







PPPs Website Backend Manual

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Introduction to Drupal



Your website is built on Drupal 7 Content Management System (CMS) a popular open source content management system that is used by millions of other websites including a number of major businesses, government and educational institutions. Drupal is powerful and has enterprise level security, famous for running websites like WhiteHouse.gov, Harvard and Stanford universities.

Drupal allows for easy maintenance and content management while still providing a powerful frame-work for user management and additional functionality thanks to a large library of modules developed by the Drupal community.

The Drupal file structure is split into two sections Drupal Core and Third Party files. The Drupal core files are in the root directory and should not be edited.

All the third party files that get edited and added to the website such as the theme, modules, pictures and configuration files are located in the **sites** folder.

- All configuration settings for Drupal is located in sites/default/settings.php
- All uploads will go into the files directory located in sites/default/files
- The theme and CSS used to format the website is located in sites/all/themes/ themename

User Login

To login into your website, you need to browse to your websites domain and enter /user, for example you can log into the development websites at the following URL's:

- http://marketingbangkok.net/test/cambodia/user
- http://marketingbangkok.net/test/bhutan/user
- http://marketingbangkok.net/test/myanmar/user

Home > User account

User account



Enter your username and password then click Log in button.

Once you have logged in if your are an administrators, a black administrators bar will load at the top of the page as shown in the picture below.



Also once logged in other options will appear around the website. When viewing a content page, new tabs will appear to view, edit and translate. This allows you to quickly edit and translate any page that you are viewing.

Resources



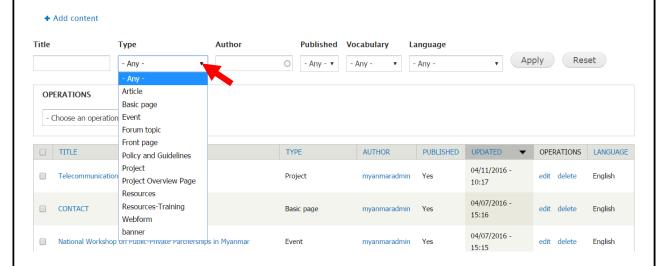
Content Management - Content Overview

Click on Content link inside the black admin bar or browse to /admin/content. This will load the content overview page which shows an overview of all the content published on the website.



The content overview shows you all of the content currently on the website regardless if it is published or not and provides you information quickly on each page. Each unique page inside Drupal Content Management System is referred to as a Node and each Node has a unique Node ID (NID) which is a number that goes up sequentially, all page can be accessed by this NID i.e. /node/1

Your Drupal website is built upon many different Nodes and Content Types. Content Types are basically templates used to include different information and formatting. You can filter by content type by clicking on the Type dropdown and then apply.



The most common content type is the default, "Basic Page" but there are different content types for different pages such as "Front Page" content type which is used to format and publish the content on the homepage of the website.

In the content overview you can also perform bulk actions by selecting the radio buttons on the content you wish to edit and the specific operation.

To add new content into the website, you can go to Content -> Add Content and choose which content type you want to use or browse to the Add Content page here /node/add



Content Types:

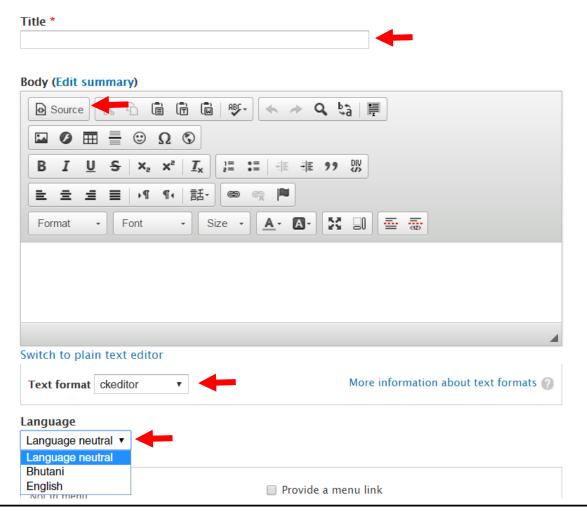
- Article Default content type that does not need to be used.
- Banner Used for the home page banner slider.
- Basic page Most common content type used for most pages.
- Event Used when you want to add a new Event into the website.
- Forum topic Default content type that does not need to be used.
- Front Page Content Type used for the content on the homepage.
- Policy and Guidelines Used for the policy & guidelines page. Only have <u>1</u> of these nodes.
- Project Used when you want to add a new project into the site.
- Project Overview Page Used for the Project Overview page. Only have <u>1</u> of these nodes.
- Resources Content found in the resources section.
- Resources-Training Training content inside the e-learning section of resources area.
- Webform Used when you want to create a webform.

Title Field: After you have selected a content type you must first give the content a Title, this is a required field when adding any piece of content and will be shown at the top of the page.

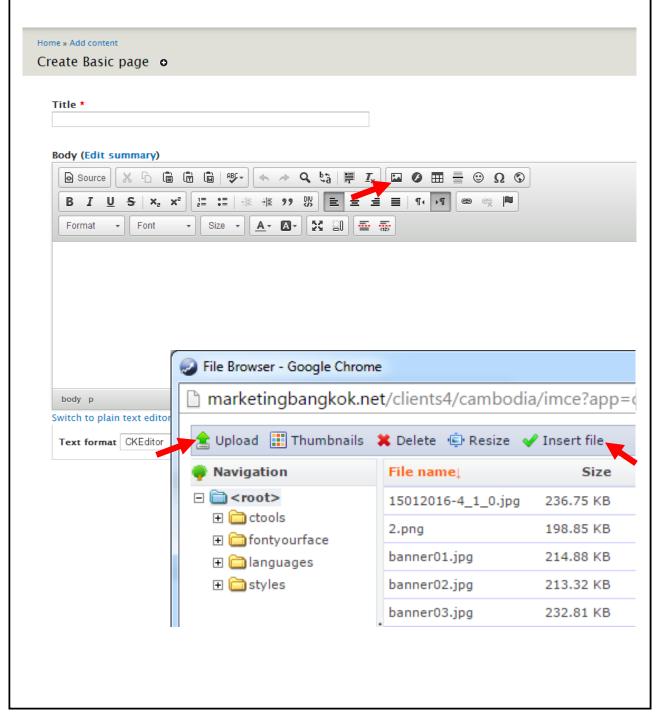
Source Button: Clicking Source will allow you to see the HTML Source code of the page. This is useful when you are trying to do more complicated formatting and need to manually make edits.

