Install patches on Joomla 2.5.3 not working

Posted by Striker8472 - 2012/04/01 11:32

I work with
Joomla 2.5.3
Multisites V1.2.81

I provide a phpinfo() if you want to check something: phpinfo.

I made a new Joomla 2.5 installation on my root server. Then I installed Multisites. When the installation was completed I want to "Check patches installation". When I install the patches I got some errors.

> JFolder::create: Infinite loop detected
> Unable to create destination
> Error during installation of the file "administrator/defines.php"
>
> One or more backup file is missing. The original file(s) can not be restored.

Joomla Multi Sites version: 1.2.81 (Latest available: 1.2.81)
Patches definition version: 1.2.80 (Latest available: 1.2.80)

This is the complete output wit Joomla 2.5.3:

http://www.jingjang.net/images/jms_board/install_patches_253.png

I made a second installation with Joomla 1.5.26 to test my server settings.
The patches installation with the same multisites version works fine. So what is the problem with Joomla 2.5? A compatibility issue?

This is the complete output wit Joomla 1.5.26:

http://www.jingjang.net/images/jms_board/install_patches_1526.png

It is no problem with the directory permissions, user- or usergroup rights. Both installations was made on the same server with the same hosting settings. On both installations all directories are writable and everything was highlighted in green on the pre-installation check.

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Re: Install patches on Joomla 2.5.3 not working

Posted by edwin2win - 2012/04/01 11:43

The "infinite loop" detection present in Joomla consists in checking the number of directories that must be created in one shoot.
When it is higher than 10, they consider it as "infinite loop".

So I suppose that the location of the directory where your master is installed is in a directory that cause Joomla (I don't see why) to create more than 10 directories to install a patch or create a directory somewhere that result with more than 10 directories. (ie. create the directory

dir1/dir2/dir3/dir4/dir5/...../dir10/dir11) cause such kind of error message.

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Re: Install patches on Joomla 2.5.3 not working

Posted by Striker8472 - 2012/04/01 12:19

I'm not shure what is the problem. But when I install Jommla not in the document root for my website and use a subfolder instead it works.

For example:

My first installation with joomla 2.5.3 was located like this:

physical location on my server
/var/www/vhosts/domain.net/httpdocs/
web url
domain.net

I got the errors as seen above

Now I tried this:

physical location on my server
/var/www/vhosts/domain.net/httpdocs/joomla
web url
domain.net/joomla

When I use the subfolder the patches installation works. But this is not a solution for me to use subfolder for my installation. Any advice?

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Re: Install patches on Joomla 2.5.3 not working

Posted by edwin2win - 2012/04/03 11:35

Based on the path the you provided, it seems that you are using a Plesk environment.

Verify the ownership of the root directory.
I suspect that the root directory might have permission that does not allow creating subdirectories or access some files.

When you create your subdirectory, you provide other permission that are probably OK.

So verify the permission/ownership of your "httpdocs" directory.

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Re: Install patches on Joomla 2.5.3 not working

Posted by milizza - 2012/04/03 21:13

If the ownership and the permission is incorrect, Because the installation is ok when doing in subfolder ???
I have got the same problem , see http://www.jms2win.com/en/forum/26-bugs-errors-reporting/7807-component-installation-and-problems-in-joomla-17 , and the problem is again here. :(

But when patch the subfolder installation , the site strangely , reads the configuration.php file of the document root of the domain.

What is the solution , the problem is present in installation and upgrade.

