

Can't enable RefinedMobile?

Problem

In Manage add-ons, when trying to enable RefinedMobile it does not work.

Resolution

This may be a conflict with another add-on being disabled, that RefinedMobile depends on. To see whether this is the case, follow these steps:

1

Go to Confluence administration > Manage Add-ons

2

Change to System add-ons

The screenshot shows the Confluence administration interface. The top navigation bar includes 'Confluence', 'Spaces', 'People', 'Calendars', 'Create', and a search bar. The main heading is 'Confluence administration'. On the left, a sidebar lists various configuration options, with 'Manage add-ons' highlighted. The main content area is titled 'Manage add-ons' and contains a notification about a newer version of the Universal Plugin Manager. Below this, there is a filter dropdown set to 'User-installed', with 'System' selected. A table of 'User-installed add-ons' is displayed, listing several add-ons with 'UPDATE AVAILABLE' buttons. The 'RefinedMobile for Confluence' add-on is listed but is currently disabled. At the bottom, there are links for 'Audit log', 'Confluence update check', 'Settings', and 'Enter safe mode'.

3

Scroll down the list and make sure that all the "Workbox" add-ons are enabled.

The screenshot shows the Universal Plugin Manager interface. It features a list of plugins, each with a gear icon and a right-pointing chevron. The plugins listed are: User Hover Menu Sections, User Lister, User Menu Sections, User Menu Sections, View follow resources, View Profile Web Interface, WebDAV Plugin, Widget Connector, Wiki Markup Plugin, Wiki Renderer Components, Workbox - Common Plugin, Workbox - Confluence Provider Plugin, and Workbox - Host Plugin. The last three 'Workbox' plugins are enclosed in a red rectangular box. At the bottom of the interface, there are links for 'Audit log', 'Confluence update check', 'Settings', and 'Enter safe mode'. Below these links, the text 'The Universal Plugin Manager (v2.22.5) by Atlassian' is visible.

4

If these add-ons are not enabled, expand them and enabled them.

5

Try to enable RefinedMobile again.

6

If this does not resolve your issue, please contact us at support.refinedwiki.com or [support\(at\)refinedwiki.com](mailto:support(at)refinedwiki.com).