Solving issues with WordPress theme installation

FAQ · https://mhthemes.com/support/knb/solving-issues-wordpress-theme-installation/

In order to use your WordPress theme, you need to upload and install the theme correctly and this process usually doesn't take more than a few simple clicks in your WordPress dashboard. In case you are having issues with the installation of your WordPress theme or if you don't know where and how to install your theme in WordPress, please take a look at the following overview of solutions to the most common issues when installing WordPress themes.

- Where to download latest version / theme updates
- How and where to install WordPress themes
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- Error message that WordPress theme can't be installed as plugin
- PCLZIP_ERR_BAD_FORMAT (-10) error during theme installation
- How to install a child theme in WordPress
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Where to download latest version / theme updates

In case there is a new version for your premium WordPress theme by MH Themes available, you can download the latest version of your theme through your MH Themes account, unless your access to theme updates and support has expired.

How and where to install WordPress themes

If you're running a self-hosted WordPress website, you can simply upload and install your WordPress theme through your WordPress dashboard under **Appearance => Themes => Add New**. Make sure to upload your WordPress theme as a zip-file. If you've already unzipped the zip-file which you've downloaded after your purchase, then please re-download the theme because a zip-file is required to install the theme through your WordPress dashboard. If you're running a program on your computer that automatically extracts zip-files after the download, then please disable this program.

In case you've never uploaded and installed WordPress themes through the WordPress dashboard before and if you need additional assistance, please have a look at this video. The video shows an example of how to install our popular MH Magazine theme through the WordPress dashboard. For further information you can also have a look at this tutorial: How to install a WordPress theme.

File size error when uploading WordPress theme

When uploading WordPress themes through your WordPress dashboard, it may happen that you receive an error message regarding the file size of your theme. These error messages are related to limitations on your server which usually can be easily fixed. In case you are receiving such an error message, stating that the *uploaded file exceeds the maximum file size*, please see the following support article which will help you understand and solve this issue: How to Increase the Memory & Upload Limit in WordPress.

As an alternative to fixing the limitations on your server, you also could upload your WordPress theme to your server by using a FTP-client. The location where theme files are stored in WordPress is within the */wp-content/themes/* folder. In case you're not familiar with uploading files to your server and/or FTP-clients, you could contact your hosting provider for further assistance.

Error message that WordPress theme can't be installed as plugin

For some reason people sometimes try to install themes as plugins or the other way around. Please keep in mind that you're trying to install a WordPress theme, that means installing the theme as a plugin isn't the correct approach. If you receive an error when installing your WordPress theme through the plugin screen, please upload your theme again at the correct location. To upload and install your WordPress theme, please navigate to **Appearance => Themes => Add New** in your

WordPress dashboard and simply follow the instructions on your screen.

PCLZIP_ERR_BAD_FORMAT (-10) error during theme installation

When uploading and installing WordPress themes or plugins through your WordPress dashboard, it might occur that you get an error like this:

```
PCLZIP_ERR_BAD_FORMAT (-10) : Unable to find End of Central Dir Record signature
```

The first thing you might think is that there is an issue with the zip file of your WordPress theme or plugin, but this usually isn't the case. The reason for this error message usually is that your server is running out of storage space that has been allocated for your WordPress instance. That means the only thing you need to do to solve this issue is to increase the storage space available on your server, your hosting company can assist you with that.

In very rare cases it's also possible that you get this error during automatic theme or plugin updates through the WordPress dashboard. In case the storage space on your server is sufficient, then the reason for the issue could be related to the WordPress update mechanism (very rare!). In that case it's recommended to update your theme or plugin manually by making use of FTP-clients like FileZilla und upload / replace the files manually on your server.

How to install a child theme in WordPress

If you're familiar with coding and want to customize the code of your WordPress theme, usually the recommended way of doing this is by using child themes to ensure that your custom code won't get lost after theme updates. Our premium WordPress themes usually already have included a ready to use child theme which you can find in the */add-ons* folder of your WordPress theme.

Installing child themes works in exactly the same way as installing parent themes, just ensure you keep the parent theme of your child theme installed as well (do not delete your parent theme) because the child theme relies on the parent theme to function properly. Please also see: Parent theme is missing on theme installation.

How to update from an old version to MH Magazine v3.0.0+

In case you are using an older version of our popular MH Magazine WordPress theme and want to update to v3.0.0+, please notice that the new version of MH Magazine should be installed as a separate new theme, because there have been major improvements under the hood and the theme has been heavily recoded to meet modern standards that make it ready for future development.

The fastest method to update your website to the new MH Magazine v3.0.0+ is to install the theme as new theme in WordPress and then follow the instructions in the theme documentation to configure the theme as you like (see also: Video Tutorial). Make sure you have updated to the latest WordPress version as well. For more information about the new MH Magazine theme and further instructions, please see this article: MH Magazine WordPress Theme v3.0.0.

How to keep settings from lite theme when upgrading to premium version

If you're using a free *lite* theme and have purchased the premium version of your WordPress theme to benefit from the additional features, options and custom widgets, you can install the premium theme the same way as you would do with a regular new theme (see instructions) and then follow the instructions in the theme documentation of your theme to configure your website as you like.

As you're basically installing a stand-alone theme with additional features when upgrading to the premium theme, it's usually required to do some initial configuration as stated in the theme documentation of your theme to make use of the newly acquired features, additional options and ensure that everything is in place. This includes basic configuration like uploading your logo, arranging your custom menus, placing widgets, selecting your preferred color scheme or other minor modifications to make your site look as you like.

You have not found a solution to your issue?

In case you have not found answers to your questions in this support article, please also take a look at our other support topics, as it is very likely that you will find your answer there. If you have purchased a WordPress theme by MH Themes and have a valid license to gain access to theme updates and support, then you may also send a support request for additional assistance.