

# Terra Setup Guide

*This documentation was developed by, and is property of Bind Lda, Portugal.*

*As with any software product that constantly evolves, our themes are in constant evolution. If you can't find an answer to your questions by reading this manual, please contact us directly. See how in section Customer Support. We'll be glad to assist you!*

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# Theme Details

## HTTP Error 404.0 - Not Found

The resource you are looking for has been removed, had its name changed, or is temporarily unavailable.

### Most likely causes:

- The directory or file specified does not exist on the Web server.
- The URL contains a typographical error.
- A custom filter or module, such as URLScan, restricts access to the file.

### Things you can try:

- Create the content on the Web server.
- Review the browser URL.
- Create a tracing rule to track failed requests for this HTTP status code and see which module is calling SetStatus. For more information about creating a tracing rule for failed requests, click [here](#).

### Detailed Error Information:

<b>Module</b>	IIS Web Core	<b>Requested URL</b>	http://skinfactory.v2.localhost.bind.pt:80/Assets/Packs-Pre/Terra/HTML/HTML5/bp/BindPrintFile.html
<b>Notification</b>	MapRequestHandler	<b>Physical Path</b>	C:\inetpub\wwwroot\Assets\Packs-Pre\Terra\HTML\HTML5\bp\BindPrintFile.html
<b>Handler</b>	StaticFile	<b>Logon Method</b>	Anonymous
<b>Error Code</b>	0x80070002	<b>Logon User</b>	Anonymous

### More Information:

This error means that the file or directory does not exist on the server. Create the file or directory and try the request again.  
[View more information »](#)

Theme name Terra (based on Terra)

Platform HTML5

Date generated 2017-24-3 15h54m

Customer email mail@bind.pt

# Installation

## Files available for download

Your custom theme includes the following files:

Terra.HTML5.zip

*This is the installation file*

Terra.HTML5.SetupGuide.pdf

*Current documentation file*

Extracting the .zip file will provide access to all theme resources, namely base HTML structure, CSS, js and image files.

# Trial themes

For more information on downloading trial themes, please read our knowledge base article:

<http://support.bind.pt/entries/22356848-how-can-i-request-a-trial-theme>

# CSS Compression

This theme is delivered with **compressed CSS files**, for **performance improvement reasons** (making websites load a lot faster).

Next to each **skin.css** file you will find a **skin.uncompressed.css** file. In case you need to edit your CSS, or if you just don't want it compressed, you can rename it and use it, instead of the compressed version.

This theme includes several other CSS files (for containers mainly). Uncompressed versions will be sent upon request.

# Troubleshooting

For other troubleshooting topics visit our Knowledge Base at <http://support.bind.pt>

# Customer support

BIND is proud to deliver excellent support service to its customers. You can access support in multiple ways, described below.

## Standard support

### Bind Tuning Knowledge Base

Our knowledge base is an excellent resource when you need support. Access our team's articles with solutions to common questions or to issues previously encountered by others. Suggest further enhancements to our products by posting your ideas, or vote on other users ideas.

Please note that our knowledge base is a resource for search and community sharing. Other options are available for urgent support.

To access the forum please visit <http://support.bind.pt/forums>

### Bind Tuning Helpdesk

You can also choose to post your questions and suggestions directly to our support team, through our helpdesk system.

Your question will be reviewed and forwarded to the proper department.

Always remember to mention your invoiceID when submitting a new support ticket. You should receive an answer in less than 24 hours.

To access the forum please visit <http://support.bind.pt/tickets/new>

## Premium Support

- Theme installation / upgrade
- Manual theme adjustments and customization
- Further changes to themes
- Premium support is required beyond 60 days after purchase

For further information on Premium Support please visit [www.bind.pt](http://www.bind.pt) or email us at [mail@bind.pt](mailto:mail@bind.pt).