



*Joomla! 4 Migration in one simple click*

# User Guide

Version 1.0

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# LEGAL AGREEMENT

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# About MigrateMe 4

MigrateMe 4 is a Joomla component. It is designed to make it very easy to upgrade your Joomla system to the latest version available. It can upgrade Joomla systems from version 3.x onwards.

You can use MigrateMe 4 to make big upgrades (for example 3.0 to 4.0) or small upgrades (for example 4.0.1 to 4.0.2)

Please read this user guide before you upgrade your system, to ensure that you have understood the full upgrade process.

If you have any questions, suggestions, or experience an issue that is not addressed in this guide, please contact support at <http://www.php-web-design.com>, where we will be happy to help you.

## Some features of MigrateMe 4

MigrateMe 4 allows you to upgrade your Joomla system, while minimising the impact on your users.

MigrateMe 4 automatically creates a new subfolder, where the upgraded system is installed. This allows you to test the new system, to ensure it is all working correctly. Once you have tested, MigrateMe 4 allows you to 'go live'. It backs up your old system, removes it, and replaces it with the upgraded Joomla system.

With MigrateMe 4, all your old data is maintained and upgraded to the latest version of Joomla. Additionally, all your core files and folders are upgraded.

A backup is taken at every part of the upgrade process, which means that you can simply wind it back if something didn't work as expected.

## Get Started: Installation

MigrateMe 4 is designed to be installed directly into your existing Joomla system.

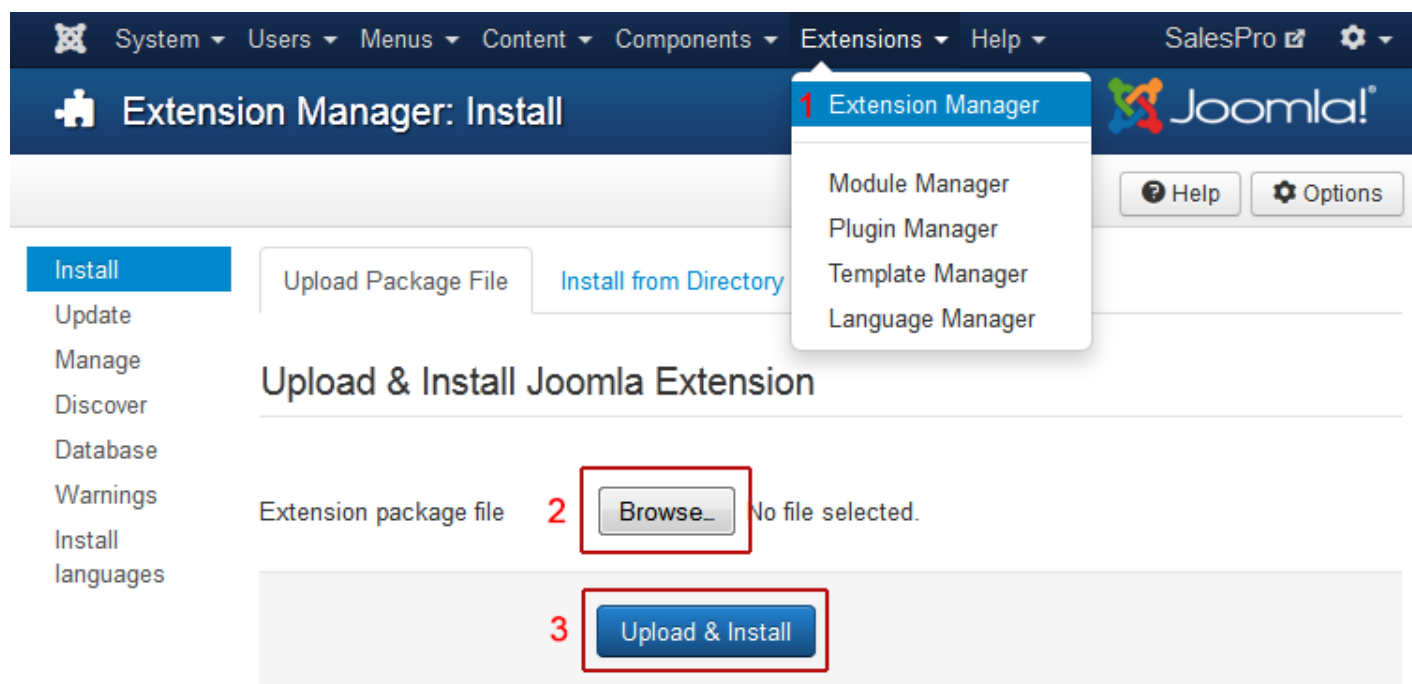
It works with Joomla 3.x and Joomla 4.x

Installation of MigrateMe 4 is very simple. You can install it just like any other component, in your new Joomla upgrade system.

To install MigrateMe 4, first log into your administrator area as normal (shown below in Joomla 3)



Open the Extensions Manager, and go to Install > Upload Package File.



Select the MigrateMe 4 extension package (it's called com\_migrateme4.zip), and then click Upload & Install.

# Step 1: Open and configure MigrateMe 4

Open MigrateMe 4 by going to Components > MigrateMe 4.

