Admin CRASH!Internal Server Error on Patch Install

Posted by dangargano - 2009/12/14 16:39

I recently purchased JMS and installed on my joomla site. When i went to the "check patches" section in the admin, none were installed. When I clicked install, my entire admin area gave me an internal server error and now I cannot login to the admin. Help!

Please email me at danny@dangargano.com

I have NO ACCESS to my admin area, it just gives me internal server error.

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Re:Admin CRASH!Internal Server Error on Patch Install

Posted by edwin2win - 2009/12/14 17:26

Perhaps you have an "error log" in your hosting server administration that show you the reason.
One possible reason would be the permission of the files that are different
between joomla native files and installed files.
This may due to the ownership of the files created by your "apaches" server that may be different of the joomla owners that is perhaps installed using an FTP user or an SSH user.

Does this error also happen with the front-end ?

Normally you should have an error message in your hosting server error log
that should help you indentify the files that can not be executed.

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Re:Admin CRASH!Internal Server Error on Patch Install

Posted by dangargano - 2009/12/14 17:48

Hey Edwin! I restored the files and found out it was a permission error. I now have access to the admin panel again.

Now I am getting this error when trying to install patches:

Error

* JFile::read: Unable to open file: 'tmp/gzip4b266a476a267'
* Unable to read archive
* Error during installation of the file "administrator/includes/defines.php"

Message

* One or more backup file is missing. The original file(s) can not be restored.

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Re:Admin CRASH!Internal Server Error on Patch Install

Posted by edwin2win - 2009/12/14 21:14

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Check how you have installed JMS.
Perhaps you received a timeout during the install or have a problem of upload size.
To be sure, you can start to unzip the JMS component into a temporary directory and after use the joomla installlation from a directory.

Perhaps that somefiles was not correctly installed or partially installed in the com_multisites directory.

Another reason would be again a permission issue somewhere that does not autorize to read a temporary directory created by joomla (not jms) when it unzip an archive file.
In JMS, there are several zip (or tar.gz) that contain peace of code that must be unzipped.

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Re:Admin CRASH!Internal Server Error on Patch Install

Posted by el patron - 2010/02/10 23:44

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We are also getting the following error when trying to apply the patches:

* JFile::read: Unable to open file: 'tmp/gzip4b7334ee9c30d'
* Unable to read archive
* Error during installation of the file "administrator/includes/defines.php"

we have ensured the permissions for folder tmp is set to 755....but still get the same error message. I thought is was because I insalled jms on my local server then uploaded it...so I deleted the site...rebuilt joomla...uploaded the site...installed jms with no errors...but alas we still get the error message...

Please advise what folder if not root tmp needs permission change...the patch worked fine on my local host...

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Re:Admin CRASH!Internal Server Error on Patch Install

Posted by el patron - 2010/02/11 19:15

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there seemed to be a problem with creating the installation folder by jms when applying the

patches....not sure why...so we uploaded our localhost copy with the patches applied as a work around

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