install of patches
Posted by wildwill - 2009/10/08 15:59

Hi All

I am excited to get JMS installed and start benifiting from its features.

I have followed the installation of the Com and thsi has completed fine.

When I try to install the patches i get a whole load of errors:

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**start error
****

* 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
* Copy failed
* Copy failed
* Copy failed
* Copy failed
* Copy failed
* Copy failed

Message

* One or more backup file is missing. The original file(s) can not be restored.

Joomla Multi Sites version: 1.2.8 (Latest available: 1.2.8)
Patches definition version: 1.2.11 (Latest available: 1.2.11)

****
**end error
****

I wanted to concerntrate on the first patch and then move onto the rest. So the first patch seems to be for "administrator/index.php " i have check permission of this file and set it to 777 but i still get the patching error on this file.

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Re:install of patches
Posted by edwin2win - 2009/10/08 17:16

As you will see many time in the forum and also in the user manual troubleshooting, the error "Unable to write entry" mean that you don't have permission to write on some file.

The file name that is reported is not necessarly the reason.
This maybe also another files that would cause this problem or another security permission.

If you have plenty of files listed in the list of patches that reports that you don't have write permission, try to solve them ALL before retry.

You can also try using the FTP Layer as explained in the video 15.
http://www.jms2win.com/tutorial#jms12x-15
Sometime this allow providing a user with enough privileges.

If you are runing on windows platform, you have to check the security permission.
See FAQ that present this case.

You also have to check that the directory have correct permission.

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Re:install of patches
Posted by wildwill - 2009/10/08 18:40

Hi Edwin

I thought you might come back with this, as i have seen from all the other post i have read to this forum, standard check list of suggestions.

I have enabled and tested JFTP in the base installation and i still get these errors.

Also i found another post where you suggested configuring JFTP and then to uninstall JMS and then install in again. tried this also and still have these issues.

A little more info about my install.

Joomla 1.5.13 running on plesk 9.0.1 based on CENTOS 5

Ww

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Re:install of patches
Posted by edwin2win - 2009/10/08 19:50

If you have used the FTP and that you can modify ALL the files in the list of patches with the same FTP login and password then I don't know where the problem come from because when the FTP is used, all the files are copied using this FTP. So if you can do it manually then I don't see the reason.

All I could tell you is order our billable support if you want that we isntall JMS on your server and we search to solve the issue.
http://www.jms2win.com/download?page=shop.product_details&flypage=flypage.tpl&product_id=35&category_id=1

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Re:install of patches
Posted by wildwill - 2009/10/08 20:53

Hi Edwin

Thanks for the response could you PM or email me with next steps for support.

I want to setup a master site and 2 slave sites. each site will be fairly small and do not require separate DBs.

Ww

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Re:install of patches
Posted by edwin2win - 2009/10/08 23:36

I didnt know that was you but I have posted an email to the person who purchased the support and give him all my direct contact for the support and chat.

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Re:install of patches
Posted by Arnaud - 2010/02/11 23:53

Hi Edwin,
Further to your kind assistance, I've tried to install the JMS in a Production Server but alas I've been struggling to repaet what you've done in a matter of seconds over our Test system.
I've beeen looking around and perhaps it could be of help if the system would tell which first files/ directory falls into error. I m not confortable about chmod 777 everything...
Just a though.
Thaks anyway,
NonoFr

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Re:install of patches
Posted by el patron - 2010/02/12 00:19

I had similar problems and ended up just ftp'ing my local host image with patches applied...and it's been smooth sailing from there...hope that helps

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Re:install of patches

Posted by edwin2win - 2010/02/12 10:03

When there is a permission error, unfortunatelly, the standard joomla low level API does not provide additional informtation.
This is probably for security reason.
Therefore JMS does not received the information concerning the origin of the problem.
The only solution in this case if you want to have a better report of the reason would be to modify the standard joomla "JFolder" or "JFile" class or also the one that "unzip" the files to add traces.

It is not in the objective of JMS to modify Joomla when this is not absolutelly required and here mainly when this is in development.
We already tried to see if it was possible to increase the level of trace of joomla to report more info but we have not found any possibility yet.

If you are losing time to search the reason, we also have a billable support that you can use and we will add traces in the joomla core to identify the reason.
Traces that we will remove just after the diagnosis.

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