The screenshot shows the Joomla! 3.9.23 administrator interface. The top navigation bar includes System, Users, Menus, Content, Components, Extensions, and Help. The Components menu is open, showing a list of components: Banners, Contacts, Joomla! Update, Messaging, MigrateMe 4 (highlighted), Multilingual Associations, News Feeds, Post-installation Messages, Redirects, Search, Smart Search, and Tags. Below the menu, the MigrateMe 4 migration page is displayed. It features a large 'Upgrade to Joomla! 4.0.2' button. Below the button, it says 'Seems beautifully simple? That's because it is :-)' and provides a link to read the help file. The page also displays 'Your System Information' and 'How to migrate to Joomla 4' instructions.

**Your System Information**

- ✓ Available Disk Space: 331Gb
- ✓ Available Memory: 256Mb
- ✓ PHP Timeout: 120
- ✓ File Permissions OK
- ✓ PHP Version: 7.3.21
- ✓ PHP Config OK
- ✓ AJAX enabled
- ✓ Upgrade is available

**How to migrate to Joomla 4**

1. Click the Upgrade button.
2. Wait for the process to complete.
3. Log into Joomla 4 and update 3rd party extensions.
4. If everything is working well, click Go Live.
5. Enjoy Joomla!

Questions or comments? [Contact us at PHP Web Design](#)  
[Click here to read the full user guide.](#)

## Step 1.2: Check the MigrateMe 4 compatibility checks

If any of the compatibility checks are not ticked, please check the **troubleshooting** section to resolve any problems before you proceed.

Additionally, if you use Admin Tools, the NoNumber Framework, or SH404Sef, please disable these extensions before you begin migration, as they can interrupt the process.

MigrateMe 4 is now ready to migrate your system

The screenshot shows the 'Your System Information' section with all compatibility checks passed, indicated by green checkmarks.

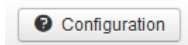
**Your System Information**

- ✓ Available Disk Space: 331Gb
- ✓ Available Memory: 256Mb
- ✓ PHP Timeout: 120
- ✓ File Permissions OK
- ✓ PHP Version: 7.3.21
- ✓ PHP Config OK
- ✓ AJAX enabled
- ✓ Upgrade is available

### Step 1.3: Edit the MigrateMe 4 configuration (optional)

The configuration is a very useful tool. In particular, it lets you slow down the migration speed, which resolves 95% of all migration problems.

Most systems will migrate perfectly well with the standard configuration, but if you want to change something, or you're just curious, open the configuration with the button as shown:



You will then see the full configuration that is available to MigrateMe 4. If you would like more information on any of the settings, click the little button:



#### Migration Speed

Migration speed: Crazy fast! (dedicated server) ⓘ

The MigrateMe 4 migration engine can run extremely fast (hundreds of processes per minute). This is usually fine – but on some servers can cause problems. For example, it might run out of memory, or it might hit a timeout or processing error.

If you hit any popup errors of any kind, the first thing to do is usually to reduce the migration speed. Please see **Popup error messages: Error codes 0 and 500** for more information on this.

#### Use acceleration

Use acceleration: Yes (most servers) ⓘ

MigrateMe 4 uses an acceleration engine. This dramatically increases the speed that MigrateMe 4 can run, and also reduces the number of AJAX requests that it makes. However, it also increases the amount of strain on your server. If you have already reduced the migration speed, but still get strange errors, please also disable acceleration.

#### Run initial checks

Run initial checks: Yes - Run optimization (default) ⓘ

During migration, one of the first things MigrateMe 4 does is to check your database. It runs optimization and repair routines to ensure that your database is in perfect condition before it is migrated. This can help very much with the migration speed, and also ensures that any corrupted data is corrected before it is used.

It is usually best to run the initial checks, but if you have already run the migration and want to run it again, or you have already optimized and repaired your database recently, you can disable the initial checks to complete the migration faster.

#### Select the Target System

Target system: Joomla! 3.4 ⓘ

MigrateMe 4 allows you to update to many different versions of Joomla. If you want to migrate to a specific version (for example, 4.0.1) please select the correct version here. Please note that you cannot downgrade Joomla to an earlier version.

**Important:** if you change this setting, please also change 'Empty migration folder' to 'Yes' (below)

#### Empty migration folder on restart

Empty migration folder on restart: No ⓘ

MigrateMe 4 will automatically recognise an old migration, and will not re-copy files if they have not been changed. But, if you want to completely start a new migration 'fresh', or if you have changed your target version of Joomla, please change this to 'Yes'. This will then delete the **/mm4/** migration folder, and give you a completely fresh migration environment.

#### Save settings

✓ Save Config ✕ Cancel

When you have changed your configuration, please click Save Config to save your settings.

**Important:** If your settings do not save, please ensure that your Joomla cache is turned off in Global Configuration > Server

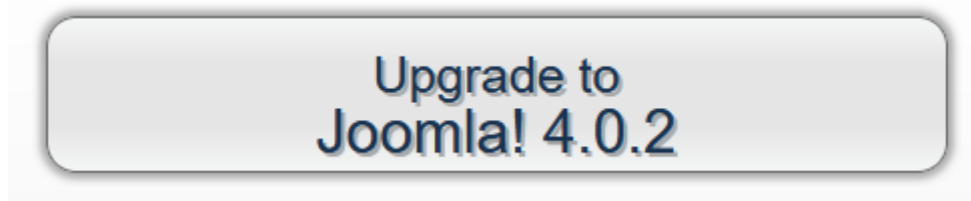


## Step 2: Migrate your Joomla system

If your Compatibility Checks are all ticked green, and you are happy with the configuration, you can continue immediately.