Text Format Drop Down: There are several different Text Formats available. The most common two formats you will use are ckeditor, which will load the WYSIWYG editor as in the screenshot below, and the code text format, which will load a plain text box suitable for HTML code. The reason to use code is so that no additional formatting gets added to your page.

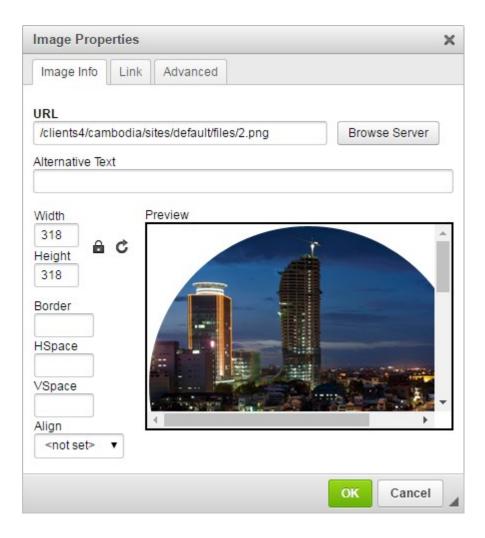
Language Drop Down: Set which language the node will be. If left at Language neutral, the content will be available for both languages.



Adding Images: If you need to add an image inside the text area you need to click on the image icon, browser server. A popup box will appear. Click Upload, choose your picture, then click the upload button. Once uploaded click insert file.



When you insert the file, you will be given some options to format the picture. You can adjust the size of the picture, the alignment, and how the picture is linked.



Below the content area, there are options for the new piece of content (new node).

Setting URL: You can set a specific URL or let it set one automatically.



* Creating Revisions: When you edit a piece of content a revision will be saved if you check this box. In the future if a mistake was made, an earlier version of the content piece can be restored by the revision.



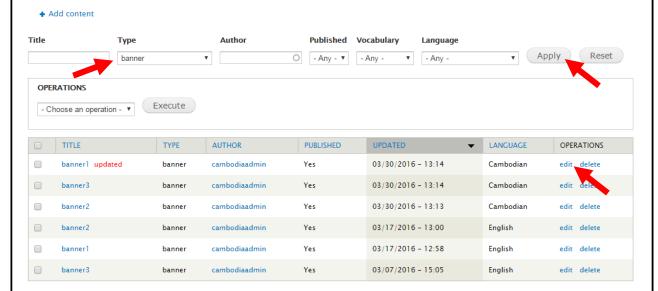
Publishing / Un-publishing: To temporarily turn a page off without deleting the page, go to the publishing options and un-tick publish. The will unpublished the node and standard / anonymous visitors to the website will be unable to view the content, however as an admin you can still view and edit the content.



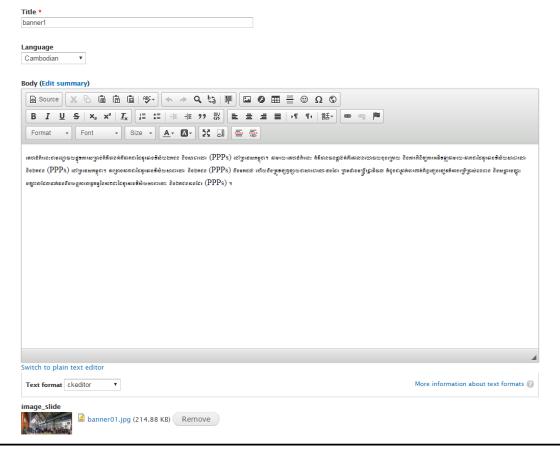


Content Management - Edit Homepage Banner Slider

To edit the homepage slider on the website, filter the content by banner.



After you click edit, you will then be able to remove and add a new picture. Make sure the new picture added is a high enough resolution.



Content Management - Translation

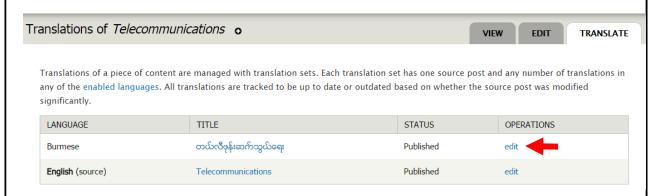
The easiest way to translate content is to go to the node that you want to translate and click on the translate tab.

Resources View Edit Translate

But you can also access the translation page when editing the page also.



If there is no translation, then the link will show "Add translations" instead of edit. Click this link and then add in the correct language content to translate the page.



A new node will be created but they will be linked together in the backend, so that when the end user clicks on the flag, the language will change.



Your Drupal website is made up of content and blocks. Blocks can contain any information / HTML which you can manually create yourself and then place into different regions of the website. Blocks can also be generated by Drupal when you add new content into your website like Menus.

While logged in, when you hover over blocks with your mouse a Cog wheel will appear. When clicked options will appear, and generally configure. This will allow you to edit the block.





HOME POLICY AND GUIDELINES PROJECTS RESOURCES EVENTS CONTACT



Below is an example of where the regions are on your website. For example there is Content, Sidebar First, Sidebar Second etc.



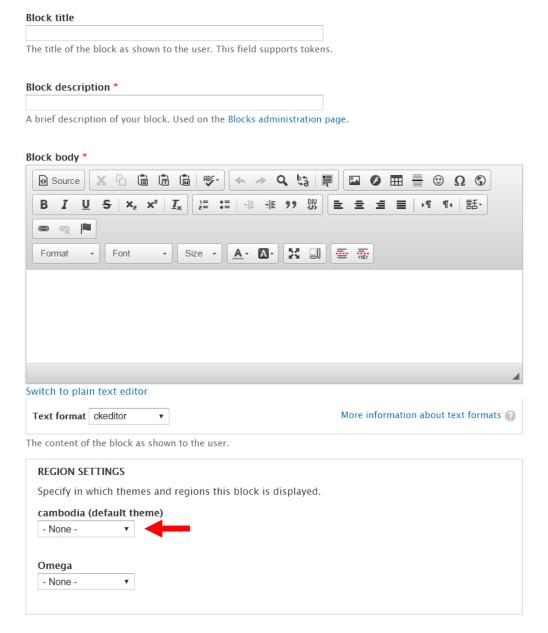
When you place the block into a region, this is where it will show on your website.

To access the block overview on the black admin bar go to Structure -> Blocks or browse to /admin/structure/block



To create a new block, click on +Add Block in the block overview or from the Structure -> Block -> Add Block in the admin bar.

You will now be able to give a Block Title and Description. The description is used to explain what the block is in the backend.