ownership NO
permission NO

I read the logs of my web-server

PHP Warning: is_dir(): open_basedir restriction in effect. File(/var/www/vhosts/adsplans.test) is not within the allowed path(s): (/var/www/vhosts/adsplans.test/httpdocs:/tmp) in /var/www/vhosts/adsplans.test/httpdocs/libraries/joomla/filesystem/folder.php on line 447, referer: http://www.adsplans.test/administrator/index.php?option=com_multisites&task=checkpatches
PHP Warning: is_dir(): open_basedir restriction in effect. File(/var/www/vhosts) is not within the allowed path(s): (/var/www/vhosts/adsplans.test/httpdocs:/tmp) in /var/www/vhosts/adsplans.test/httpdocs/libraries/joomla/filesystem/folder.php on line 447, referer: http://www.adsplans.test/administrator/index.php?option=com_multisites&task=checkpatches
PHP Warning: is_dir(): open_basedir restriction in effect. File(/var/www) is not within the allowed path(s): (/var/www/vhosts/adsplans.test/httpdocs:/tmp) in /var/www/vhosts/adsplans.test/httpdocs/libraries/joomla/filesystem/folder.php on line 447, referer: http://www.adsplans.test/administrator/index.php?option=com_multisites&task=checkpatches
PHP Warning: is_dir(): open_basedir restriction in effect. File(/var) is not within the allowed path(s): (/var/www/vhosts/adsplans.test/httpdocs:/tmp) in /var/www/vhosts/adsplans.test/httpdocs/libraries/joomla/filesystem/folder.php on line 447, referer: http://www.adsplans.test/administrator/index.php?option=com_multisites&task=checkpatches
PHP Warning: is_dir(): open_basedir restriction in effect. File(/) is not within the allowed path(s): (/var/www/vhosts/adsplans.test/httpdocs:/tmp) in /var/www/vhosts/adsplans.test/httpdocs/libraries/joomla/filesystem/folder.php on line 447, referer: http://www.adsplans.test/administrator/index.php?option=com_multisites&task=checkpatches
PHP Warning: is_dir(): open_basedir restriction in effect. File(/) is not within the allowed path(s): (/var/www/vhosts/adsplans.test/httpdocs:/tmp) in /var/www/vhosts/adsplans.test/httpdocs/libraries/joomla/filesystem/folder.php on line 447, referer: http://www.adsplans.test/administrator/index.php?option=com_multisites&task=checkpatches

******7 Months, 1 Week ago*******
I copied all site and database into my local Virtual Machine Linux Centos with:

same version of PHP and MYSQL.

same folder structure.

Patches application is OK , one difference is this message
Joomla Multi Sites version: 1.2.62 (Latest available: 1.2.61)
Patches definition version: 1.2.66 (Latest available: 1.2.65)

in local VM is
Joomla Multi Sites version: 1.2.62
Patches definition version: 1.2.66

After upload from local VM to Host-VM and all is OK.

This resolution of problem is tampon and not definitive.

I wait the definitive resolution.

I think that the problem is not on HOST-VM because
the creation and copy of folder and file with installations of components is OK.
Only application of Multi Sites Patches faulted.

By to next upgrade

thanks for your help

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Re: Install patches on Joomla 2.5.3 not working

Posted by SeeNet - 2012/04/04 18:07

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Seams that we described the same problem here...
http://www.jms2win.com/en/forum/26-bugs-errors-reporting/9781-install-patches-on-joomla-254-not-working

I hope someone from the Support team can help.
Or we have to give our licens back.

Permissions and ownership of directories are ok.
Pathdepth is also ok.
we are using also Plesk

Thanks for help

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Re: Install patches on Joomla 2.5.3 not working

Posted by SeeNet - 2012/04/05 10:47

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Installing to a subdirectory is working but not a sulution.
It must also work in the main directory!!!

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Re: Install patches on Joomla 2.5.3 not working

Posted by edwin2win - 2012/04/05 11:55

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The error message that is provided here mention that you have a restriction in your "open_basedir" that forbid the access.

"open_basedir restriction in effect"

So update the permission provided by the "open_basedir" to grant the permission to the directory.

The permission is NOT OK.

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Re: Install patches on Joomla 2.5.3 not working

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

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Now the story must be finished.
The problem is great and the request of help/support is started from six month .
In most of the forum , the users reports as solution the installation on subfolder.
The problem is not permission's folder , IN SUBFOLDER OF IS ALL OK .
I test , in the same folder , with same permission and with joomla 1.5 and is tutto OK.
JMS in use is last version available.
I want solution at this problem.
It 's useless to repeat the same answers in vai forum.
It should be allowed to join them and find a permanent solution.

Thanks

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Re: Install patches on Joomla 2.5.3 not working

Posted by edwin2win - 2012/04/05 13:42

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Try using Joomla extplorer and you will see that you have the same issue with the permission.
Unable to get the list of files and folders when you are on the root directory.

This is not related to JMS.

If you install that on another hosting provider that use for example cPanel and not Plesk, this works perfectly.

The problem is related to the configuration of Plesk and the linux permission.

As you seems to have a problem with the open_basedir, change you Plesk configuration to set the open_basedir with "no value". (disable it).

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Re: Install patches on Joomla 2.5.3 not working

Posted by milizza - 2012/04/05 18:20

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A solution possible for plesk is :
1. Connect via SSH to server
2. cd /var/www/vhosts/domin_name/conf/
3. With nano o vi open file httpd.include
4. Comment with # the line with open_basedir value content
5. Save the file
6. Restart the service with
service httpd restart
7. After end jobs , delete comment and restart the httpd service.