Note: if you hit any problems during the migration, you can simply restart the migration. You will find comprehensive information on any error messages in the **Troubleshooting** section.

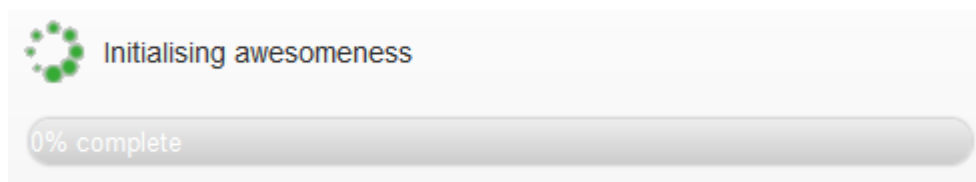
MigrateMe 4 has a one-click upgrade process. Simply click the button as shown to begin:



For reference, the full stages of migration are given below here. If the process fails at any point, please let us know at which of these stages the problem occurred:

### Step 2.1: Database analysis

Your database and filesystem is analysed before starting the migration



### Step 2.2: Database optimization

Where needed, your database is optimized. The latest versions of Joomla use the InnoDB format, and so this avoids any performance issues after conversion.



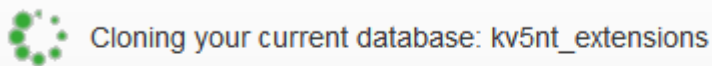
### Step 2.3: Database repair

Where needed, your database is repaired, which will avoid data corruption and loss to the upgraded tables.



### Step 2.4: Database copy

Your full database is copied into new tables, using the prefix mm4\_. These temporary tables are then used to install the upgrade, so you can test the new system without affecting your current 'live' system.



23% complete

### Step 2.5: Filesystem copy

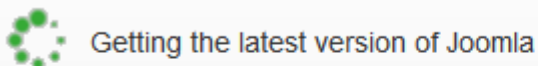
Your current filesystem is completely copied into the new mm4 subfolder. This means that the files can be updated where needed, without affecting your current live system.



41% complete

### Step 2.6: Joomla download

The latest version of Joomla is downloaded and stored in a temporary zip file



60% complete

Note: If your system is unable to automatically download Joomla for any reason, you can easily upload it using FTP. Please download the latest version of Joomla from <http://www.joomla.org/download.html>

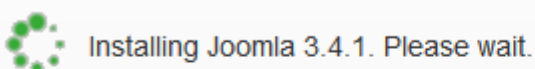
Then, rename this package to **joomla.zip** (all lower case)

Upload the package to **/mm4/joomla.zip**

You can then restart the migration, and it'll recognise the package is already downloaded.

### Step 2.7: Joomla installation

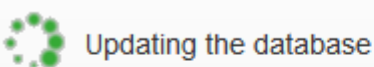
MigrateMe 4 automatically installs the latest version of Joomla



75% complete

### Step 2.8: Database update

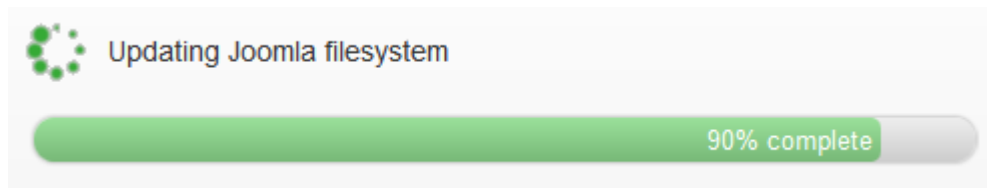
The upgrade continues, and among other things, your new Joomla administrator template is installed, and hundreds of changes are made to the new database tables, to ensure the data is all compatible with the new Joomla system.



84% complete

### Step 2.9: Filesystem update

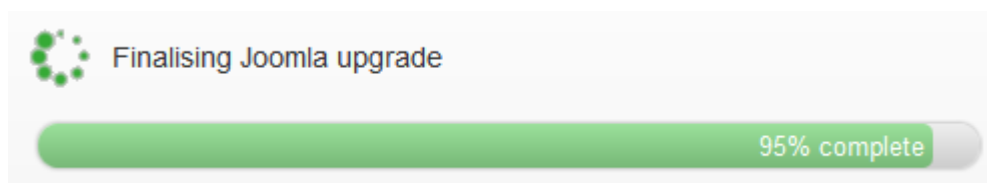
MigrateMe 4 makes sure that all your core Joomla files are up to date and compatible with the latest version of Joomla.



Note: This step does not update your third party extensions. Please install the latest version of each after migration is complete (see Step 3)

### Step 2.10: Update finalisation

This is the clean-up stage, and MigrateMe 4 removes any unused or temporary files, and ensures that the configuration file is correctly updated as required.



### Step 2.11: Migration is complete

Log into the new system and enjoy!



Once the migration is complete, you can log into the new administrator area at **/mm4/administrator**

## Step 3: Test your new system

Before you can go live, it is important to check that the new system works as expected.