At the end you will be able to set which region the block will show. You can also set this on the block overview page.

The next set of options will determine on what pages your block will show up on.

Visibility settings

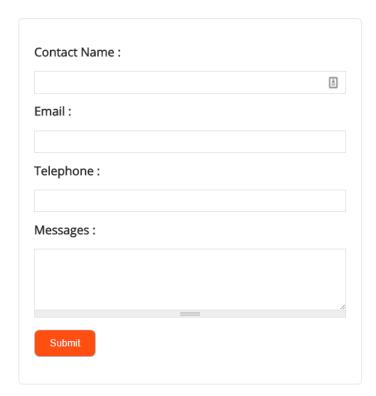
Pages Not restricted	Show block on specific pages
Languages Not translatable, Not restricted	All pages except those listedOnly the listed pages
Content types Not restricted	
Roles Not restricted	
Users Not customizable	
	Specify pages by using their paths. Enter one path per line. The '*' character is a wildcard. Example paths are <i>blog</i> for the blog page and <i>blog/*</i> for every personal blog. <i><front></front></i> is the front page.

For pages you can set <front> to load only on the homepage of your site. You can also set by the node id or the page URL.

Other options include what language you want the block to show on, and which content types.

Blocks are useful if you wish to display a message on the website or certain page.

Drupal Webform is a powerful module that allows you to create forms with different fields. These forms record to the database and can be set to email that data.



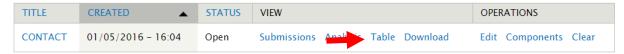
Webforms can be used to create simple contact forms, but also more comprehensive forms to collect any data that is necessary.

To access Webforms go to Contact -> Webforms in the black admin bar or browse to / admin/content/webform



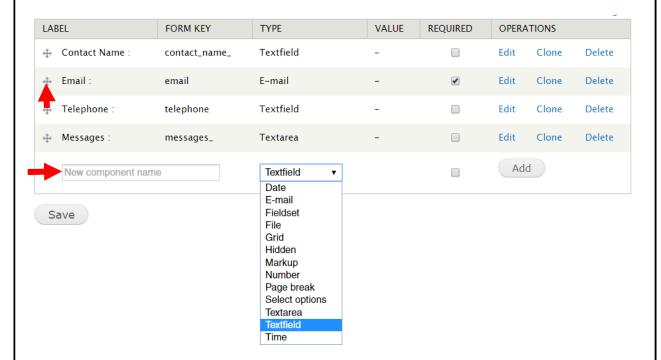
In the Webforms overview you will see all webforms on the website.

This page lists all of the content on the site that may have a webform attached to it.



You can view all submissions by click on the Table link, to export click download.

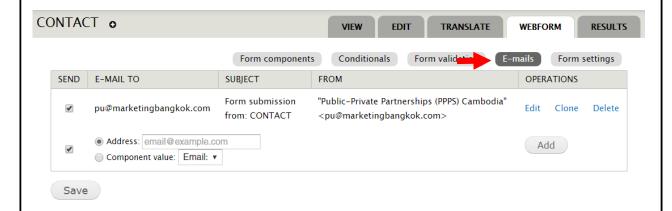
To edit the fields of the Webform click Components.



Each field can be re-arranged by dragging the icon up or down. Once set, you must click save.

New fields can be added by filling out the New Component Name and selecting the type of field you want to add. You can also set if the field is required for the use to fill out or not.

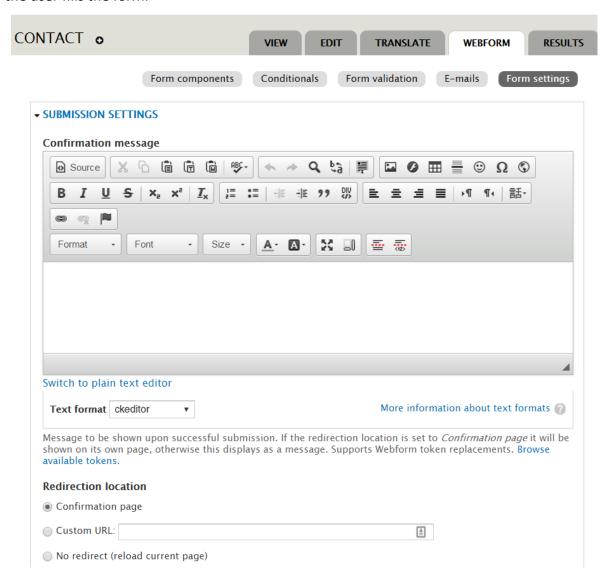
To edit where the webform emails the submissions to click on the E-mails tab.



Here you can set who shall receive the emails, and how the emails are formatted, you can even set the email to send a confirmation email back to the user by selecting the component value: Email, which will send the email to the email the user added into the email field on the form.

More options will become visible when clicking add.

The form settings can be accessed by clicking on the Form setting link will allow you to set specific settings for the webform such as the confirmation message or page that loads after the user fills the form.



There are also more advanced settings that can be set in here also.

Under Advanced Settings you can check the box to make the webform become available as a block. This will allow you to place the webform in specific areas of the website rather than have it just contained to its own webform page.

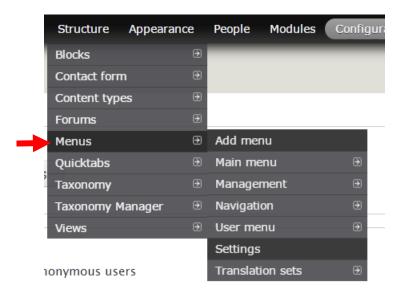


You can always create new webforms by going to Content -> Add Content -> Webform or browsing to node/add/webform

The first part when adding a new webform is just the content that will load on the webform page. This content will not be shown if you decide to show the webform in a block on a specific page. If there is no content to add, just set the title and click save, and then you can start building the webform by adding in each component.

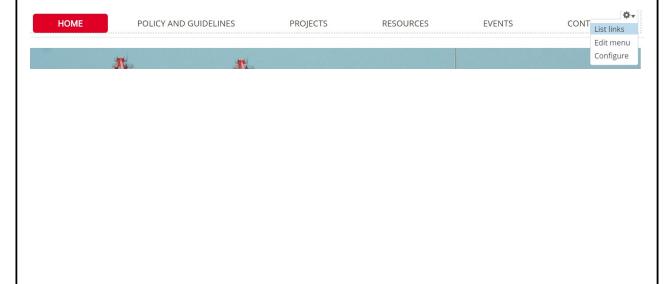
Content Management - Menus

Drupal Menus can be set when adding content, or you can add in new menu items manually. The menu overview page is located at /admin/structure/menu or you can access it from the admin bar.