For edwin2win , the problem aren't the permission of directory.
Flip to the fact that jms it works in subfolder .

Bruno

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Re: Install patches on Joomla 2.5.3 not working

Posted by SeeNet - 2012/04/06 15:49

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Thanks that was the part missing.... you can go also in plesk 10 to the php config page and enter for open_basedir the value none.

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Re: Install patches on Joomla 2.5.3 not working

Posted by Striker8472 - 2012/04/07 20:01

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SeeNet wrote:
Thanks that was the part missing.... you can go also in plesk 10 to the php config page and enter for open_basedir the value none.

You mean value "default" eh?

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Re: Install patches on Joomla 2.5.3 not working
Posted by Striker8472 - 2012/04/07 23:53

Anyway. I have no longer hope to get a solution that works. I did a workaround to get this to work. Plesk open_basedir = "default".

installed Joomla 2.5.4 on my httpdocs (plesk document root).
I did chmod -R 777 httpdocs on my document root for installation and patches.
installed com_multisites_V1.2.84.zip
chmod -R 777 httpdocs on my document root again.
tried to install patches doesn't work. (same error as seen in my topic post) :angry:
created a new folder named joomla
moved all from "../httpdocs" to "../httpdocs/joomla"
opened the url "www.mydomain.net/joomla/administrator"
tried to install patches. In this case it worked.
moved all from "../httpdocs/joomla" back to "../httpdocs"

With Joomla 1.5.x it is not necessary to install the patches in a joomla environment placed in a subfolder.

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Re: Install patches on Joomla 2.5.3 not working
Posted by edwin2win - 2012/04/10 18:41

Concerning the update of the "httpd.conf", becarefull that this file is updated by Plesk and therefore any update that you would do manually will be lost each time that you manage the website from the plesk admin.

The update of Plesk configuration can be performed according the appendix II help procedure described in plesk.
They explain how to create a specific vhost.conf

I suggest that you report the problem to your hosting provider and ask him to help in the configuration of Plesk.

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Re: Install patches on Joomla 2.5.3 not working
Posted by SeeNet - 2012/04/12 09:33

Striker8472 wrote:
SeeNet wrote:
Thanks that was the part missing.... you can go also in plesk 10 to the php config page and enter for open_basedir the value none.

You mean value "default" eh?

No I mean "none"!! Default is somthing with rootdir and temp folder.

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Re: Install patches on Joomla 2.5.3 not working
Posted by Striker8472 - 2012/04/12 11:23

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I have only "default" and "{DOCROOT}/:/tmp/"

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Re: Install patches on Joomla 2.5.3 not working
Posted by SeeNet - 2012/04/12 11:32

_____

There should be the possibility to enter a custom value. You have to select the radiobutton and enter the value "none" if this possiblity is not there it is blockt for this Plesk user then you have to askt your reseller or Plesk admin to set this.

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Re: Install patches on Joomla 2.5.3 not working
Posted by edwin2win - 2012/04/12 19:30

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Thank you seeNet to help us identifying a better way to configure Plesk and setup the "open_basedir"

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Re:Install patches on Joomla 2.5.3 not working
Posted by sven.beyer - 2012/04/15 14:19

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Hi all,

I seem to have the same issue.

Joomla Version: 2.5.4
Joomla Multi Sites version: 1.2.85 (Latest available: 1.2.84)
Patches definition version: 1.2.81 (Latest available: 1.2.81)

Installation path: /html (Provider is Alfahosting, configuration via Confixx)

The folder rights of the /html/administrator folder are set to '755'.

I am new at using JMS and have not the least clue on how to solve this. Therefore I would appreciate to get infos from this thread.

In addition to the mentioned error message I receive the info "Unix Symbolic Links: Forbidden", although 'symlink()' is allowed. Might this message be related to the issue with the patches?

Regards,
Sven

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Re:Install patches on Joomla 2.5.3 not working

Posted by edwin2win - 2012/04/18 14:43

You have to check the files and folders persmission as well as the ownership and the open_basedir.

On Plesk environment, you need to setup plesk correctly to give the permission.
Unfortunatelly, each plesk environment is specific and there is no "magic" setup to configure Plesk correctly.
Contact the support of your hosting provider to get help on the configuration of Plesk and get the appropriate Files/Folders permission as well as the ownership and open_basedir.

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