### Step 3.1: Log into your new system

You can log into the new Joomla admin area using your old username and password. The new admin area is at **/mm4/administrator**

If you are unable to log in, or see a white screen, please first check the log for any issues. Your log is stored at **/administrator/components/com\_migrateme4/log.txt**. If you have any major errors reported, you can usually restart the migration to correct them.

If no issues are reported, please see **Troubleshooting: new Joomla system is blank** or contact support at <http://www.php-web-design.com> for assistance.

### Step 3.2: Check your data

Have a quick run through and just check that your data is all in place: particularly in the Article Manager. Also, please go to Extensions > Manage > Database and check that the database has no errors. If it does, simply click 'Fix' to correct them.

### Step 3.3: Update and re-enable your extensions

In general, we recommend that ALL extensions are reinstalled and updated, even if you had the latest version installed on your Joomla 3 system.

This is to ensure that the extensions are correctly configured to work with Joomla 4, and to ensure that the correct libraries are being used.

In particular, you will always need to re-install Akeeba, Kunena and NoNumber extensions, to ensure they are using the correct Joomla libraries.

If you notice error messages, strange pages, or something doesn't quite work, please ensure that you have updated all extensions, modules and plugins.

You can often check which extension is throwing the error if you look at the message, for example, "Fatal error at line 123 in file 'myplugin.php'" would mean that you need to update the "myplugin" plugin.

Important note: many third party extensions are disabled by default in the new Joomla system. This is to avoid conflicts where the extension is not compatible with the new version of Joomla. Please reinstall the latest version of each and enable it as needed in Extensions > Manage, and check that they are working correctly.

Useful tip: if you sort your extensions by ID descending, you should find that most third party extensions have an ID with 10000 and greater

### Step 3.4: Check and enable your template

A Joomla 3 template will often continue to work correctly with Joomla 4, but it depends if it uses old, outdated Joomla functionality.

Please go to Extensions > Templates and ensure your template is enabled. Then, please check the template is compatible with your new version of Joomla, and if it is not, please install an update.

You can often ask your original template creator for an update, and they might have one available, which you would install as a normal extension. If not, you will need to update the template to work with the new Joomla framework.

**Step 3.5: Check the frontend**

Please check that everything works as expected in the frontend of your system at /mm4. If anything does not work, or you only see a blank screen, please check that the extensions and template are compatible with the latest version of Joomla, as described in the steps above.

## Step 4: Go Live

Once you have tested your upgraded version of Joomla, you can make it live – and MigrateMe 4 lets you do this with a single click. To run the one-click 'Go live' process, please open your new Joomla administrator area at **/mm4/administrator/**.

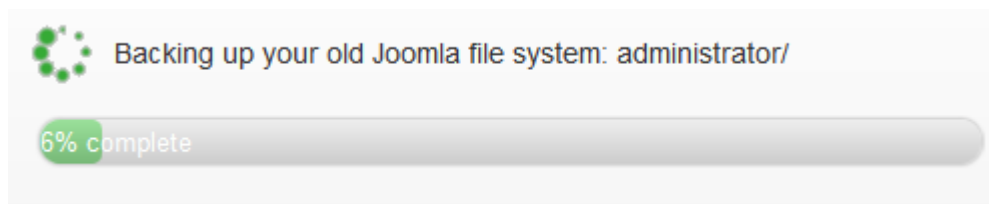
Then, go to Components > MigrateMe 4, and click the button to Go Live.



Your original system will be backed up and saved in the folder **/backup/** (which is created by MigrateMe 4). Once the process is complete, and you are happy with the new system, you can remove the backup folder. The process should complete within a few minutes, and a detailed description is given here.

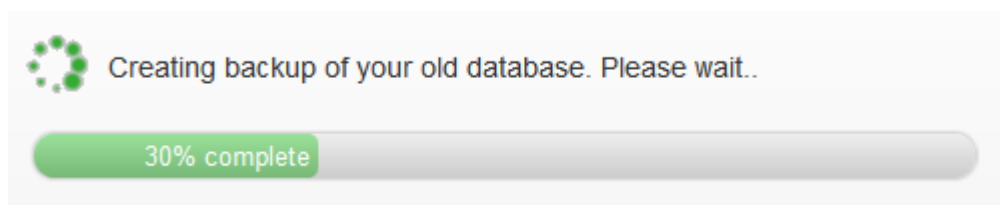
### Step 4.1: Filesystem backup

All your original files are backed up and copied to the **/backup/** folder



### Step 4.2: Database backup

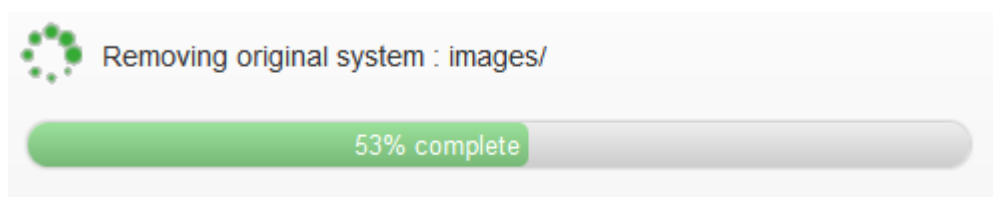
Your original database tables are fully backed up, and saved in a file called **sql.sql.gz** file in the **/backup/** folder



If you need to restore the original backup at any point, you can simply import the **sql.sql.gz** file to your database using PHPMyAdmin. Alternatively, after the Go Live is complete, you are able to roll back the entire process if you like (Step 5)

