hello.php symbolic link error

Posted by willhaigh - 2009/06/14 17:25

Hi Edwin, I am struggling to get symbolic links working. I have WHM and CPanel.

Ran the hello world script and get the error:

Hello world script

Warning: fopen(/home/.../public_html/symlink_file4a3513e4e4b81.txt) : failed to open stream: Permission denied in /home/.../public_html/hello.php on line 49
hello world script
The current path is "/home/.../public_html"
Error : Unable to create the file /home/.../public_html/symlink_file4a3513e4e4b81.txt
Probably you will need to used the Joomla FTP Layer and the Symbolic Links will be forbidden

I have changed the permissions of the log and tmp folders up to 777 but this did not work.

I have checked the FTP settings in Joomla and these work fine to /public_html

(I installed JMS fine and updated the scripts fine so it is working)

The full path is given to the tmp and log folders eg home/etc

Any ideas? I really wanted to get this up and running quickly as I have a lot of sites to get built!

Any help appreciated.

Will

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Re:hello.php symbolic link error

Posted by edwin2win - 2009/06/14 18:33

Some hostin g provider configure their environment to forbid such Symbolic Link usage.

I suppose your apaches is configured to NOT follow Symbolic Links
"Options +FollowSymLinks"

When using the "hello".php", you can check with a SSH connectoin that the file has been successfully created.

If you are runing on your own server, you have to review the apache configuration.
If you are using a hosting provider, contact it supports to check the apaches configuration and know if it accept the creation of Symbolic Links.

"hello.php" try to create a sSymbolic Link to test if it is allowed.

As reported this creation fail.

The "hello.php" is not connected to Joomla or product.
It works in standalone.

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Re:hello.php symbolic link error
Posted by willhaigh - 2009/06/14 18:53

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My apache server has FollowSymLinks and SymLinksIfOwnerMatch enabled on '/'

Does the latter stop me from using SymLinks with JMS?

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Re:hello.php symbolic link error
Posted by willhaigh - 2009/06/14 20:18

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I disabled SymLinksIfOwnerMatch
and set file permissions on public_html/tmp and public_html/logs to 777
and I get Unix Symbolic Links: Allowed on the JMS Settings page.

I set logs folder and files to 766 and the files in tmp to 766 and still get the allowed message.

However if I change my tmp folder to 766 I get the error:
Warning: chdir() : Permission denied (errno 13) in
/home/mylocalc/public_html/administrator/components/com_multisites/helpers/helper.php on line 79
Forbidden

the hello.php also gives me the same error even when settings page in JMS is saying Unix Symbolic Links: Allowed.

I dont want to have folders set to 777.

Do you have any more advice I think I am nearly there!

Will

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Re:hello.php symbolic link error
Posted by edwin2win - 2009/06/14 20:32

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All I can tell you is that you can use the "hello.php" to peform all your test and identify the origin of the Symbolic Link forbidden.

As the "hello.php" works in standalone (don't require anything - joomla is not required), you can use it to test your hosting server configuration.
You can for example try using it in a specific folder that is not related to your current domain or sub-domain.

Personnally, I suggest you to first try setup your hosting server correctly before trying to use the Symbolic Link in JMS.
Once the hosting server will be OK, you could try to setup JMS to use the Symbolic Links.

Just test one parameter (here the hosting server configuration) at a time.

If I understand correctly, when you put chmod 777 the Symbolic Link is OK.
This mean that the files and/or folder has an ower / group that is compatible with the apache user.
You can also try to perform a chown (change owner) to give the appropriate owner of the file. When it will be own or at least in the same group of user, you should have the permission.

This kind of problem may be due to the fact that you transfert(ie. FTP) files and folders with a user that is not compatible with apache. This is the case for example if you use a root user that have more privilege than apache. In this case apaches will not be able to create or modify files/folders created by the root user.

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Re:hello.php symbolic link error
Posted by willhaigh - 2009/06/14 23:02

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Sorry Edwin I think this nearly there.

I got the hello.php to work but only when I set public_html to 777.
So SymLinks do work on my server.
Any thoughts as to why this only works when I set the permission to 777 and how I can resolve?

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Re:hello.php symbolic link error
Posted by edwin2win - 2009/06/14 23:10

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Have a look on the owner and group of the file.

Compare the "hello.php" owner and group with a file created by apache.
Try for example to upload a file (ie. image) using Joomla.
Perhaps this will help you identify which owner and group is used by apaches.

The first digit of a chmod correspond to the owner
The second to the group
The third is for eveybody.

So you have to try 755;
or 775

or 777

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Re:hello.php symbolic link error
Posted by willhaigh - 2009/06/15 14:08

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Hi Edwin - I think I understand it now.

I need to do a

chown apache:users /destination folder

or something like that so apache and php have permissions but everybody doesnt.

Havent quite got this working yet but will have another go tonight.

I wanted to say your support has been the best I have experienced. My queries are not caused your product but you have still helped tremendously.