There are a few menus added to your website by default. The black administrators bar uses the Management menu by default.

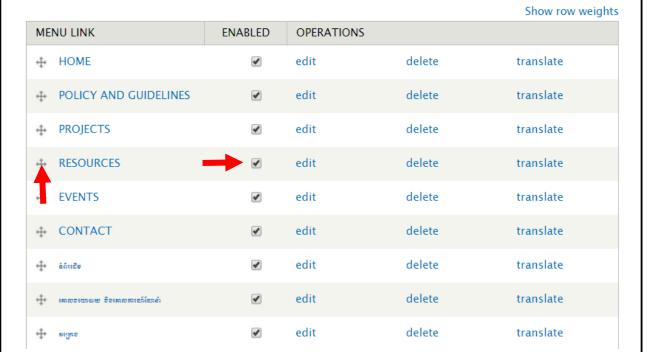
The menu in the header of the website is called the "Main menu". You can access it by click on Main menu from the admin bar, overview or by clicking on the cog wheel. If clicking on the cog wheel the most common option is the "List links" option.



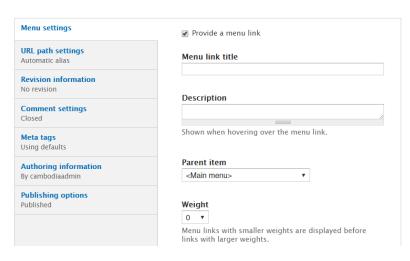
Content Management - Menus

When you are in the List links section, you will see all of the links for that menu. This will include links of both languages. Here you can easily enable or disable links. You can also rearrange the order of the links by dragging the icon.





You can add new menu items when you add a new node by selecting the Menu tab at the bottom of the add node page. You will need to set what the link will be, and which menu it should appear in.



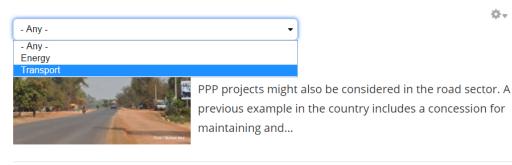
If you want to manually add a new link, click Add link. There are 3 main fields that you need set.

There are 3 main helds that you need set.
Menu link title *
This will be the anchor text the user reads.
Path *
The path for this menu link. This can be an internal Drupal path such as <i>node/add</i> or an external URL such as <i>http://drupal.org</i> . Enter <i><front></front></i> to link to the front page.
The path can be the URL, the node id (node/1) or <front>. Node ID is the best option.</front>
Description
Shown when hovering over the menu link.
Menu links that are not enabled will not be listed in any menu.
Show as expanded
If selected and this menu link has children, the menu will always appear expanded.
Parent link
<main menu=""> ▼</main>
The maximum depth for a link and all its children is fixed at 9. Some menu links may not be available as parents if selecting them would exceed this limit.
Weight
0 *
Optional. In the menu, the heavier links will sink and the lighter links will be positioned nearer the top.
Languaga
Language neutral ▼
This item belongs to a multilingual menu. You can set a language for it.
Set the language.

₩₩

Content Management - Taxonomy Tags

The Project and Event content types of your website uses Taxonomy Tags to organize content. This is so that the end user can filter by different terms.





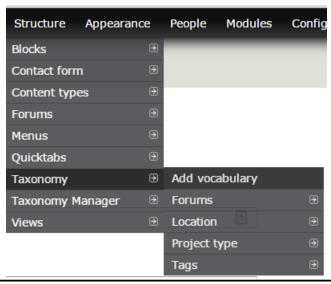
Power Sector Projects

On a large scale, Independent Power Producers (IPP) are supplying electricity to Electricite du Cambodge (EDC) under the Power Purchase Agreement...

These terms can be set when adding in new nodes using the content type Project.

Project type	
	0

You can manage these terms by going to /admin/structure/taxonomy or browsing via the admin menu.



Content Management - Taxonomy Tags

Project and Event content types use the Project type and Location vocabularies. In the overview you can edit the terms by clicking on "list terms", or add new ones by clicking on "add terms".

Show row weights

VOCABULARY NAME	OPERATIONS		
+ Forums	edit vocabulary	list terms	add terms
+ Location	edit vocabulary	list terms	add terms
Project type	edit vocabulary	list terms	add terms
⊕ Tags	edit vocabulary	list terms	add terms

When on the "list terms" page, you can rearrange, edit and delete terms.

+ Add term

Show row weights

NAME	OPERATIONS
+ Energy (English)	edit
+ Transport (English)	edit
🕂 តាលើកបត្តេត (Cambodian)	edit
🕂 டோக்கும் (Cambodian)	edit
+ Sure (Cambodian)	edit

Save

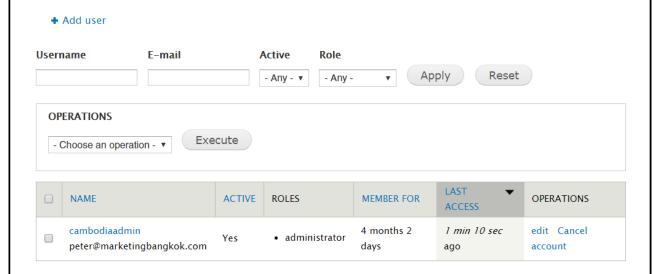
Reset to alphabetical

Advanced Features - User Management

Drupal comes with powerful user management included. To get an overview of all the user accounts on your website, browse to /admin/people or click on "People" in the black admin bar.



In the user overview page, you can see all user accounts and the basic information about the accounts.



In this overview you can add new users, edit and delete user accounts also.

Drupal user management works on User Roles. If necessary to have multiple people editing and working on your website, you can create new roles with restricted permissions.

To access this browse to /admin/people/permissions/roles or browse via the admin menu.



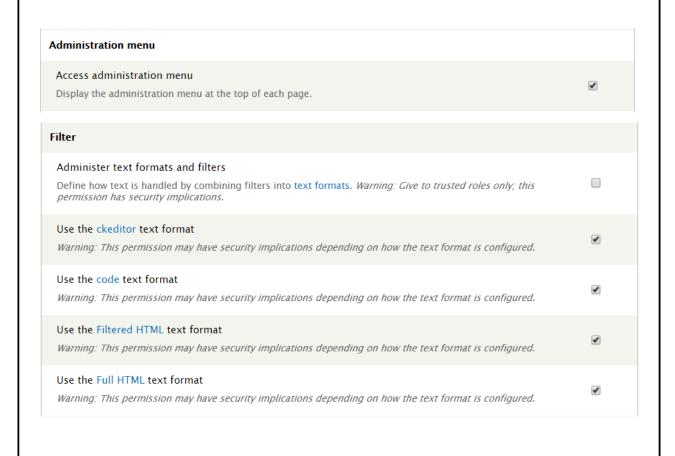
Advanced Features - User Management

To add a new role, give the role a name. Generally the user roles should be broken into two categories. The administrator (already created), Content Manager.



