

Common questions and troubleshooting

The source "Phoca Download" does not appear in the builder

- Clear the YOOtheme cache: *YOOtheme → Settings → Advanced → Clear Cache*, then reload the builder.
- Check under *System → Plugins* whether *System - Phoca Download Source* is enabled.
- Check whether the Phoca Download component is installed **and enabled** — without it the plugin deliberately stays inactive.
- Also clear the Joomla cache (*System → Clear Cache*) and the browser cache (Ctrl+F5).

No documents are shown

- Documents have to be **published** and **approved** in Phoca Download — both are checked.
- In "automatic" mode: are the selected categories right? If the document sits in a subcategory, *include subcategories* has to be active.
- In "manual" mode: is at least one document selected?
- The plugin follows the visibility rules of Phoca Download: documents with a restricted **access level** are only seen by permitted visitors, and a configured **publishing period** is respected. Check both in the document.

Images are not shown

- Phoca Download images live under `images/phocadownload/` — check whether the file exists there (if in doubt, assign it again in the document in Phoca Download).
- For file type icons the Phoca Download component must have installed its media (`media/com_phocadownload/images/mime/`).

The file size is 0 or wrong

The plugin reads the size directly from the file in the Phoca Download folder; only if the file is not readable there does the value stored in the database apply. Check whether the file is in the configured download folder and whether the file name in the document is correct.

Custom fields are missing in the builder

- The fields have to be created for Phoca Download documents and published.
- After creating new fields, clear the YOOtheme cache.

The update fails ("403", "Invalid Domain", "URL rejected")

- Check the download key under *System → Update → Update Sites* — without leading or trailing spaces.
- The key is tied to your website's domain; for a new domain, create another key in your customer account.

Does the plugin change my downloads?

No. The plugin only reads data from Phoca Download. Management, permissions, hit counting and delivery of the files remain entirely with the component.

Applies to version 1.7.3.

[Deutsche Fassung](#)

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