database errors on creating new slave site

Posted by mariusd - 2010/06/23 20:07

I get the following error message when trying to create new slave site from template. The procedure has worked before, but I did notice that my host (hostmonster) seems to have changed the way it operates in that I am now asked to login to myphpadmin. In any event, I the existing user privileges are set to all and the existing joomla site operates fine.

Create DB error : Query = , DB Message =

Can I use the username and password for phpmyadmin to set multisites.cfg.php or must it be the database user?
What else can I do to get the database up and running?
If I create the database before trying the save the slave site, I still get a long list of errors in respect of the table creation authority.
Should I contact the host?

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Re: database errors on creating new slave site

Posted by mariusd - 2010/06/23 22:19

I have contacted hostmonster and to quote them "this will never work".
All databases and usernames must be created through the cpanel.
However, when I do that I now get a 500 server error:
 500 - An error has occurred.

JDatabaseMySQL::query: 1142 - GRANT,TRIGGER command denied to user 'existing_user'@'localhost' for table 'jos_users' SQL=GRANT ALL PRIVILEGES ON `existing_user`.`jos_users` TO `new_user`@`url` IDENTIFIED BY 'dbpassword' WITH GRANT OPTION;

It seems to be JMS script cannot be used on shared host?

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Re: database errors on creating new slave site

Posted by edwin2win - 2010/06/23 23:07

Here the error that is reported concern the creation of a DB dynamically.
Perhaps you should create the DB with cPanel before using it in JMS Multisites.

If you think that you have created before creating the slave site, review your parameters as you request to create the DB. Perhaps you mispelled a name.

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Re: database errors on creating new slave site
Posted by mariusd - 2010/06/23 23:30

Update: I have now got the slave site to install successfully after having done three things:
1 I upgraded JMS Multisite from 1.2.31 to 1.2.32
2 I turned off all user sharing options (the 3rd tab on the template page)
3 I deleted the database-less new site and re-inputted the parameters
i will have to experiment with another site to see I can found out what went wrong.

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Re: database errors on creating new slave site
Posted by edwin2win - 2010/06/23 23:38

As you have mentionned cPanel in previous post, this could be related to the sharing.
When you share extension, you need to have a MySQL user that has all the privileges.
Unfortunatelly, cPanel does not provide All privileges (this is false).
See the tutorial video 0.b slide 35 to see the specific case of cPanel.
You need to add the "create view" and "show view" privileges

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Re: database errors on creating new slave site
Posted by mariusd - 2010/06/24 18:59

Update: I have established that if I turn on user sharing in the template, I receive database errors. Without it the installation of the slave site is successful.
Yes, I am on cpanel. I studied slide 35 but unfortunately my phpmyadmin panel has no Privileges tab. I presume that it may still be possible to create the privileges by running a SQL command but I would have to revert to my SQL references to find out how to do it (can't remember everything!).
Help me out here?

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Re: database errors on creating new slave site
Posted by edwin2win - 2010/06/25 09:26

The PHPMyAdmin present in a cPanel never provide the "root" login because you don't have all the privileges. This is the reason why we have created this slide 35 to illustrate this case.

If you have a dedicated server with WHM and PHPMyAdmin present in this case you have the PHPMyAdmin with the root login and also the "privileges" menu available.
You can use this one to modify the privileges of your MySQL User.

If you don't have this PHMyAdmin to do it yourself, you have to contact your hosting provider and ask

him to do it for you.

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Re:database errors on creating new slave site
Posted by mlgrise - 2010/07/13 04:07

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Today I contacted my host and was told that the user privileges for my main hosting account include the ones needed, so I should use it instead of a user created by the CPanel database management tool.

I did so, and all the errors disappeared. However, now in the joomla backend, my main hosting account username AND password is listed. This troubles me and I wonder if it could lead to problems in sites where people besides the main account holder have administrative access, and could them access the Cpanel themselves.

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Re:database errors on creating new slave site
Posted by edwin2win - 2010/07/13 10:24

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What do you mean by my main hosting account info is listed ?

Is this the login and password to access the master website ?

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Re:database errors on creating new slave site
Posted by mlgrise - 2010/07/13 12:24

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No, my account for CPanel! My host told me that was the account that has the privileges needed and that I should use it. Now my password to the entire CPanel is visible to anyone who can get into the backend (hopefully just me for this test).

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Re:database errors on creating new slave site
Posted by mariusd - 2010/07/25 19:00

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I have the same database access problem, and have no Privileges access in phpMyAdmin. Setting multisites.cfg.php variable to my cpanel username and password simply results in a create user error (1044).
Is there a workaround to this?
(odd thing is I have successfully created slave site on the same host using the same method before - ie replicating a template to have a copied images and templates folder).

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Re:database errors on creating new slave site
Posted by mariusd - 2010/07/25 20:40

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I have found the "workaround":
1. My master database has the prefix jml_ (kindly created by Simple Scripts). When I use the same prefix for the slave I get a permission error, so I used jos_ which worked fine
2. I cannot set user sharing to on, since then I get a long list of 'command denied to user' errors (JFusion will have to solve the user sharing problem)

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Re: database errors on creating new slave site
Posted by ryscript - 2010/08/16 08:11

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you can ask your hosting provider to increase your permission.

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Re:database errors on creating new slave site
Posted by ryscript - 2010/10/12 11:06

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Hi edwin

now I created slave site and I get this error
"Create DB error : Query = ,DB
Message = "

I already set my user permissions to GRANT in WHM.

when I created slave site I use this parameters:
Site ID: domain.com => Addon Domain
List of domain names (*): http://domain.com
Diploy Directory is: /home/USER/public_html

Thanks
Ryan

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Re:database errors on creating new slave site
Posted by edwin2win - 2010/10/12 12:41

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The error message is clear

"Access denied for user"

that mean that you don't have increase the MySQL user with correct privileges.

Use for example the MySQL root login that has all privileges and that will help you identify which privileges you have to increase to your user "TEST_USER"

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Re:database errors on creating new slave site
Posted by ryscript - 2010/10/12 16:28

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Updated: Hi edwin thanks for your quick reply.
I do what you say and not working I change the user permissions and same error happened.
by the way this error happened after we move to a new VPS server.

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Re:database errors on creating new slave site
Posted by edwin2win - 2010/10/12 21:24

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If you moved of server, check also the MySQL host parameter that might be sometimes wrong.
You can force the value in the multisites.cfg.php file.

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Re:database errors on creating new slave site
Posted by ryscript - 2010/10/14 11:18

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thanks the problem were solve.

but after I created slave site using the Addon domain I created then I type http://domain.com I can't see the slave site I create. and if I type the full path http://master.com/slave.com/ and it shows.
do I need to redirect the slave site/Addon domain or what? please help me.

Thanks
Ryan

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Re:database errors on creating new slave site
Posted by edwin2win - 2010/10/14 11:42

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Never use redirect as this destroy the information that are provided to JMS Multisites.

You just have to provide the same info in both the addon domain and JMS deploy directory.
Get inspired of the tutorial video CP-04 that present this case with a subdomain.

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Re:database errors on creating new slave site

Posted by ryscript - 2010/10/15 03:49

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thank you it works, really appreciated.

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