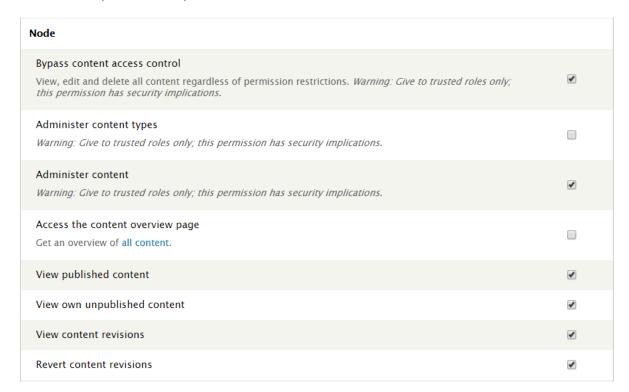
If necessary, you can create a new user role called Content Manager and give this user role just enough permissions to perform basic content management tasks and not permissions to more advanced administrative features that the administrator user role has access to.

Here are some main permissions you will need to set,



Advanced Features - User Management

Here are the permissions you will want to set.



You will also need to set in here all the content types you wish for this user role to create/edit/delete.



Once set, save the new user role. Create a new user account and then set that new user account to have the role Authenticated User & Content Manager (or the new role you have created).

Advanced Features - Drupal Caching

You can speed up the website by turning on caching. You can turn these options on by going to /admin/config/development/performance.

CACHING	
Cache pages fo	or anonymous users
Cache blocks	
Minimum cache	lifetime
<none> ▼</none>	
Cached pages wil	I not be re-created until at least this much time has elapsed.
Expiration of ca	ched pages
<none> ▼</none>	
САРТСНА	ne an external cache can use an old version of a page. A module will disable the caching of pages that contain a CAPTCHA element.
CAPTCHA ⚠ The CAPTCH	A module will disable the caching of pages that contain a CAPTCHA element.
CAPTCHA The CAPTCH BANDWIDTH OP	A module will disable the caching of pages that contain a CAPTCHA element. TIMIZATION
CAPTCHA The CAPTCH BANDWIDTH OP External resource	A module will disable the caching of pages that contain a CAPTCHA element. TIMIZATION Tes can be optimized automatically, which can reduce both the size and number of requests made
CAPTCHA The CAPTCH BANDWIDTH OP External resource to your website.	A module will disable the caching of pages that contain a CAPTCHA element. TIMIZATION Tes can be optimized automatically, which can reduce both the size and number of requests made
CAPTCHA The CAPTCH BANDWIDTH OP External resource to your website. Aggregate and	A module will disable the caching of pages that contain a CAPTCHA element. TIMIZATION Tes can be optimized automatically, which can reduce both the size and number of requests mad compress CSS files.
CAPTCHA The CAPTCH BANDWIDTH OP External resource to your website.	A module will disable the caching of pages that contain a CAPTCHA element. TIMIZATION Tes can be optimized automatically, which can reduce both the size and number of requests mad compress CSS files.
CAPTCHA The CAPTCH BANDWIDTH OP External resource to your website. Aggregate and Aggregate Java	A module will disable the caching of pages that contain a CAPTCHA element. TIMIZATION Tes can be optimized automatically, which can reduce both the size and number of requests mad compress CSS files.

You can set what works best for your website. Generally Aggregation of the CSS and JavaScript files is beneficial, but this should be turned off if you need to make development changes to the site, like editing CSS/JS files.

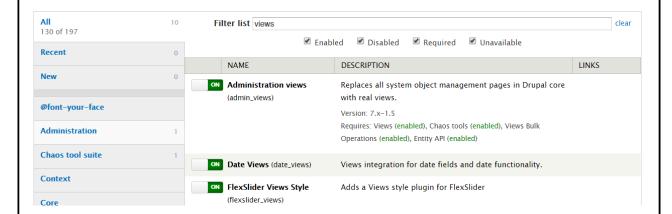
When enabling some of the options you may need to setup a temp folder where Drupal can store these cached files temporarily. To do this go to admin/config/media/file-system set the temp folder directory and make sure there are enough permissions to write to the folder.

More complicated server sided caching can be set to speed the website up as well.

Advanced Features - Drupal Modules

Your website is built up of many different Modules which extend the websites functionality. These are third party modules located in the /sites/all/modules folder. In the root directory there is a modules folder also, but this is for the official core modules and new modules should **not** be added here.

New modules can be added by being downloaded from Drupal.org and added to the /sites/ all/modules. Once added the will then appear in the /admin/modules where they can be turned on/off and uninstalled.



If you do not want to use a module anymore, you can simple turn it off and save configuration.

Adding new modules may be necessary if you want to add new functionality or features into the website at a future date.

Advanced Features - Google Analytics

Google analytics is a powerful free tool used to track what users are doing on your website. It is beneficial because you can find out how much visitors you are getting and what they're up to. You can access the Analytics module by browsing to /admin/config/system/ googleanalytics or going to Configuration -> System -> Google Analytics from the admin bar.

Google Analytics o

Google Analytics is a free (registration required) website traffic and marketing effectiveness service.

GENERAL SETTINGS

Web Property ID *

UA-12724477-16

This ID is unique to each site you want to track separately, and is in the form of UA-xxxxxxx-yy. To get a Web Property ID, register your site with Google Analytics, or if you already have registered your site, go to your Google Analytics Settings page to see the ID next to every site profile. Find more information in the documentation.

