

Meteor Galleries – Frequently Asked Questions

Pre-Installation Questions

What do I need in order to use Meteor Galleries?

You will need a web hosting account that allows you to create and use a MySQL database (just one). You will also need at least PHP version 4.3 and MySQL version 3.23. Most hosts should meet these requirements, however some do not. You will need to check that your host has the GD2 libraries installed – with GIF image support as well. To determine if your host supports GIF image creation with PHP & GD2, download the “getinfo” file from the Meteor Galleries site and place it on your web host’s server. Then access the file from a web browser. It will answer most of these questions for you. The MySQL version you may need to ask your host about or check it through your site’s control panel. Ideally, you should be running PHP 5 and MySQL 4 or 5 on a suPHP server. Meteor Galleries works on PHP 4 or 5 and MySQL 3-5.

Installation

1. I’ve entered the hostname, database name, username, and password for my database but when I click connect, I get error messages. What’s wrong?

If you are seeing errors on the 2nd installation page, this means that the installer is unable to connect to your database as you have specified. If you believe you have input this information in error, go to your Meteor Galleries directory via FTP and into the “config” folder. From there, delete the file named “db_connect.php”. You should still have a copy of the Meteor Galleries files on your local computer – you will need to use an FTP program to copy the “db_connect.php” file from your local copy to your server. Once you have done this, attempt to run the installation script again, this time inputting the correct information.

If you believe you have entered the information correctly and are still receiving errors, contact your web host and ask them for a PHP connection string to your database. You will then need to open the “db_connect.php” file and replace most of its contents with this information. Remember it MUST be a MySQL database. This option is only recommended if you have some familiarity with PHP and MySQL.

You may also wish to check that your “config” folder has the correct permissions, since the installer will need to write to the “db_connect.php” file in that folder. If you do not know how to do this, check with your host for instructions on changing the permissions on a folder on your site. This will need to be done with several folders for your Meteor Galleries installation to work correctly.

If none of the above solves your problem, you may contact Meteor Galleries for support. Please note that even though the software is free to use, unless you have donated to the project, support is NOT free. Support is available via email or Instant Message.

Usage

2. I’m trying to update items/categories/series in my gallery and I keep getting “failed” error messages. Why?

The primary reason for failure messages when you edit an item, category or series is that no actual changes have been made to the item, category or series. Be sure you have actually made a change to the item before clicking the “update” button.

3. I want to change the look of my site – how do I do that?

You have several options for changing the look of your site. First, you can edit the default template(s) by editing the “header.inc”, “footer.inc”, and “style.css” files. Basic knowledge of HTML and/or CSS is needed to do this.

If you choose to create a new template, please see the template guide and template editor guide for more information.

As of version 2.0, you may also use the new MG Template Editor built right into the software. To access the Template Editor, click on “Tools” on the main menu. On the tools page, you will see a button that reads “Template Editor”. Click that button and follow the instructions! If you are confused or have a problem with the template editor, please consult the documentation for more specific steps to using it.

4. Can I change how many items are displayed per page?

Yes. You can specify the number of items per page by setting the following two values: number of items per row, and number of rows per page. This gives you full control over how many items are display per page. As of version 3.0, you can set these numbers for each series, but categories are still set in the main site config panel. Your defaults for series are also set in the site config panel.

5. I don't want to have 4 items in each row, can I change this?

Yes – see question #4 above.

6. I can't remember my admin password, what do I do?

You can reset your password from the login page. Follow the link at the bottom of the login page to the password reset page. Here, you will be asked for the admin email address—this is to verify that you are the administrator. Once you click the button, your password will be automatically changed to a temporary random password which will be emailed to the administrator email address. You should login immediately using the temporary password and update it to a new password before continuing.

7. I think I found a bug in Meteor Galleries – who do I contact?

If you genuinely believe you have found a bug in the software, please send us an email. Your reward will be a thanks & the support necessary to fix the bug!

8. I have a problem that I cannot fix myself, do you provide support?

Yes. Meteor Galleries will fully support its software; however, because the software is free, support is not. Meteor Galleries was created and is supported by a single programmer, thus providing free support to all users could very well be impossible. Support costs vary, but a \$25 USD donation to the project will get you free support. If you are running an older version at the time you request support, you may be asked to upgrade, as upgrades address bugs and other issues within the software.

If you are hosted by Meteor Galleries (and are therefore paying for hosting), support is included!

9. Can I modify the Meteor Galleries software and redistribute it?

No. This question is answered in the End User License Agreement that you agree to when you install Meteor Galleries. You may modify the software for your own personal use, but you are NOT permitted to redistribute it in any way to anyone else.

The only legitimate means of acquiring Meteor Galleries is via download from the Meteor Galleries web site at www.meteoralleries.com.

10. The Template Editor is still way over my head! Will you make a custom template for me?

Yes. Meteor Galleries would be happy to create a custom template for you! Contact zerospace for details.

11. Can I change the “Powered by Meteor Galleries” line?

No. This is part of the license agreement – that line MUST remain and remain visible. You may change the color of the text and/or the font, but it absolutely MUST remain visible and readable or you will be legally in violation of the license agreement.

12. I get errors during the add item process, why?

If you're getting errors, especially during the 'make thumbnail' part(s) of the process, the problem is likely with the permissions on your images folders. You should chmod to 777 on all your images folders to be sure that this isn't causing your problem. If you are unsure of how to accomplish this, please contact your host for more information or review your host's FAQs.

If you still have a problem even after resetting the folder permissions, you may wish to contact Meteor Galleries for support.

Other Questions

13. I want to make a donation to the Meteor Galleries Project – how do I do that?

Simple – just visit the Meteor Galleries website and click on the “Donate” link. You will be asked for some basic information about yourself (so we know who to provide free support to) and will then be provided with instructions to complete your donation.

Donors will receive free support for their version of Meteor Galleries!