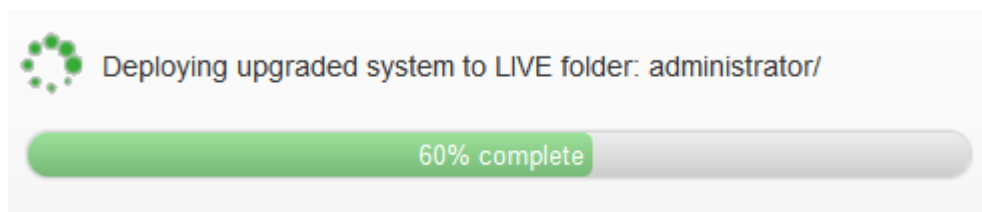
### Step 4.3: Removal of the old system

Once the backup is complete, MigrateMe 4 will remove your original Joomla file system. It will not touch any non-Joomla folders, so any 'extra' folders you have will be safe. Anything that is removed will have been backed up to the **/backups/** folder.



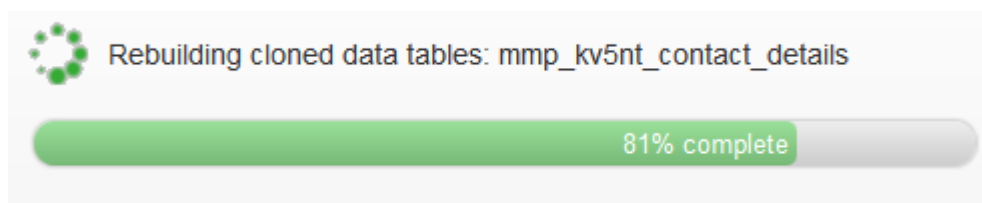
#### Step 4.4: Copy of your new Joomla filesystem to the live folder

Your mm4/ folder is duplicated, and is saved to the live folder.



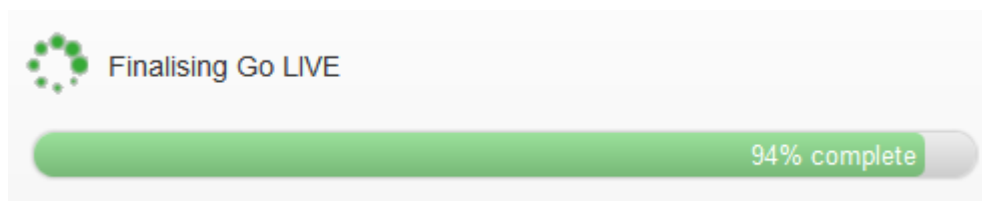
#### Step 4.5: Copy of your new Joomla database tables

Your mm4\_ database tables are copied, and are saved as new tables without the mm4\_ prefix. This has the effect of making your new Joomla system have the same prefix as your original system.



#### Step 4.6: Final processes

This is the clean-up stage, and MigrateMe 4 removes any unused or temporary files, and ensures that the configuration file is correctly updated as required.



#### Step 4.7: Go Live is complete

Go and enjoy your new system – you deserve it!

  
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## Your new system is live

Congratulations! Your full Joomla system is now ready to use.

Please carefully check your new system, and ensure that it works as expected. The log below will show any problems encountered during the operation.

If you need to restore your live system, you will find the full backup in /backups/. Simply unzip the files zip into your live folder, and upload the .gz file into PHPMyAdmin and your system will be restored.

Show the Log file 

Log in to the Admin 

### Compatibility check

- ✓ Safe mode OFF
- ✓ Available memory: 512Mb
- ✓ PHP timeout: 600 seconds
- ✓ AJAX enabled

### Instructions

To get started:

1. Click the Upgrade button.
2. Wait until the process is complete. Please do not use Joomla! during this time.
3. Once the process is complete, check that everything is working properly
4. If you have questions or comments, contact us at [PHP Web Design](#)
5. Enjoy Joomla!

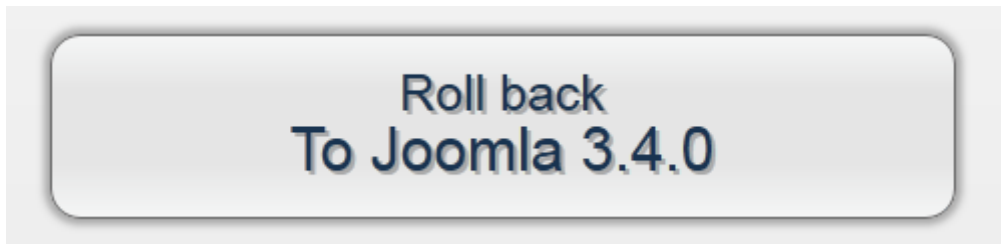
[Click here to read the full user guide.](#)

## Step 5: Roll Back (optional)

After you have made your new system 'live' you may decide to roll back the live site to your old version of Joomla. You should generally ensure the temporary mm4 system is exactly as you want it before you Go Live, but if you do decide you want to roll back for any reason, you can do this with MigrateMe 4

To run the one-click 'Roll Back' process, please open your new Joomla administrator area at **/mm4/administrator/**.

You should have a new Roll Back button available. Click this to start the Roll Back process.



