

Help! The module is not showing up at all or not moving at all!

Written by Sean Moe

Sunday, 08 February 2009 03:29 - Last revised Wednesday, 03 February 2010

If the module is not showing up for you, there are a few things to check. First and foremost we will start with the most common errors.

Setting Display Options:

Make sure that you have 'Display Article Title', 'Display Intro Text', 'Display Body Text' set to 'Yes'.

If you have 'Display Intro Text' set to 'No' and 'Display Body Text' set to 'Yes', try switching the parameters around. If an article does not have a specific intro set, Joomla! will sometimes treat what you would believe to be the body as the intro.

Setting Menu Assignments:

If you are using the 'Varies' Menu Assignment to have the module only show up on certain pages, try changing this setting to 'All' to see if that fixes the problem. Sometimes users have multiple menus setup and can accidentally set the module to the wrong menu item. If setting the 'Menu Assignment' option to 'All' fixes your problem, double check the menu items you had selected and try again.

Checking your template:

Step 1: Login to your administrator panel

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Step 2: Click on 'Extensions' -> 'Template Manager'

Step 3: Click on the name of the template you are using

Step 4: Click the 'Edit HTML' button

Step 5: In the HTML of your template, look for a <head> tag. After the <head> tag and before the </head> tag you must have this line of code:

```
<jdoc:include type="head" />
```

If the code is not there, place it directly after the <head> tag. It should look like this now:

```
<head>
```

```
<jdoc:include type="head" />
```

Step 6: Click Save

Step 7: Empty the cache for your site and refresh your homepage. The scroller should now be working properly.

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Still not working? Continue on!

The next item to check off the list is whether or not your site is using jQuery. jQuery is a javascript library just like MooTools. Unfortunately the two do not play nice together. To check if your site is using jQuery follow these steps:

Step 1: Visit the page of your site where the MoeScroll module is placed.

Step 2: View the 'Page Source' (Right click on a white space of the web page then click 'View Source', be sure to not click on an image or the option will not show up)

Step 3: In between the <head> and </head> tags check to see if there is a line that looks close to the following:

```
<script type="text/javascript" src="/tempaltes/xxxx_template/js/jquery.x.x.js"></script>
```

** Note that the x.x.x will either be replace by numbers or may not be there at all. You are really just looking for the word jQuery.

Step 4: Was it there? If so, please refer to this article to setup MoeScroll to work with jQuery:

<http://www.moedesigns.com/faq/1-MoeScroll%20Advanced/14-jquery%20menu%20suckerfish%20superfish%20not%20scrolling>

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OK so you made it here, that means your template has the correct `<jdoc:include type="head" />` code and it is not using jQuery. A good practice when using any javascript based product is to check whether or not there is a javascript error being thrown by your template. To do this properly, we recommend you use FireFox. Here are the instructions for checking to see if your site is throwing a Javascript error:

1. Open FireFox
2. Navigate to the web page in question (ie: <http://www.moedesigns.com>)
3. In the menu bar in the top of FireFox click on the 'Tools' menu item then click on 'Error Console'
4. Once the Error Console is open, click the 'Clear' button.
5. Back in FireFox, refresh your web page.
6. Back in the Error Console, check to see if any red error messages have popped up. If there is an error message, please e-mail our support staff using the contact us form and include the error message you have received, the URL of the page that threw the error, and the name of the module you are using.

If you did not receive an error message, please continue to look through the FAQ to help find a solution to your problem.