Fingers crossed I will have 100s of slaves soon!

Will

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Re:hello.php symbolic link error
Posted by edwin2win - 2009/06/15 14:25

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Try to identify the owner and group used by your apache.

Perhaps this is "apache:users" but this must be checked.
I repeat, try upload a file (like images) to identify the owner and group name associated to this uploaded file.
You probably need a SSH connection to see the correct owner name and group name.
Some FTP tools may not display the correct information.
It is always better to use a SSH or Telnet connection to have a unix prompt and see the information returned by the system.

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Re:hello.php symbolic link error
Posted by willhaigh - 2009/08/02 11:53

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Hi Edwin - I have come back to this after a break but still having issues.
I can only get "Unix Symbolic links : allowed" on my server but only when I set public_html to 777.
I followed your advice and uploaded an image to identify owners and groups and get:

-rw-r--r-- 1 demo10m demo10m 81810 Aug 2 10:25 hair1.jpg

demo10m being the user name for the account

If I do the same for /public_html/ I get:

drwxr-xr-x 16 demo9my nobody 4096 Jul 20 00:08 /home/demo9my/public_html/

The hello.php (which works fine with public_html set to 777):

-rw-r--r-- 1 demo10m demo10m 8400 Aug 2 10:48 /home/demo10m/public_html/hello.php

I have tried chown demo10m:demo10m /home/demo10m/public_html

but this does not resolve the permissions issue. Again I need to have public_html set to 777 to get JMS to work.

Any help would be appreciated getting a bit desperate now!

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Re:hello.php symbolic link error
Posted by willhaigh - 2009/08/02 12:08

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How bad is setting public_html to 777? surely if the folder was to be compromised access to rrot would be required first?

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Re:hello.php symbolic link error
Posted by edwin2win - 2009/08/02 13:46

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Normally, this is not advised to put 777 on public_html as this give the permission to everybody that are working on your server.

Based the info that you have provided, you can see that the ower are different and also the group.

In one case you have:
owner / group = demo10m / demo10m

An with /public_html/
owner / group = demo9my / nobody

The problem is there.

If at least you have the same group, this will avoid you to provide a 777 (owner, group, everybody). So you could have (775) or (770).

With your chown, you give a different path than the previous.

You have asked to change the owner of the directory demo10m and not the one demo9m

I suppose that demo9m and demo10m are two different account in your hosting provider.

If as I suppose you are using different hosting account, you should either use a unique account or change the ower or at least the group to have the permission.

With your result, I see 2 different owners with 2 different group and also 2 different path.

So start to use a unique path and NOT
/home/demo9my/public_html/
/home/demo10m/public_html

Once you will have the same path, decide at least in which group you want the user have the permission and NOT the group like the one you have for the moment
demo10m
nobody

After that you could use a chmod 775
and if you want to use a chmod 755
you also have to use the same owner and NOT
demo10m
demo9my

I think that in your case, the expected result would be either
Unique path /home/demo10m/public_html
With owner demo10m
and group demo10m

if you want also use the path /home/demo9my/public_html/
you should change its owner to
With owner demo10m
and group demo10m

Here put 10 for the path 9

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Re:hello.php symbolic link error

Posted by willhaigh - 2009/08/02 14:43

Hi Edwin, thanks for the quick response.

demo9 was a typo on my behalf (another account on my server).

I have done the following

chown demo10m:demo10m /home/demo10m/public_html

which gives me:
drwxr-xr-x 25 demo10m demo10m 4096 Aug 2 13:26 /home/demo10m/public_html/

I then set pubic_html to 755 but links still come up as forbidden

For now I am going to set logs and tmp to 777 as this also seems to resolve the issue but it woud have been nice to get the bottom of this ownership and permissions issue ..

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Re:hello.php symbolic link error
Posted by edwin2win - 2009/08/02 14:58

Which is the owner of the hello.php file in this directory ?

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Re:hello.php symbolic link error
Posted by willhaigh - 2009/08/02 15:35

-rw-r--r-- 1 demo10m demo10m 8400 Aug 2 14:33 /home/demo10m/public_html/hello.php

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Re:hello.php symbolic link error
Posted by edwin2win - 2009/08/02 15:50

Try to modify the "hello.php" file to put in comment the unlink statement in aim to keep the remporary file on your disk.
(line 114 and 119)
When done, put a chmod 777 on your directory in aim to be able to have the symbolic alllowed and also keep the temporary file created.

Once you will have the temporary files remaining on your disk, you will be able to know which owner is used by apaches.

This will allow you compare with the one of your directory and hello.php file.

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Re:hello.php symbolic link error
Posted by willhaigh - 2009/09/13 18:39

Hi Edwin I recompiled Apache with suPHP and all is OK now.

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Re:hello.php symbolic link error

Posted by edwin2win - 2009/09/13 21:43

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Good news for you.
Thank you for the feedback.
Perhaps this answer will help other customers

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