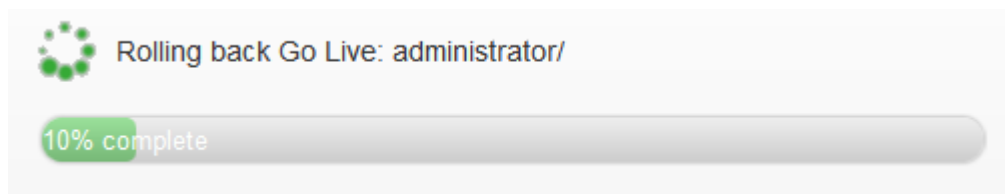
After you click Roll Back, MigrateMe 4 will automatically check the latest backup, ensure that it is valid and check it matches the original Joomla version number.

Your backups are stored in **/backup/** and the correct backup directory is usually the most recent one that was created.

The process is quite simple, and can also be done manually. First, the updated Joomla filesystem is removed from your live folder. Then, the original filesystem is copied in from the backups folder. Finally, the database is restored. This happens as follows:

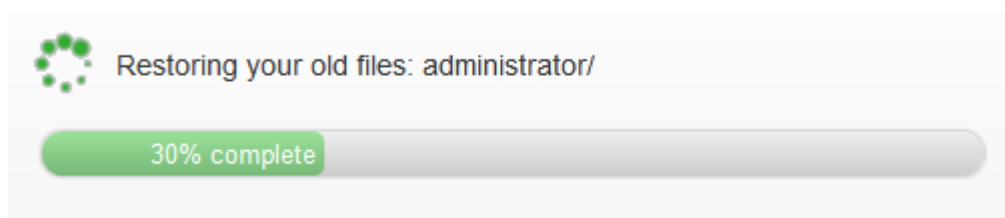
### Step 5.1: Roll back of your new Joomla files

During this stage, the updated Joomla filesystem will be removed from your live folder.



### Step 5.2: Restoration of your original Joomla files

During this stage, your original Joomla files are copied from the correct backups folder to the live folder

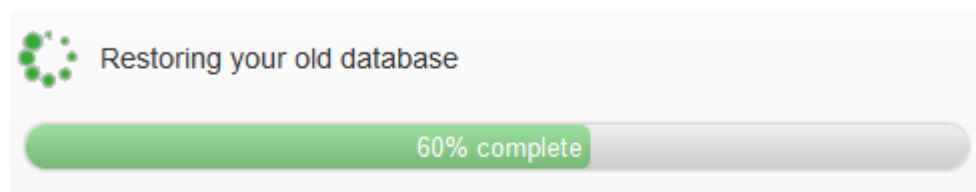


### Step 5.3: Restoration of your original Joomla data tables

MigrateMe 4 restores your original data tables – which are stored as a database dump in **/backups/[correctfolder]/sql.sql.gz**

This file is a standard .gz file which can also be imported manually if you wish using PHPMyAdmin.





#### Step 5.4: Roll Back is complete

Once Roll Back is complete, your live folder will have your original Joomla system. You can then log into the original Joomla system, and continue to use it as normal.

If you want to, you can also re-run the migration. Alternatively you might want to continue working on the **mm4/** area, to ensure it's exactly as you want it – and then when you're ready, you can re-run the Go Live process.

  
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## Your system has been rolled back

Your old Joomla 3.4.0 system has been restored.

The log below will show any problems encountered during the operation.

If you notice any problems, please contact support for assistance

You can re-run the Go Live whenever you like, to make your upgraded Joomla system live.

[Show the Log file](#)

[Log in to the Admin](#)

### Compatibility check

- ✓ Safe mode OFF
- ✓ Available memory: 512Mb
- ✓ PHP timeout: 600 seconds
- ✓ AJAX enabled

### Instructions

To get started:

1. Click the Upgrade button.
2. Wait until the process is complete.  
Please do not use Joomla! during this time.
3. Once the process is complete, check that everything is working properly
4. If you have questions or comments, contact us at [PHP Web Design](#)
5. Enjoy Joomla!

[Click here to read the full user guide.](#)

## Troubleshooting

As with any software, things can go wrong. We have included here a number of common migration issues. If none of the suggestions help, **please contact support at <http://www.php-web-design.com>** for direct assistance.

### Working with GoDaddy

GoDaddy has some very severe restrictions on how much memory you can use, how many pages you can access in a minute, and how many server resources you can use. This has a severe impact on how easy it is to use MigrateMe 4, and you may find it easier to use a different host to migrate your original system.

But if you do want to try the migration with GoDaddy please go to **MigrateMe 4 > Configuration** and set:

Migration Speed: Slowest

Enable Acceleration: No

By greatly reducing the strain on the server, and the speed at which the migration runs, this should allow the migration to complete successfully – but it will take a while longer than on a regular server.

### Working with your File Permissions

MigrateMe 4 copies and moves files – and to do this the server needs Read AND Write permissions.

On some servers, you might find that MigrateMe 4 hits constant file permission errors. This is most common where you have PHP running as an apache module, and the server does not belong to a group that has Read / Write permissions.

The best solution is to switch your PHP mode to FastCGI. A full explanation of FastCGI is available here:

<http://blog.layershift.com/which-php-mode-apache-vs-cgi-vs-fastcgi/>

You can also ask your server admins to ensure that your server has the correct Read / Write permissions to all your Joomla directories. The particular directories that MigrateMe 4 needs to Read and Write are:

- /mm4/
- /backups/
- /administrator/components/com\_migrateme4/
- /administrator/components/com\_migrateme4/log.txt

Finally, you could also simply give each of these directories 0755 or 0777 permissions, to ensure that the migration can work as expected.

