Patches installation failed
Posted by brainworks - 2011/05/11 16:52

Hello,

administrator/components/com_multisites/install.xml => OK
all other files are Not OK

When clicking button 'install' there comes an error 'backup failed' and nothing happens.

There also comes an error for 'Check for updates'. Error message is 'You must be registered for checking updates'

Thanks
Beate

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Re: Patches installation failed
Posted by edwin2win - 2011/05/11 18:26

If the installation of the patches failed this is probably because you have a permission problem on your server that does not allow updating file.

Check the files and folders permission as well as the files and folder ownership.
In general this is the symptom that you server is runing with another user name as the files and folders that you installed.

Perhaps you could try using the Joomla FTP layer to force using the appropriate files and folder ownership.

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Re: Patches installation failed
Posted by brainworks - 2011/05/12 11:41

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we set all permissions but no change.

for your information: we use apache on windows server. therefore we cannot use ftp layer

isn't there another way to patch manually?

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Re: Patches installation failed SOLVED
Posted by brainworks - 2011/05/13 20:06

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for all other interested in this topic:

We have solved this issue by our own. I think the problem was that we didn't do the patch update directly after installation.

We uninstalled JMS Multisites and reinstalled it. Then we did the patch update directly after. Now there comes the original joomla installation dialog and after that all works well.

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Re: Patches installation failed SOLVED

Posted by edwin2win - 2011/05/16 13:27

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Thank you for your contribution

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