patch installation problem

Posted by marcobenci - 2008/12/31 12:01

Hi all,

I bought Multi Sites pachet some days ago, I installed and registered it correctly, but I have some problems about the patches installation.

I read in the forum a previous thread and the FAQ about this argoument but I did,'t find the solution.
For information I'm using Joomla 1.5.8 (Italian version)

When I control for new patches I found this:

And when I clich install I have this:

I tried to activate FTP layer but I have this problem (I notify that using filezilla i can connent on machine using tha same parameters set in Joomla configuration: host, user, password, port):

Could you gime me any suggestions?
Thanks in advance,
Marco.

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Re:patch installation problem

Posted by marcobenci - 2008/12/31 12:05

Hi all,

I bought Multi Sites pachet some days ago, I installed and registered it correctly, but I have some problems about the patches installation.

I read in the forum a previous thread and the FAQ about this argoument but I did,'t find the solution.
For information I'm using Joomla 1.5.8 (Italian version)

When I control for new patches I found that some files have to be patched and others that don't exist and have to be created.

And when I clich install I have this:

* Unable to write entry
* Error during installation of the file "administrator/includes/defines.php"
* Copy failed
* Copy failed
* Copy failed
* Copy failed

* Copy failed
* Copy failed
* Copy failed

I tried to activate FTP layer but I have this problem (I notify that using filezilla i can connent on machine using tha same parameters set in Joomla configuration: host, user, password, port):

Errore

* JFTP::connect: Could not connect to host "localhost" on port 21
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Could you gime me any suggestions?
Thanks in advance,
Marco.

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Re:patch installation problem

Posted by edwin2win - 2009/01/01 19:57

Dear Marco,
as explained in the Users Manual chapter 9.1 "Unable to Write Entry" and in FAQ trouble shooting http://www.jms2win.com/faq#sec-14 this error message means that you have a permission problem somewhere.

This problem may occurs when the users that has installed Joomla the first time is not the same than the one that perform the update.
So check the owner of the files and directories and their permissions.

You have also tried to activate the FTP Layer and the parameters seems incorrect.
This is an excellent idea as this generally allow to bypass the permission problems.

Remark:
- the Joomla FTP Layer is only available for Unix servers.
- At my knowledge, Joomla does not support the FTP Layer for Windows servers.

If you are using a Unix server, you can use the same parameters than the one you are using to connect your server by using an external FTP tool.
In your case, perhaps the FTP port 21 is not available for security reason.

I hope this will help you

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Re:patch installation problem

Posted by marcobenci - 2009/01/08 14:17

Thanks for the support.

I'm using server Unix and when I use Filezilla to connect on the host whrere Joomla is installed I use just port 21, and the other parameters are the same in Filezilla and in Joomla FTP configuration.

I read of a lot of people that have problem with FTP in Joomla, but I didn't find an answer for this type of problem. It is possible?

Marco.

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Re:patch installation problem

Posted by edwin2win - 2009/01/08 23:14

The most frequent reason is that Joomla is installed with a user and later when you install an extension from Joomla, this is another user that is used.
If you the user does not pertain to the same group and if the directory and files have not write permission gro the group, this cause the permission problem.

Generall Joomla is installed via a FTP connection and unzip with a SSH connection.
Therefore, if you give the same FTP parameters to the Joomla configuration, this mean that the files and folders will have the same permissions.

As JMS need to patch some existing files, it is mandatory that it has the permission to apply those patches.

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Re:patch installation problem

Posted by imaaxx - 2009/01/13 23:40

Hello,

I have just tried to set-up your component, I was able to install it but it was not able to create the multisites directory in the /httpdocs folder...

And it will not update and patch... what can we do? Also we do not have FTP services running on our servers how can we work around this for patching? We have full SSH access to our servers…

Thanks
Stacy

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Re:patch installation problem
Posted by edwin2win - 2009/01/14 11:23

This is a permission problem and you have to check the owner and group of the files and compare them with the com_multisites directory. In general the problem come from the fact that the owner and groups are different.
You can also try to use unix chmod to increase the files and folder permission.

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Re:patch installation problem
Posted by sheena - 2010/06/03 15:10

But what if ALL of the following (folders and included files) are owned by apache with 777 permisions

administrator/includes/defines.php
administrator/components/com_multisites/*
components/com_multisites/*

Then what could be causing

* Unable to write entry
* Error during installation of the file "administrator/includes/defines.php"
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* Copy failed
* Copy failed
* Copy failed
* Copy failed

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Re:patch installation problem
Posted by edwin2win - 2010/06/03 19:39

Perhaps this is apaches and 777 but I guarantee you this is a permission issue and that you can not modify the files.
So you have to check again the problem of permission.
Perhaps this is an open_basedir that does not give access to the file or another setting somewhere that does not allow to modify the existing files.

Not only the files but also the parent directory must have the permission like the "public_html".

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