### How to manually upload the Joomla package

If your server is unable to automatically download Joomla for some reason, you can easily upload it using FTP.

First, please download the version of Joomla that you want, from <http://www.joomla.org/download.html>

Then, rename the package to **joomla.zip** (all lower case – this is important)

Then, use FTP to upload the package to **/mm4/joomla.zip**

Finally, rerun the migration. MigrateMe 4 will recognise that the Joomla package is already available, and will simply continue the migration, without retrying to download it.

### Updating PHP to work with the latest version of Joomla

The latest version of Joomla requires that you have at least PHP 5.3.10 or later installed. Please ask your server admins to upgrade you to a new version of PHP and your new Joomla system will work correctly.

**Important note:** at the time of writing, the latest version of Joomla (3.4.1) still does not work well with PHP 5.6. So if you update your version of PHP, we recommend that you update to PHP 5.4 or 5.5.

## Compatibility Checks

The compatibility checks give a quick visual check to ensure that your system meets the minimum configuration for MigrateMe 4 to run.

### HTACCESS fix – try this first

If any of the checks are not ticked, please try using the **example.htaccess** file provided in **/administrator/components/com\_migrateme4/**

You will need to move it to the **/administrator/** folder, and rename it to **.htaccess**

This should correct all issues on about 75% of servers, unless your server has restricted access to the settings it contains. If you like, you can edit the file for more instructions and to fine tune the settings.

### Safe mode Safe mode ON

If safe mode is not off, MigrateMe 4 will not run properly. It is recommended that safe mode is set off in most production environments, and it is no longer available as of PHP 5.3.

Please ask your server admins to set safe mode to off. If you have access to your php.ini file, you can also turn it off here – ensure you then restart PHP or Apache if needed.

Please also see “**Updating PHP to work with the latest version of Joomla**”

### Available memory Available memory: 32Mb

MigrateMe 4 is resource hungry, and you need plenty of memory to ensure it completes fast and accurately.

MigrateMe 4 will not run correctly with less than 128Mb of available PHP memory, which is also the minimum memory recommended for Joomla 4.

If your php memory needs to be increased, please ask your server admins. Alternatively, if you have access to your php.ini, please set it there.

### PHP timeout PHP timeout: 10 seconds

MigrateMe 4 has a few processes that take a few seconds to complete – particularly the automatic download of the latest Joomla package. If your server has a very low timeout, it can easily hit the timeout limit, and give you popup error messages like Error 0.

To correct this, please ask your server admins to increase your PHP timeout level – we recommend at least 30 seconds.

You might also want to go to the MigrateMe 4 configuration and change Migration Speed to ‘Quite Fast’ but change ‘Use Acceleration’ to ‘No’. This will reduce the time MigrateMe 4 spends doing extra tasks quite a bit, and should help avoid any timeout issues.

Please also see Troubleshooting: Popup error messages – Error codes 0 and 500 for more information on this.

### AJAX enabled AJAX not enabled - click to check

If AJAX is not enabled, please click the link to see the problem.

If AJAX is working well you will see {"data": "1"}

If not, in most cases, there will be an error message that points to what the problem is. Generally, it will be an error caused by one of your third party extensions, for example, JoomFish can interfere quite dramatically with how Joomla (and therefore, MigrateMe 4) runs.





If you are unable to identify why AJAX can’t run on your server, please contact support at <http://www.php-web-design.com>

### Other compatibility checks

If you continue to experience issues, please ensure that the following extensions are not enabled on your system during migration:

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## Compatibility check

-  Safe mode OFF
-  Available memory: 512Mb
-  PHP timeout: 600 seconds
-  AJAX enabled

- Admin Tools
- No Number Framework
- SH404Sef

Please also ensure that the folders such as **/mm4/**, **/backups/** and **/administrator/components/com\_migrateme4/** have 0755 permissions so they can save and write temporary files such as the Joomla zip package. On some configurations these permissions may need to be 0777, but for security reasons please set them to 0755 once migration is complete.

Please see “**Working with your File Permissions**” for more information on the correct file and folder permissions when using MigrateMe 4

## Popup error messages

### *Error codes 0 and 500*

This is a timeout – your server has been unable to process the data within its available time limit.

To resolve this please go to MigrateMe 4 > Configuration and reduce the Migration Speed.

You can then restart the migration as normal.

### *Error codes 403, 404, 503 (and sometimes 0 or 500)*

Firstly, please refresh the page to check that you are logged in.

If you are, this is very likely a server lockout. These can be triggered if you exceed x number of AJAX requests per second. The precise number will depend on how your server is set up, but the AJAX runs very fast by default, and this is quite a common error.

To resolve this, please go to MigrateMe 4 > Configuration, and reduce the Migration Speed.

Most servers are fine with a Migration Speed of “Normal”, but on some servers (notably GoDaddy) you will need to reduce the Migration Speed to “Slowest”.

### *Unable to create log file*

This can happen if MigrateMe 4 can't create a log file. The default location for this is **/administrator/components/com\_migrateme4/log.txt**

Please ensure the file log.txt exists and can be written by the server.

