

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 the Customer Support section. 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:

Module	IIS Web Core	Requested URL	http://skinfactory.v2.localhost.bind.pt:80/Assets/Packs-Pre/Terra/SP/SPO2013/bp/BindPrintFile.html
Notification	MapRequestHandler	Physical Path	C:\inetpub\wwwroot\Assets\Packs-Pre\Terra\SP\SPO2013\bp\BindPrintFile.html
Handler	StaticFile	Logon Method	Anonymous
Error Code	0x80070002	Logon User	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 SPO2013

Date generated 2017-24-3 16h3m

Customer email mail@bind.pt

Understanding the deliverables

Your custom theme includes the following files:

Terra.SPO2013.zip

This is the installation file

Terra.SPO2013.SetupGuide.pdf

Current documentation file

Terra.SPO2013.DemoContent.zip

This is demo content file

The zip file includes, one Terra.SPO2013.wsp compiled solution and one Terra.SPO2013-Public.zip. The solution "Terra.SPO2013.wsp", installs the necessary master pages, CSS and images chosen by the user. It's important to know that we do not change or remove any of the default SharePoint/Office 365 hive's files. The solution simply add the master pages, images and CSS files needed by the theme.

Setting up the pre-installation environment

To make sure all goes well, there are a few requirements that must be met before starting the install procedure. SharePoint 2013 has the Minimal Download Strategy enabled by default on Team sites and Community sites. If you intend to install the theme in one of these sites you need to deactivate the Minimal Download Strategy feature.

1. Go to Settings → Site Settings
2. Go to "Site collection features" under "Site Collection Administration"
3. Activate SharePoint Server Publishing Infrastructure feature
4. On your Root site go to Settings → Site Settings
5. Go to "Manage Site Features" under "Site Actions"
6. Deactivate Minimal Download Strategy
7. Activate SharePoint Server Publishing feature

Note: If you want to display a different theme on a particular site, you should activate Server Publishing Feature on that site.

Installation for Private Site Collection

Install the theme on public facing website:

1. Download the Terra.SPO2013.zip to your computer.
2. Extract the Terra.SPO2013.wsp.
3. Open the SharePoint Site and Go to Settings → Site Settings
4. Go to "Solutions" under "Web Designer Galleries"
5. Upload the Solution Terra.SPO2013.wsp
6. Once uploaded activate it
7. Go to Site Settings → "Master page" under "Look and Feel"
(Note: if option "Master page" is not set, please go to [pag5](#) of this user guide)
8. On both options select the Terra master page you want to apply to the site

Installation for Public Facing Website

Install the theme on public facing website:

1. Open the solution gallery of your public site *to be possible access this option, please use the link described below as an example how to navigate to solution gallery*
https://YOUR_DOMAIN/_catalogs/solutions/Forms/AllItems.aspx
2. Upload and activate the Terra-Public.SPO2013.wsp
3. Go to Site Settings → "Master page" under "Look and Feel"
(Note: if option "Master page" is not set, please go to pag5 of this user guide)
4. On both options select the Terra master page you want to apply

Note: For the public site we recommend you to use the responsive page layouts included in the theme

Installing for Newsfeed

Install the theme on newsfeed website:

1. Download the Terra.SPO2013.zip to your computer
2. Extract the Terra.SPO2013.wsp
3. Open the SharePoint Site and Go to Settings → Site Settings
4. Go to "Solutions" under "Web Designer Galleries"
5. Upload Solution Terra.SPO2013.wsp
6. Once uploaded activate it
7. Go to Site Settings → "Master page" under "Look and Feel"
8. Select the **MySites_Only** master
9. Click OK

Note: For the Apps and Tasks sites if you can't activate the Server Publish Feature, the only way to apply the theme master page is to use SharePoint Designer 2013.

Go to All Files_catalogs\masterpage\Terra right click and select "set as DefaultMaster Page".

Repairing the theme

To uninstall the theme we recommend the following procedure:

1. See "Uninstalling the theme" section below.
2. When uninstalling the theme is done, repeat the installation process for the above from step 3.

Uninstalling the theme

To uninstall the theme we recommend the following procedure:

1. Reset root site master page and all inheritance; Go to Settings → Site Settings → Master page, and select "seattle" or "oslo" default masters in the first 2 options.
 - a. Also select all "Reset all subsites" options.
2. Go to Solutions Under "Web Design Galleries"
 - a. to O365 Public sites, you need to go directly to the solution link
https://<yourdomainname>-public.sharepoint.com/_catalogs/solutions
3. Select Terra.SPO2013.wsp
4. Deactivate the selected solution
5. Select Terra.SPO2013.wsp
6. Delete the selected solution
7. Go to Settings → Site Settings
8. Go to "Solutions" under "Web Designer Galleries"
9. Upload Solution Terra.SPO2013.wsp
10. Once uploaded activate solution
11. Go to Site Settings → "Master page" under "Look and Feel"
(Note: if option "Master page" is not set, please go to pag5 of this user guide)
12. On both options select the Terra master page you want to apply

CSS Compression

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

Next to each **theme.css** file you will find a **theme.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

Our themes are extensively tested. Nevertheless, as with any software product, occasional issues may occur. Here we list the solution for some common ones.

Setup Mega Menu – SharePoint 2013 and Office 365 2013

How can I hide the Office 365 / SharePoint 2013 suite and ribbon bars for anonymous users?

How can I setup the slider? – SharePoint 2013 and Office 365 v2013

How can I setup the slider? – Office 365 v2013 Public Facing Site

How to hide elements from anonymous users

Edit page properties on Public Facing web sites from Office 365 2013

How can I change the favicon on Public Site (Office365 v2013)

How to use Megamenu / Accordion navigation with BindMENU (from BindTuning v2.0.0)

How can I apply my theme to all sites and subsites?

Deploying SharePoint themes globally

Editing footer links and copyright

Modal dialog windows not rendering correctly

Scroll bars not displaying in Internet Explorer browser

Twitter roll

Content overflows my page's width

How do I get an update for my theme?

How do I add Demo Content to SharePoint 2013 and Office 365 v2013 themes?

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

Customer support

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

Standard support

BindTuning Knowledge Base

Our knowledge base is an excellent resource when you need support. Access our team's articles with solutions to common questions or 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>

BindTuning 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.bindtuning.com or email us at support@bindtuning.com