Backup, update, restore, slave sites don't work

Posted by joekker - 2012/04/18 23:46

Dear Edwin,

I have updated multisite to 1.2.86
Of course first I have backuped the root folder with .tar in CPanel file manager.
Also the databas with the help of CPanel database backup.
Then updated. I tried to make an update only once but when I uninstalled the patches I lost my site some weeks ago.
Now I decided first install new multisite version then uninstall and reinstall the patches.
I have lost my site again I got a single line SQL database error: Database connection error (2): Could not connect to MySQL.

Now I restored the files from .tar and the database as well.
Master site works, but I get this error message for the slave sites:
Fatal error: require_once() : Failed opening required '/home/hollo42/public_html/eskuvoje/FUNNY_BARNA/includes/defines.php' (include_path='.:/usr/lib/php:/usr/local/lib/php') in /home/hollo42/public_html/eskuvoje/FUNNY_BARNA/index.php(11) : eval()'d code on line 18

What is the problem here and what is the solution?
Why I cannot restore my site, I think saving I made a proper way?
What is the proper way of update?

It is strange. I have created slave site with www and whitout www. The www version of the slave sites works, without www I get the above error message.

The problem was using the Cpanel extract function. I ahve extracted the same files using tar -xvf command casued no problem and my site are restored.

Independently from the solved issue, I still don't know how to update JMS Multisite.
Doesn't matter whether I uninstall peatches before or after updateing to a newer version I get this message and lose my site:
Database connection error (2): Could not connect to MySQL.
Actually I can update the progrem (if it is updated this way) whithout uninstalling the patches.

Thank you for the answer!
Jozsef

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Re: Backup, update, restore, slave sites don't work

Posted by edwin2win - 2012/04/20 14:20

The problem that you probably encountered when you uninstall JMS and that you got the "connection DB error" is due to the fact that you changed you DB connection parameters between the day where you

installed the patches and today.

When you uninstall the patches, this restore all the original files that were backed-up.
This include the master "configuration.php" file that is part of the files that are patches. So when you uninstall, this restore the "configuration.php" file present in your master and probably the DB connection were changed.

In most cases, you can install JMS over an existing one.
In very rare case you have to uninstall the patches before re-installing the new version. We recommended this solution because it cover these minor cases.

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Re: Backup, update, restore, slave sites don't work

Posted by joekker - 2012/04/22 21:07

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Dear Edwin,

thank you for the answer. Nothing was changed in the connection parameters and configuration.php contents is the same as well except 'var $secret'.
What is different, and I don't know whether this is the proper way of working, that the configuration file of master sitem has 444 permission menawhile any of the slave sites have 644.
This is correct way of working or I should change the master to 644 as well?

Regards

Jozsef

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Re: Backup, update, restore, slave sites don't work

Posted by edwin2win - 2012/04/24 15:34

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The configuration is set by joomla with 444 when you save the "global configuration".
So each time, you see 444, this mean that you have modified the configuration with the joomla "Global Configuration"

Sorry but I persist to say that you have restored a "configuration.php" with a different DB connection parameters. This is the only reason why you can not connect on the DB.
I don't see any other reason.

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