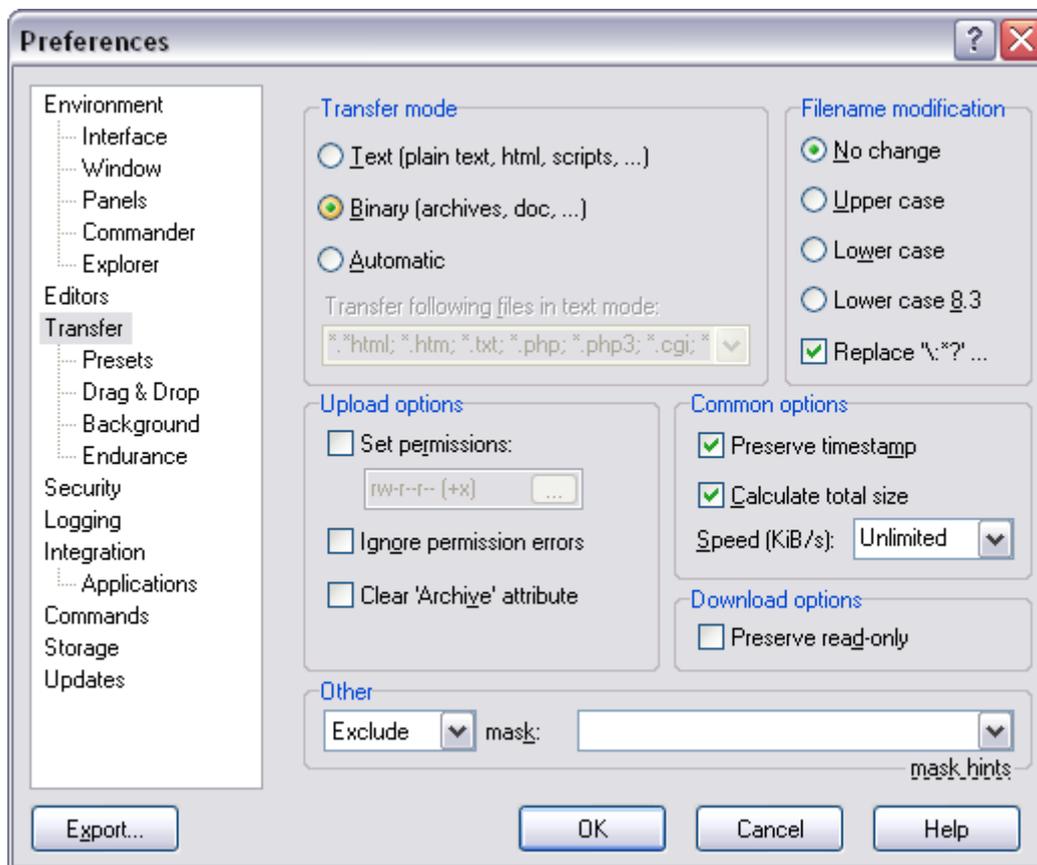
## Appendix 1: Switching to binary file transfer mode

### FileZilla

(Free; supports Windows, Mac OS and Linux; <http://filezilla-project.org/> )



### WinSCP



# FLASH CMS TEMPLATES SETUP GUIDELINES

## Cyberduck

(Free, supports Mac OS, <http://cyberduck.ch/>)



## FTP Commander



## Appendix 2: Common problems and solutions

Describes problems, most commonly encountered when setting up control panel.

### Section 1: Before control panel starts

If run into any problems before you can even see Flash CMS control panel loading interface, please check this page and you may find a solution. Typical symptoms are described here together with probable ways of correction.