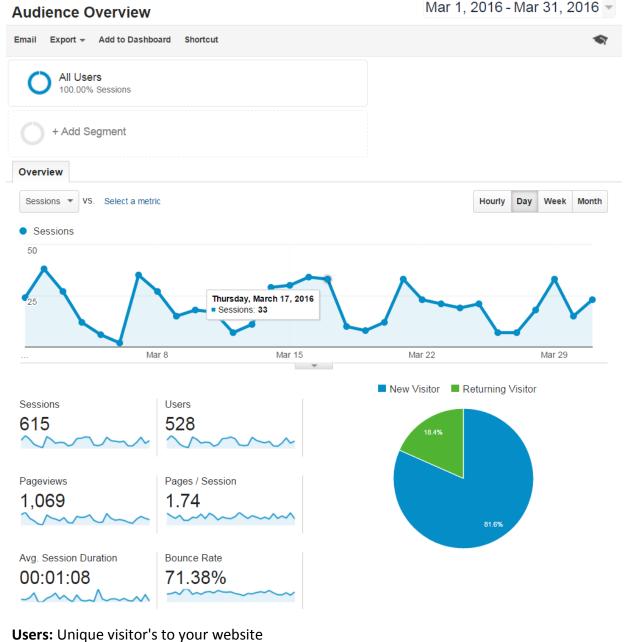
In this page you will find the settings for Google Anlayitcs. The most important setting is the Web Property ID, this is what links your analytics account to your website. Once set a Google cookie will be place on all pages of your website, this is used to track the users movement throughout your website.

To access Google Analytics you then need to browse to www.google.com/analytics.



Advanced Features - Google Analytics

Once logged in you will be able to set the time period to get a basic overview of your traffic.



Pageviews: Number of views the user has visited

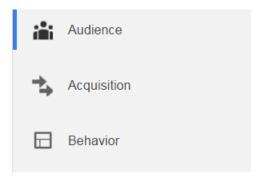
Pages / Session: Number of pages the users visit on average.

Avg. Session Duration: Time on site

Bounce Rate: The percentage of exits on your website.

Advanced Features - Google Analytics

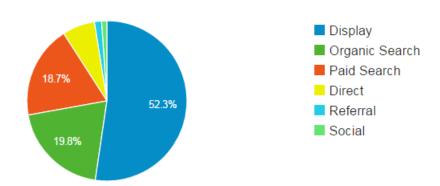
More options are available on the left hand side. The three most important sections are below.



Audience provides information on your website users, such as what device they're using, their location and demographic information.

Acquisition section provides information on how the users found and came to your website.

Top Channels



Behavior covers which pages the users are visiting.

Drupal Maintenance - Introduction

Drupal and Drupal Modules are regularly updated for stability, improved functionality and for security. Usually Drupal will display a message to the logged in administrator that there are updates available. You will see a message like the one below.



- There is a security update available for your version of Drupal. To ensure the security of your server, you
 should update immediately! See the available updates page for more information and to install your
 missing updates.
- There are security updates available for one or more of your modules or themes. To ensure the security of
 your server, you should update immediately! See the available updates page for more information and to
 install your missing updates.

This message means that there are Drupal Core security updates available and security updates available for the modules.

Drupal Core: The Drupal Core is the main software used to power your website. This is the official Drupal distribution.

Drupal Modules: Modules are third-party plugins that extend the functionality of the core. They are made by developers who share their modules with the Drupal community on www.drupal.org, who takes care in maintaining and updating the module.

When you first install Drupal 7, it only comes with the core-modules, other modules for example like Administrator Bar, Views, CKEditor all have to be installed to give it additional functionality.

Because Drupal sites are often built upon many different modules, there can be new updates released every couple of days. The Drupal Core is often updated every other month.

It is not necessary to do updates every time they become available, but best practice would be once every quarter. Unless in rare circumstances there is a critical update that should be applied. This will ensure all major security updates are applied.

<u>WARNING</u> If you do not update your Drupal site at least twice per year, it could leave your website venerable to being hacked and defaced.

Drupal Maintenance - Backups & Restore

Before performing any maintenance you should always have several backups of your site and database. This is important so that if something goes wrong you can easily restore.

1: Backup and Migrate Module: The first backup protection we have is automatic backups using the Backup and Migrate module. You can access this by going to Configuration -> System -> Backup and Migrate or browsing to admin/config/system/backup_migrate

On the landing page you can create a quick backup



To set a schedule backup you first must make a destination

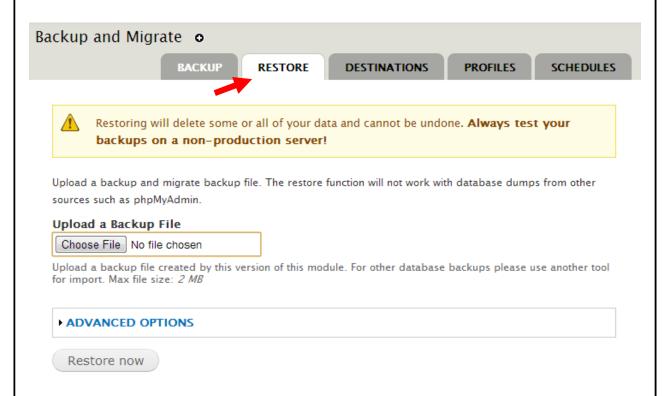


In here you can set the destination to backup to an external FTP server or send it by emails.

Once a destination has been set, you can click on the Schedules tab and click on the "Add Schedule" link.

Drupal Maintenance - Backups & Restore

To Restore from this backup go to the Restore tab inside the Backup and Migrate module.



Click on Advanced Options, and set "Take Site Offline" this is so the database does not get modified before the backup. Once the site is in offline mode, click your file to be restored.

The only thing that will not be brought in through Backup & Migrate are files that have been directly modified via FTP. However all content, drupal setting changes etc which are stored in the database will be brought over.

NOTICE: Backups made by this method are not standalone databases, meaning you cannot restore from this database alone should you need to re-upload the entire new site. However you can reinstall Drupal and then restore from this database.

Drupal Maintenance - Backups & Restore

2: Direct Manual Backup: The best way to backup Drupal is simply downloading the files through FTP and going into PhpMyAdmin and exporting the database, unless you have an automated backup system in place at the sever level or in your control panel.

Restoring Drupal / Re-uploading Drupal

Restoring Drupal or uploading to a new server is simple and follows the same practices as most other web applications.

- 1: Upload the files to the new server or folder.
- 2: Create a new database and import the backed up database.
- 3: Add the new database name, username and password into the settings.php this can be found in sites/default/settings.php then save / upload.

```
$databases = array (
216
        'default' =>
217
        array (
218
          'default' =>
219
          array (
220
            'database' => 'databasename',
             'username' => 'databaseuser',
222
            'password' => 'password',
223
             'host' => 'localhost',
             'port' => '',
224
             'driver' => 'mysgl',
225
            'prefix' => '',
226
227
          ),
228
229
```

4: The website should now load. Browse to /update.php. You should also run Cron to see the status report which will tell you if any errors are present.

