

Common questions and troubleshooting

The element does not appear in the builder

1. Is the plugin enabled under *System → Plugins*?
2. Is YOOtheme Pro active as the site template? Without YOOtheme the plugin has no effect — that is by design, not a malfunction.
3. Clear the YOOtheme cache: *YOOtheme → Settings → Advanced → Clear Cache*. The element browser is cached.
4. Look in the element browser under the group *Graup-IT*, not among the standard elements.

The element is there, but no links appear

Switch on *test mode* on the element and look at the page in the frontend. The overview shows which values arrive.

- **"Not configured" for the ID:** enter the Backlinkseller ID in the plugin settings.
- **ID is there, still no links:** additionally switch on debug mode in the plugin. The cause then appears in plain text — see the next section.

Switch both off again after troubleshooting. Debug mode disables the cache, test mode replaces the list of links with the overview.

The messages in debug mode

- **"Backlinkseller ID is not configured"**: the ID is missing from the plugin settings.
- **"Could not connect to Backlinkseller"**: neither the German nor the international address answered within 5 seconds. Possible reasons: the service is disrupted, your server does not allow outgoing connections, or a firewall blocks port 80.
- **"Invalid response from the Backlinkseller server"**: an answer arrived, but not in the expected format. Check the ID and the channel.

The page shows different links than expected

Backlinkseller assigns the links to the page address reported to it. Check in test mode which address is being reported. If a fixed *page URL* is set in the plugin, it applies to all pages alike — clear the field so that every page reports its own address.

Changes at Backlinkseller take effect late

That is the cache. Wait out the configured cache time (default 5 minutes) or clear the Joomla cache under *System → Clear Cache*.

The page builds noticeably more slowly

Most likely the service is not answering at the moment. Every request waits up to 5 seconds, and there is a second attempt on a different address. Error responses are not cached so that the situation recovers by itself — but while the disruption lasts, that costs time on every page view.

More on this under [Privacy and security](#).

Also check whether the cache time was accidentally set to `0` or debug mode is still active — both switch the cache off.

Do I have to create a child theme?

No. The extension registers itself with the builder. An existing child theme does no harm either.

Do I need the Joomla compatibility plugin?

No. The extension uses only interfaces that Joomla 6 provides without that plugin.

Does the extension work with Joomla 5?

No. From version 2.7.0 on, Joomla 6 and PHP 8.3 are required. On older installations the installation stops with a notice instead of setting itself up and failing later.

Applies to version 2.7.5.

[Deutsche Fassung](#)

Revision #6

Created 2026-08-16 12:54:00 UTC by Norbert Graup

Updated 2026-09-07 18:24:21 UTC by Norbert Graup