#### The page is blank or you see a “Server encountered internal error” message:

1. Check if there is an .htaccess file in your site's base folder. If there is one, rename it (eg. ~htaccess) and try loading the site again.
2. Check if “logs” subfolder under your site's “admin” folder has its permissions set to drwxrwxrwx (CHMOD 777)
3. Some servers don't allow running PHP files with random permissions. The only allowed set of permissions is 755, so please open your FTP browser and change permissions of all files with .php extension to -rwxr-xr-x (CHMOD 777) (these files can be found in following folders: root folder, /admin, /admin/actions, /admin/config, /admin/libs/Moto)
4. Navigate to /admin/logs folder and open moto.log or php\_error.log files. If you see any error records there, try finding description of the error on this page and taking appropriate actions.
5. If none of above actions helps, please submit a ticket describing your problem at <http://support.cms-guide.com/>

#### Errors like “Unable to read 2680 bytes” or “Please re-upload files in binary mode”

1. Upload your files again checking your FTP file transfer software to be set to upload files in binary mode. You can find instructions on setting binary mode in different FTP apps in Appendix 1.

#### You see “Error while checking admin/gateway.php” message

1. Check if “logs” subfolder under your site's “admin” folder has its permissions set to drwxrwxrwx (CHMOD 777)
2. Some servers don't allow running PHP files with random permissions. The only allowed set of permissions is 755, so please open your FTP browser and change permissions of all files with .php extension to -rwxr-xr-x (CHMOD 777) (these files can be found in following folders: root folder, /admin, /admin/actions, /admin/config, /admin/libs/Moto)
3. Check logs for further clues.
4. Try removing /admin/actions/precheck.php file as it can work incorrectly if domain name has not propagated properly yet.
5. If none of above actions helps, please submit a ticket describing your problem at <http://support.cms-guide.com/>

#### You see “SAFE MODE Restriction in effect” message

1. Please create and .htaccess file with following contents in your site's root directory or add these lines to your existing .htaccess file:

```
<IfModule mod_security.c>
<Files *.php>
SecFilterEngine Off
SecFilterScanPOST Off
</Files>
</IfModule>
```

2. If above actions didn't help, please submit a ticket describing your problem at <http://support.cms-guide.com/>

### **You see "Fatal error: Incompatible file format: The encoded file has format major ID 3, whereas the Optimizer expects 2" message**

1. Please check your php info (can be found at [http://<yoursite.com>/admin/actions/php\\_info.php](http://<yoursite.com>/admin/actions/php_info.php)). Zend Optimizer version should be stated there together with all other Zend product versions. A minimal requirement for Flash CMS Control Panel is Zend Optimizer version 3.3.0, prior versions will not let Flash CMS Control Panel work correctly.

### **You see "Instance of "DOMDocument" can not be created." error message:**

1. Seems like PHP on your hosting is running with "--disable-dom" key that prevents Flash CMS from accessing DOM extension. Please contact your hosting provider and ask them to enable DOM PHP extension as it is required for Flash CMS Control Panel to run.

## **Section 2: During control panel startup**

So, you've got your control panel running, you see a dotted background with a window on the center, showing you the loading state. And suddenly loading stops and you're facing an error message! Or you've completed control panel setup and suddenly see an error report. In this section you will find how to fix most common errors that happen during this stage.

### **You see "Error while saving configuration" or "Error while saving path configuration" message**

1. Please open your FTP client and check if file /admin/gateway.php exists on your site. If it does, please make sure its permissions are set to -rwxr-xr-x (CHMOD 755) as some servers don't allow running PHP files with random permissions.
2. Please see your log files in /admin/logs for error descriptions and try finding corresponding error messages here or on similar pages.
3. If none of above actions helps, please submit a ticket describing your problem at <http://support.cms-guide.com/>

### **You encounter "Error while loading structure", "Error while loading fonts" or "Error while loading content" message**

1. Please upload your files again checking your FTP file transfer software to be set to upload files in binary mode. You can find instructions on setting binary mode in different FTP apps on our support page: "Setting binary transfer mode"
2. Please see your log files in /admin/logs for error descriptions and try finding corresponding error messages here or on similar pages.
3. If none of above actions helps, please submit a ticket describing your problem at

<http://support.cms-guide.com/>

## **You see a strange “SERVERTEST\_FILE\_IOERROR” error**

1. Seems like you're missing some of required files. Please upload your files again and be sure to do it in binary transfer mode (see “Setting binary transfer mode” for further info)
2. If none of above actions helps, please submit a ticket describing your problem at <http://support.cms-guide.com/>

## **Section 3: While working with control panel**

Sometimes you can encounter an error while working with your control panel. It may be an error window, CMS refusing to do something or doing something the wrong way. In this case, please check this section for possible solutions.

