

Common questions and troubleshooting

The "New booking" button is missing

Check in this order:

- Is the plugin enabled under *System → Plugins*?
- Are you in the view *Components → DPCalendar → Bookings*? The button appears only there.
- Does your user group have the DPCalendar permission *create bookings for other people*?
(See [Configuration and permissions](#).)

An event is missing from the selection

- Is it in an **enabled calendar**? Subcalendars do not count automatically.
- Is the date in the past or outside the configured **period**?
- Is the **registration window** of the event closed (registration deadline passed or registration start not reached yet)?
- Is the event **fully booked** with no waiting list?
- Is the **list limit** reached? Then narrow it down with the filters — the event is there, just not on the first page of the truncated list.

The field "payment provider" is empty or missing

For free events there is no payment provider — that is normal. For events that cost money the selection is fed by the configured DPCalendar payment plugins: a provider appears only once its plugin is enabled *and* fully configured.

No confirmation emails arrive

- Is the plugin option *send emails* set to *yes*?
- Is Joomla's mail sending active globally (*System → Global Configuration → Server → Send Email*)?
- Are the recipient and template settings in the DPCalendar booking system correct? The plugin uses exactly the DPCalendar emails — whatever is disabled there is not sent from the backend either.

No user account was created

Account creation only applies with the status *active*, an unknown email address and sufficient rights of the backend user — details in the chapter [A user account for guest bookings](#). The most common cause is an email address that already has an account.

"Only N of M requested tickets were booked"

DPCalendar trimmed the quantity while saving — to the limit *tickets per booking*, the limit of the ticket type or the remaining capacity. The booking is valid; check the tickets created through the link in the message and book the rest if needed.

Nothing was created when saving several users

That is the intended all-or-nothing behaviour: as long as a required field is missing for any user, not a single booking is saved. The error messages name the user and the field; your entries are preserved — add what is missing and save again.

The update reports a checksum error

Joomla compares the downloaded package with the checksum stored on the update server. If that fails, download the update again later — or install the current ZIP from the product page manually via *System → Install → Extensions*.

Does the plugin work with the free DPCalendar version?

No. The booking system is part of DPCalendar Pro — without a booking system there is nothing to record.

Applies to version 1.0.7.

[Deutsche Fassung](#)

Revision #6

Created 2026-08-16 13:04:00 UTC by Norbert Graup

Updated 2026-09-07 18:23:35 UTC by Norbert Graup