Troubleshooting Downloads That Do Not Work

Troubleshooting · https://wpfactory.com/docs/fix-dashboard-downloads/

If a download does not start in Download Plugins and Themes in ZIP from Dashboard, first confirm the plugin is active under Plugins > Installed Plugins and that your role has the activate_plugins or switch_themes capability. Then clear your caches, check for a server requirements notice, and deactivate other plugins to rule out a conflict.

1. Confirm the plugin is active

Go to **Plugins > Installed Plugins** and make sure **Download Plugins and Themes in ZIP from Dashboard** is activated. If you run the Pro version, activate only the Pro plugin.

2. Check your user capabilities

The download actions are capability-gated:

- Downloading a **plugin** requires the `activate_plugins` capability.
- Downloading a **theme** requires the `switch_themes` capability.

Both are part of the Administrator role. If you are on a lower role, ask an administrator, or have your role granted those capabilities.

3. Clear your cache

Cached admin pages can hide freshly added links. Clear your caching plugin and your browser cache, then reload the Plugins or Themes screen.

4. Check the server requirements

The plugin needs the `RecursiveIteratorIterator` class and the `zlib` extension (`gzopen`) to build a ZIP. It checks these when you click a download and shows an admin notice if either is missing. If you see

such a notice, ask your host to enable the missing component. As a workaround, try switching the **ZIP library** to **PclZip** under **WPFactory > Download plugins and Themes > Advanced Settings**.

5. Rule out a conflict

An admin-UI or security plugin can strip action links from the Plugins and Themes lists. Temporarily deactivate other plugins (and admin-theme plugins), then check again. Re-enable them one at a time to find the culprit.

Still stuck?

Collect your WordPress version, plugin version, active plugins, theme and user role, and open a ticket on the Download Plugins and Themes support forum.



DOWNLOAD PLUGINS AND THEMES

See every feature and the pricing on the Download Plugins and Themes plugin page.

View plugin →

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