### **Error 500 or Error #2038 while uploading media (images, fonts, videos etc.)**

1. Please make sure that following folders and files have their permissions set to CHMOD 777 (drwxrwxrwx for folders and -rwxrwxrwx for files):

- /admin/actions/
- /admin/data/users.xml
- /admin/logs/
- /admin/xml/<all files in this folder>
- /admin/config.xml
- /fonts/
- /images/
- /media/
- /music/
- /xml/
- /xml/<all files in this folder>
- /config.xml

Also check following files to have CHMOD 755 (-rwxr-xr-x) permissions:

- /admin/actions/upload\_media.php
- /admin/actions/upload\_fonts.php
- /admin/gateway.php

2. Please create and .htaccess file with following contents in your site's root directory or add these lines to your existing .htaccess file:

```
<IfModule mod_security.c>
<Files *.php>
SecFilterEngine Off
SecFilterScanPOST Off
</Files>
</IfModule>
```

3. Sometimes web server or PHP's mod\_security doesn't allow the “Shockwave Flash” browser, that is used for uploading files. Please try contacting your hosting provider and asking them to allow POST method for “User-Agent: Shockwave Flash”
4. If none of above actions helps, please submit a ticket describing your problem at <http://support.cms-guide.com/>

## **“File size too big” error while uploading media (images, fonts, videos etc.)**

1. Seems like your hosting provider doesn't allow uploading big files. Please contact your hosting provider asking them to increase upload file size for you. However you can try creating a php.ini (or php5.ini) file with following contents and uploading it to /admin/actions folder:  
upload\_max\_filesize = 30M  
post\_max\_size = 30M

## **Website menus never save after editing or mess the order.**

1. Please submit a ticket describing your problem at <http://support.cms-guide.com/>

## **“Error while loading language data” when trying to edit any module (player, gallery etc.)**

1. It's possible that modules simply can't gain access to Zend Optimizer module you've installed. In such case you should copy your php.ini (or php5.ini) file to all module directories.
2. If above action didn't help, please submit a ticket describing your problem at <http://support.cms-guide.com/>

## **Bold or italic system font doesn't work**

1. Such case is possible if you've uploaded a converted font with the same name as system one (eg. Arial). Deleting this custom font should fix the issue.

## **Section 4: Website issues**

Sometimes you can encounter an error while working with your control panel. It may be an error window, CMS refusing to do something or doing something the wrong way. In this case, please check this section for possible solutions.

### **Site doesn't pass Google Webmaster Tools verification or is not shown after metatag insertion**

1. The most possible cause of this error is that you've entered incorrect data to your 'metatag' field. You should enter only provided code, not full tag contents (eg. I176DUT8H8qtO8dJIF4G8rn3T8yRKvsFosRMbh5kDWg in <meta name="google-site-verification" content="I176DUT8H8qtO8dJIF4G8rn3T8yRKvsFosRMbh5kDWg" /> )
2. If above action didn't help, please submit a ticket describing your problem at <http://support.cms-guide.com/>

### **Strange symbols appear after inserting Google analytics code**

1. The most possible cause of this error is that you've entered incorrect data to your google analytics id field. You should enter only provided identifier (something like UA-xxxxxxx), not full script contents.

### **Search engines never index pages of the site**

1. Please check if provided .htaccess file is present in your site's root directory.
2. Verify your site with Google Webmaster Tools
3. Enter keywords and descriptions for all your pages
4. Check if there are other sites linking to your site
5. Please refer to our SEO tutorial for more information.