Also, please ensure the file is not locked by another process – especially on Windows localhost systems, where the file can be locked by indexing and security scan processes, for example. Generally, if it has been locked you can usually wait a few moments and try again, and it will work correctly.

### *Unable to download the latest Joomla release*

MigrateMe 4 was unable to download the latest Joomla release securely from <https://www.php-web-design.com/>.

There are a few reasons you might get this error:

- Your server is not connected to the internet
- You have a firewall blocking access
- The folder **/mm4/** does not exist, or cannot be written by the server (see “**Working with your File Permissions**”)
- The download timed out before the full package could be downloaded

To correct this problem you have two options:

- Correct the issues above
- Manually upload the Joomla package (see “**How to manually upload the Joomla package**”)

### ***Unable to access Joomla with CURL / Please enable CURL***

Curl is a PHP extension that is enabled on 99% of all PHP setups by default. It is used to automatically download the latest Joomla package.

To correct this problem, please either:

- Ask your server admins to enable Curl, or
- Manually upload the Joomla package (see “**How to manually upload the Joomla package**”)

### ***Unable to create database backup file***

As part of the Go Live process, MigrateMe 4 creates a backup file of your original Joomla database at `/backups/[backupfolder]/sql.sql.gz`

If it cannot create this backup, the Go Live process won't continue. To correct this problem:

- Please check that the folder **/backups/** exists
- Please check that the folder **/backups/** is writable ( you might need to give it CHMOD permissions 0755 or 0777 – see “**Working with your File Permissions**”)

You can then restart the Go Live process, and it should complete correctly.

### ***Unable to locate your backup folder / No valid backup available / Bad Backup Folder***

If you select to Roll Back your system, MigrateMe 4 will try to locate the correct backups folder, files and database to use. If it can't find a valid Joomla backup, it will show this error.

If this happens, please contact support at <http://www.php-web-design.com> for direct assistance.

## **Common migration problems**

### ***Migration never completes, or has a strange popup error***

This is most often due to a timeout, or a memory issue. In your php.ini file, please increase the memory limit, and also increase your timeout level (or set it to 0 to disable the timeout). This should allow MigrateMe 4 to complete all processes.

If you do not have access to your php.ini file, please ask your system admins to do this for you.

Please also see **Popup Errors** for more information on specific issues.

### ***The new Joomla system is blank or has error messages***

This happens where you have a template or an extension that has severe compatibility issues with the new version of Joomla. MigrateMe 4 attempts to avoid this, by disabling plugins that are known to cause problems, during the migration.

Please check that your extensions and template are all compatible with the new version of Joomla, and upgrade them where necessary. You can usually access the new Extension Manager if you manually set your browser url to **/mm4/administrator/?option=com\_installer**

If you are unable to resolve this problem by updating your template and extensions, or if you can't log in to the new Joomla administrator area, please contact support at <http://www.php-web-design.com>

### ***I get the error PHP5.3 is not installed***

The latest version of Joomla requires that you have at least PHP 5.3.10 or later installed. Please ask your server admins to upgrade you to the new version of PHP and your new Joomla system will work correctly.

Please see also “Updating PHP to work with the latest version of Joomla”

***I get the error 'Please disable MagicQuotes'***

MagicQuotes is deprecated and should not be used. Please ask your server to update your PHP version to PHP 5.3.10 or later, and disable MagicQuotes.

Please see also “Updating PHP to work with the latest version of Joomla”

***I get the error 'Please disable SafeMode'***

SafeMode is deprecated and should not be used. Please ask your server to update your PHP version to PHP 5.3.10 or later, and disable SafeMode..

Please see also “Updating PHP to work with the latest version of Joomla”

***I can't access my components in the new system***

Firstly, please ensure the latest version of each extension is installed.

Secondly, after updating your extension(s) please ensure they are enabled as needed in Extensions > Manage ...

***JHtmlBehavior::mootools not found***

This error is usually from your template. Please see “Step 3.3.1: Updating your template manually (optional step)”

***Use of undefined constant DS - assumed 'DS'***

The DS constant was used in old versions of Joomla. The best way to resolve it is to install the latest version of each extension, and update your template as needed.

You can work out which extension(s) are throwing this error by checking the error message. For example, if you have:

Notice: Use of undefined constant DS - assumed 'DS' in

/home/sites/mysite.co.uk/public\_html/components/com\_colorfall/html/modules.php on line 5

The error will be in the component 'colorfall'. Please update the component with the latest version and it should correct this problem.

If no update is available, or the error is thrown by custom code, you can also correct this error manually. The DS constant means 'Directory Separator'. You can simply replace every instance of DS to /

So, in this example, the error is in the file **/components/colorfall/html/modules.php**. Open this file, and find the line 5. Then, change DS to '/'

So if your line 5 reads:

```
require 'myfolder'.DS.'myfile.php';
```

Change this to:

```
require 'myfolder/myfile.php';
```

***Links don't go to the right page, or go to a 404 page***

This usually happens if URL rewriting is enabled, but your system is not yet configured to use it.

When the new version of Joomla is installed, it includes htaccess.txt (i.e. it is not enabled). To use URL rewriting, you will need to rename the file **/mm4/htaccess.txt** to **.htaccess**.

You can then safely enable URL rewriting in **Administrator > Global Configuration > System**.