Drupal Maintenance - Updates

You can check what needs to be updated by going to Reports -> Available updates. or browsing to admin/reports/updates.

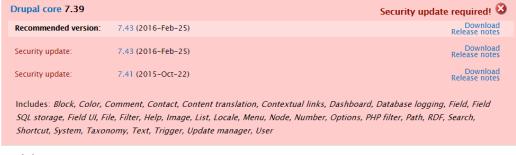


Sometimes this information may be out of date so you should Run Cron by hovering over the Home Icon -> Run cron or browse to admin/reports/status/run-cron



The available updates will show you which modules need to be updated and if it's a security update. It will also tell you if your core needs to be updated. There is a link to download the new version also.

Drupal core



Modules



<u>WARNING</u> Before updating anything, you should complete a full backup of your website files and database. I suggest making two at least two different database exports if using PhpMyAdmin, one uncompressed and one compressed.

1: Backup all files and database

2: Put site into maintenance mode: Before doing any updates, place the mode into Maintenance mode. This can be accessed by going to Configuration -> Development -> Maintenance mode or browsing to admin/config/development/maintenance.

If you are upgrading to a newer version of Drupal or upgrading contributed modules or themes, you may need to run the update script. Put site into maintenance mode When enabled, only users with the "Use the site in maintenance mode" permission are able to access your site to perform maintenance; all other visitors see the maintenance mode message configured below. Authorized users can log in directly via the user login page. Maintenance mode message Cambodia PPP is currently under maintenance. We should be back shortly. Thank you for your patience. Message to show visitors when the site is in maintenance mode. Save configuration

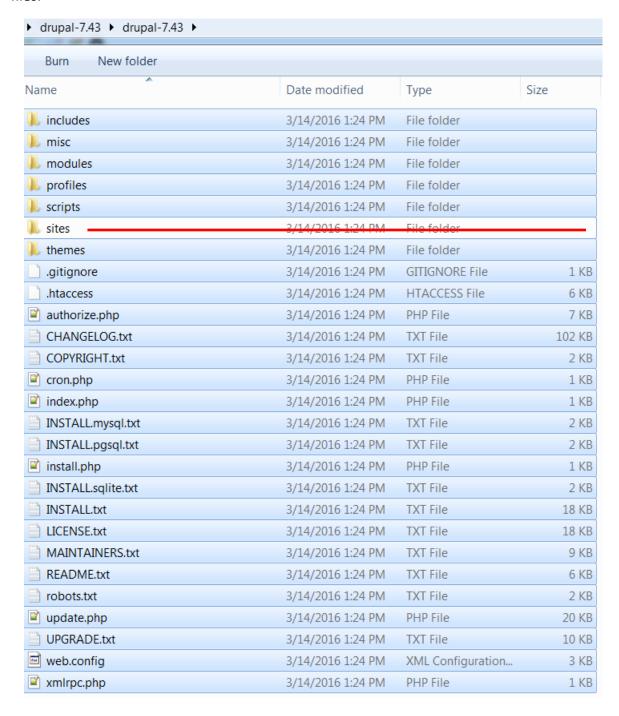
3: Download Drupal 7: Download the newest version of Drupal 7 https://www.drupal.org/project/drupal

Drupal core 7.43
Released: Feb 25 2016

4: Delete Old Core Files: Delete all the old Drupal Core Files. This will usually be every file EXCEPT for the <u>sites</u> folder. The sites folder contains all third party modules, themes and files.

	includes		File folder	1/25/2016 10:58:00 AM	drwxrwx 1001 1001
	misc		File folder	1/25/2016 10:57:00 AM	drwxrwx 1001 1001
	modules		File folder	1/25/2016 10:56:00 AM	drwxrwx 1001 1001
	profiles		File folder	1/25/2016 10:53:00 AM	drwxrwx 1001 1001
	scripts		File folder	1/25/2016 10:53:00 AM	drwxrwx 1001 1001
1	sites -		File folder	1/25/2016 10:52:00 AM	drwxrwx 1001 1001
	themes		File folder	1/25/2016 10:25:00 AM	drwxrwx 1001 1001
	.gitignore	180	GITIGNO	1/22/2016 3:50:00 PM	-rw-rw-r 1001 1001
	.htaccess	6,096	HTACCE	1/22/2016 3:50:00 PM	-rw-rw-r 1001 1001
	authorize.php	6,604	PHP File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
	CHANGELOG.txt	102,458	TXT File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
	COPYRIGHT.txt	1,481	TXT File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
	cron.php	720	PHP File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
	index.php	529	PHP File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
	INSTALL.mysql.txt	1,717	TXT File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
	INSTALL.pgsql.txt	1,874	TXT File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
	install.php	703	PHP File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
	INSTALL.sqlite.txt	1,298	TXT File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
	INSTALL.txt	17,995	TXT File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
	LICENSE.txt	18,092	TXT File	9/22/2014	-rw-rw-r 1001 1001
	MAINTAINERS.txt	8,681	TXT File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
	README.txt	5,382	TXT File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
	robots.txt	1,479	TXT File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
	update.php	19,986	PHP File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
	UPGRADE.txt	10,123	TXT File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
fre	web.config	2,178	XML Con	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001
	xmlrpc.php	417	PHP File	10/21/2015 7:47:00 PM	-rw-rw-r 1001 1001

5: Upload New Core Files: Upload all the new Drupal Core Files. This will usually be every file EXCEPT for the <u>sites</u> folder. The sites folder contains all third party modules, themes and files.



6: Run Update Script: Once all the new core files have been uploaded browse to /update.php and go through the steps. You must be logged in to access this page.

Drupal database update



✓ Verify requirements

Overview

Review updates

Run updates

Review log

Use this utility to update your database whenever a new release of Drupal or a module is installed.

For more detailed information, see the upgrading handbook. If you are unsure what these terms mean you should probably contact your hosting provider.

- Back up your database. This process will change your database values and in case
 of emergency you may need to revert to a backup.
- Back up your code. Hint: when backing up module code, do not leave that backup in the 'modules' or 'sites/*/modules' directories as this may confuse Drupal's auto-discovery mechanism.
- 3. Put your site into maintenance mode.
- 4. Install your new files in the appropriate location, as described in the handbook.

When you have performed the steps above, you may proceed.

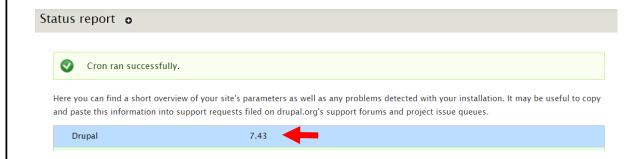
Continue

If there are no errors after running the update script proceed to the next step.

