Permission Errors! Please help.

Posted by prototypead - 2009/12/21 23:38

Okay, I have spent all day today trying to fix this with no resolution. Let me start by saying that we have our own dedicated server with WHM access.

I am trying to create a new multisite off a template. The new MS (multisite) should create a new database using the {site_id}. The username and password to access that database is the same for every new MS. I have created the database in cPanel and created a new user. I gave that user ALL privileges and then went into PHPmyAdmin settings through WHM and all gave the user GRANT, SUPER, and PROCESS privileges. I actually granted these privs to all users just in case.

I am still getting this error:

Create User error : Query = , DB Message =

I then submitted a support ticket and had the host look at it. We can run the query from PHPmyAdmin settings with no problem but every time I try to create a new MS, it fails.

I have read through tons of posts here on the forum and can't see to find a single thing that I haven't already done so I am resorting to a question for the developer.

I really need to get this working. I have a meeting with our client new week and they expect to see this functionality working. THANKS in advance Edwin!!!

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Re:Permission Errors! Please help.

Posted by edwin2win - 2009/12/22 12:44

The key element to allow create dynamic DB and MySQL user is to provide a MySQL user that has enough privileges.

Two methods to provide a MySQL user that has the privileges to create DB and MySQL user.
Either the JMS template reference a slave site to replicate that has all the privileges.
Or as explained in the user manual, you configure the multisites.cfg.php file with the MySQL root login and password. See user manual page 14.

The easiest way is to provide the MySQL root login in the multisites.cfg.php file that by definition has all the permission to create DB and users.

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Re:Permission Errors! Please help.

Posted by prototypead - 2009/12/22 21:54

Thank you very much for your prompt response! I changed to use the root user and got past that

permission issue. Now, another problem:

http://www.jms2win.com/forum?func=view&catid=23&id=2858#2858

Btw, when I search your forum I can't view past the first page of results. If I try to go to the next page, it just returns a blank/empty results page... not the next page of results. I'm sure that my other question has been asked (and answered) but I simply can't view enough of the search results to find it.

Thought I would let you know.

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Re:Permission Errors! Please help.

Posted by edwin2win - 2009/12/22 23:57

I know that I have to upgrade my forum extension but sorry, I have not time to update the website to fix this issue.

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Re:Permission Errors! Please help.

Posted by prototypead - 2009/12/23 05:00

Well, I have taken a step backward. I noticed that there was a new version of Multisites out and also new patch versions. So I updated the patches and installed the new version of MS. I immediately checked and updated my multisites.cfg.php file with the correct (and same) login credentials as before..... and now it's not working again. I am yet again getting permission errors.

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Re:Permission Errors! Please help.

Posted by prototypead - 2009/12/23 05:11

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prototypead wrote:
Well, I have taken a step backward. I noticed that there was a new version of Multisites out and also new patch versions. So I updated the patches and installed the new version of MS. I immediately checked and updated my multisites.cfg.php file with the correct (and same) login credentials as before..... and now it's not working again. I am yet again getting permission errors.

Please disregard. It's late... it's been a couple of LONG days. The holiday is upon me and I have a deadline looming. Rationale is not exactly a given at this point.

I was referencing the wrong user - not root. :dry:

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Re:Permission Errors! Please help.

Posted by edwin2win - 2009/12/23 09:45

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When you have a MySQL error, you can copy past the statement and check if it works in a PHPMyAdmin that theorically has a root permission (not always but frequently).
This will confirm you that when you provide a correct MySQL login and password you can execute the statement.
In the statement in tells you that you don't have "access denied for user".

You can also use a PHPMyAdmin with a root login and modify the permission of your MySQL user to give it all the permissions like a root.

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