"copy failed" and "failed to create the backup."

Posted by helmuntdavid - 2012/12/01 01:04

Hi Edwin,

When I try to install some patches I get the error message "copy failed" and "failed to create the backup."

At first I showed permissions problems with the message "Read permissions", then went to each of the files and adjust the permissions. Now do not get this error but there are other different.

I would like that You will review and help me with a solution, we are going crazy trying to find a solution and we have not got.

Please help us to solve this problem,

Joomla version is 1.5.26

We appreciate your kind help,

Regards.

Note: Deputy erorr messages and email sent to the administrator logins

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Re: "copy failed" and "failed to create the backup."

Posted by edwin2win - 2012/12/05 12:04

The "copy failed" is effectively most frequently due to a permission error or ownership error.

That let suppose that you server uses differnet owner depending that you are uploading files with FTP or other file manager and when you run the joomla application (php).

Sometime, the Joomla FTP layer can help installing the files and execute the patches.
In case where the "FTP Layer" is used, this is the FTP user that is used to copy, create the files and folders.

Verify the ownership of the files and folders.

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