purchased but cant work out cpanel/symbolic links

Posted by alanski - 2009/01/05 23:24

I cant seem to buy quota or access tenplates settings properly. I get Unix Symbolic Links:
Warning: symlink() : Permission denied in /home/public_html/administrator/components/com_multisites/helpers/helper.php on line 77
Forbidden

alanski

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Re:purchased but cant work out cpanel/symbolic links

Posted by edwin2win - 2009/01/06 00:15

As your message is reported, the Smbolic Link is forbidden by your system.
For the moment, we have let the warning message displayed that reveal this error.
This message is generated all the times that JMS wants to check if the Symbolic Link can be allowed.
We will remove this warning message in a next release but the result will remain "Symbolic Link" forbidden.

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Re:purchased but cant work out cpanel/symbolic links

Posted by xtremex - 2009/01/09 10:58

This can also appear when your /tmp and /logs directory are either incorrect in your joomla configuration.php or have incorrect permissions on these directories.

Cheers
Phill

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Re:purchased but cant work out cpanel/symbolic links

Posted by alanski - 2009/01/24 19:31

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thanks guys,
seems fine after reinstall and permission check

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Re:purchased but cant work out cpanel/symbolic links

Posted by rburroughs - 2009/05/12 11:24

What permission levels would be correct for the tmp and log directories? I have changed both to 766 and confirmed both are present as defined. I have tested symlinks manually, using hello.php, and reconfirmed with my hosting provider (rochenhost) that symlinks are active and the JMS Setttings page STILL says "Unix Symbolic Links: Forbidden" I even ran the script to create the symlink in hello.php and it worked fine. What else can I do?

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Re:purchased but cant work out cpanel/symbolic links

Posted by edwin2win - 2009/05/12 15:26

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JMS creates a tempory symbolic link intot he "tmp" directory that redirect on the "log".
After that, it checks that the link is correctly created.

This is done with the apache user.
Perhaps your problem is related to the owner of the tmp and log directory.
For the moment, you have put 766 that means that only the owner has all the permission.

The hello.php suppose that nothing is installed. It creates temporary files and directory in the current directory.
JMS only create information into the "tmp" directory. This give you the opportunity to cleanup the directory in case where JMS does not correctly remove the temporary symbolic link.

Try progressivelly put 776 and after 777 to identify if this is the group or everybody permission that is required. I suspect that your apache owner is not in the one used by your tmp and log directory.

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Re:purchased but cant work out cpanel/symbolic links

Posted by rburroughs - 2009/05/12 23:22

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Thanks for the support! I tried changing the tmp and log directories at every level root all the way down to the folder of the subdomain in which my application is installed and it still doesn't work. I tried both 0776 and 0777. I used cpanel to make the changes if that makes a difference.

Is there a line of code or something I could put into hello.php that would help me trace the problem? I KNOW symlinks are working because hello.php works and my own manual tests work... very frustrating!

What I'm trying to accomplish is I have a site at odidemo.rburroughs.com that I want to clone to someotherdirectory.rburroughs.com or to many someotherdirectories. I need the URL to be someothedirectory.rburroughs.com and I need the databases to be seperate because these sites will be setup and deleted often and I don't want all the database changes happening to odidemo.

All your help is appreciated! I've watched every video, scoured the forums, and am sill not sure what's wrong. Could it be I'm not changing the correct directories. Which tmp and log directories does the module use?

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Re:purchased but cant work out cpanel/symbolic links

Posted by edwin2win - 2009/05/12 23:37

If it does not work when changing the permission this probably mean that the tmp and log path defined in the Global Configuration are not the one you think to be.

JMS used the path defined in Global Configuration.
Check the tmp and log path in the Global Configuration.
Your problem to use the Symbolic Link in JMS is not related to the hello.php file.

Add traces in "hello.php" will not help you as the code is different to the JMS one.

I repeat, the error in either in the path of tmp and log parameters present in the Global Configuration.
They must be full path. In general this is a path that correspond to tmp and log directories present in the root of Joomla.
You have to check their permissions.

JMS use the standard tmp and log directories.

If you want that I check your environment, this is possible with billable support.
You can order such support on
http://www.jms2win.com/download?page=shop.product_details&flypage=flypage.tpl&product_id=35&category_id=1

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Re:purchased but cant work out cpanel/symbolic links

Posted by rburroughs - 2009/05/13 06:57

SUCCESS!!!

This had nothing to do with permissions. They key was when you said regarding the tmp and log definitions in config.php... "They must be full path."

On seeing this I immediately went into config.php and changed the paths fro /tmp and /log to /home/USERNAME/public_html/odidemo/logs and /home/USERNAME/public_html/odidemo/tmp.

This immediately solved the problem! Thank you! I didn't find this info anywhere else. I would strongly suggest you add the 'full path' information to the files that lead to the demos or somewhere prominent. If this information is already there and I overlooked it, my apologies.

Thanks again! I may indeed need some support time when my company ramps up more. I'll want to fully understand and implement a best practice using your tool.

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Re:purchased but cant work out cpanel/symbolic links

Posted by edwin2win - 2009/05/13 09:33

The "tmp" and "log" parameters in the global configuration are standard joomla parameters and not JMS specific.
Sorry if we do not document all the possible standard joomla parameters.
They should be documented on the Joomla websites.
Global Configuration is not an interface developped by JMS.
We just use their values and settings.

I know that I have already explained that in the forum.
Perhaps if you had searched in the forum you will had found the answer.

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