7: Run Cron: Run cron by hovering over the Home Icon -> Run cron or browse to admin/reports/status/run-cron



After the cron has run, you should see the latest Drupal version



- **8: Turn off Maintenance Mode:** Turn the site out of maintenance mode so normal web users can access the website.
- **9: Update Finished:** The update is complete, check the basic site functions to make sure everything is normal.

The update process for Drupal modules is similar to the core. Make sure you back everything up, just incase if there is an issue it will be easy to restore the website.

- 1: Backup all files and database
- 2: Put site into maintenance mode
- 3: Delete the old module(s) from sites/all/modules folder.
- 4: Upload the new modules to sites/all/modules folder.
- 5: Run update.php
- 6: If there are no errors take the site out of maintenance mode.
- 7: Check if the module has been updated to the latest version on the Modules page.



Click on the module title to open the module information up.

Troubleshooting - Locked Out of Website

You can be locked out of your website for a number of reasons, but the most common causes are a lost password and no email recovery and getting locked out by to many login attempts.

The easiest way to regain access to by logging into the database via PhpMyAdmin.

If you have entered in or someone has entered in the username/password more than 5 times the account will be locked for a period of time, you can unlock it by emptying the flood table inside PhpMyAdmin.



If you have forgotten the password you can go to /user to the login page and click on "Request new password" Drupal will then automatically email you a new URL to reset the password. However if your email is not working for example in cases where the server cannot send emails you will need to reset the password inside the database.

In this case you should follow the guide on, https://www.drupal.org/node/1023428

Troubleshooting - Errors Reported After Updating

Sometimes after updating the Drupal Core or Drupal Modules and running the update.php script you may see errors.

First you need to determine if the errors are critical i.e. preventing the site from working or are just warnings.

If after updating and you receive errors that break the website site follow these steps.

- 1: Make sure the module you're trying to update is the correct version. Sometimes version 2.x or 3.x of a module will come out and it will not be compatible with version 1.x and you will need to download the updated 1.x version. You will usually see notes on the modules page on www.drupal.org about these compatibility issues.
- 2: Insuring you have the correct module, delete the module folder and re-upload. It could be some files were missing or got corrupted during the initial upload process. Flush the cache, and run update.php again.
- 3: Try reverting back to the previous module version. You can always download previous module versions on the module page. Sometimes you are able to go back to a previous version of a module.
- 4: Try Google searching the generic part of the error message. Often times if you have an error, its very common other people may have experience the same error and posted on Drupal.org website with a solution.
- 5: Worst case, revert to the last backup you did of the website.

Troubleshooting - White / Blank Screen

If you try to load a page or the entire website has a completely blank white screen it should be because of a PHP error.

The first thing you can do is edit sites/default/settings.php and enable this line to be TRUE. Be sure to set to False when you're finished trouble shooting.

This will give free access to update.php even if you are not logged in. When you run update.php it clears the cache which can sometimes clear the issue. It will also show PHP errors.

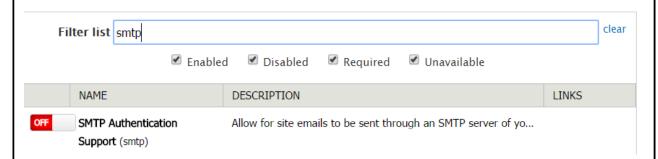
If that does not fix the problem you need to enable PHP error reporting so that you can see the specific error message to fix the issue. You can learn more about how to do this here

https://www.drupal.org/node/158043

Troubleshooting - Website Cannot Send Email

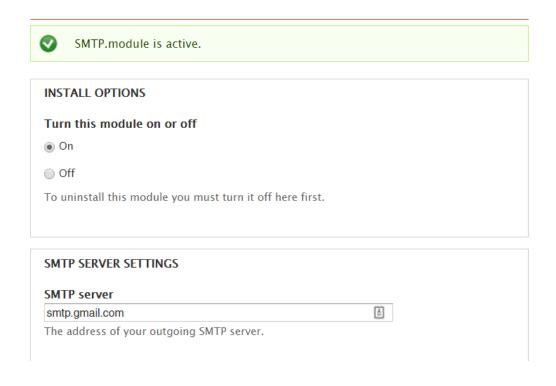
If your website cannot send email it is most likely due to a SMTP authentication issue. This is because your server does not have mail setup, or the mail settings are preventing the site from sending emails.

In this case you need to install the SMTP module (https://www.drupal.org/project/smtp) which should already be uploaded to your site. You can turn the module on by going to Modules on the admin bar or browsing to admin/modules and searching for SMTP



Once installed configure the module at Configuration -> System -> SMTP or browse to admin/config/system/smtp

Turn the module on within the settings, add your SMTP server information.



Troubleshooting - Website Cannot Send Email

Enter in an email that you want to receive the test email. Once you click Save configuration a test email will be send from the server to your email account.

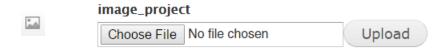
SEND TEST E-MAIL	
E-mail address to send a test e-mail to	
Type in an address to have a test e-mail sent there.	
 Enable debugging Checking this box will print SMTP messages from the server for ever 	y e-mail that is sent.
Save configuration	

If you did not receive anything, please check the error logs and filter by SMTP.



Troubleshooting - Cannot Upload Images / Files

When adding in new content or editing existing content you can often insert images and files. Images can be added in through the CKEditor or through the browse functionality.



On certain content types you can also add attachments.

Add a new file Choose File No file chosen Upload Files must be less than 60 MB. Allowed file types: pdf txt.

Generally when you cannot add files to your Drupal site it will be because of in adequate permissions on the sites/default/files folder. Make sure this folder is CHMOD to 775 permission level.

Other possible causes could be due to having the incorrect .htaccess files or missing .htaccess file.

Troubleshooting - Database Errors

Database errors generally break the entire website. The most common issue will be the incorrect username / password / database name in the settings.php file. In this case please double check the database credentials, and also check to make sure the MySQL server correct i.e. localhost or a different address.

Error

The website encountered an unexpected error. Please try again later.



PDOException: SQLSTATE[HY000] [2002] No such file or directory in lock_may_be_available() (line 167 of /Users/dpa/Sites/economic-drupal/http/includes/lock.inc).

Other errors may occur after module updates, in this case try these three options.

- Clear all cache /admin/config/development/performance
- Run cron /admin/reports/status/run-cron
- Run /update.php

If the error persists, do further troubleshooting by Google searching the error message, there may be a solution available on Drupal.org.