I failed Step One
Posted by stick - 2010/11/05 18:36

Can somebody point me in the direction on how to fix this problem. I tried to download Multisite and it came back with these errors. I am completely new to all of this so I apologize in advance for any stupidity.

* JFTP::mkdir: Bad response
* JFTP::chmod: Bad response
* JFTP::store: Bad response
* Warning! Failed to move file.

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Re: I failed Step One
Posted by edwin2win - 2010/11/05 18:50

What do you mean by download and where do you download ?

I suppose you mean that you try install the package in your website.
If these message happend during the installation the "JFTP" mean that you have the Joomla FTP Layer enable and that you don't have the permission to create (make) a directory (mkdir)

The message "failed to move file" may mean that you had a "timeout" during the upload of the package. Perhaps you have a 30 second limit or something like that that is reached before the upload is completed.
JMS Multisites is a package of more than 2.4MB and you may sometime encounter execution time limit in your server.

The alternative solution is to install the component from a directory.
In this case, you transfert manually the component into a temporary directory and after your use the installation from this directoory
See the procedure described in the forum here
http://www.jms2win.com/forum/26-bugs-errors-reporting/4903-installation-blank-page#4921

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Re: I failed Step One
Posted by stick - 2010/11/05 20:05

Yes I was trying to install it on my site. I set my FTP to no on the Global Configuration and is now says this.

* JFolder::create: Could not create directory
* Warning! Failed to move file.

I also tried to install like you said from the public_html and it would come up with this error.

Please enter a package directory

What am I doing wrong? I just switched servers and this is the first thing that I have tried to install since the migration. Does it have anything to do with this?

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Re: I failed Step One
Posted by edwin2win - 2010/11/05 21:16

If you install from a directory, you have to "unzip" the distribution package into a temporary directory. Afte you provide the full path to the "install from a directory".

If you still have the error on "package directory", this mean that you don't have provided the path of the directory where you unzipped the distribution package on your server.

So cross-check that you have correctly unzipped the distribution package in a temporary directory and that you provide the correct path to this directory.

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Re: I failed Step One
Posted by stick - 2010/11/05 22:35

I figured it out by uploading on the server. I had already installed it in a tmp folder and then unzipped but it came up with the error still. I just needed to be more specific with the directory.

home/xxxxxxxx/public_html/-tmp/jms

Now on to the next thing. I tried to install the patches and I got these errors.

* JFolder::create: Could not create directory
* Unable to write archive
* Error during installation of the file "administrator/includes/defines.php"

Message

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

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Re: I failed Step One
Posted by edwin2win - 2010/11/06 00:55

The error "Unable to write" is documented in the user manual.

This is the symptom that you don't have permission to create a directory or replace an existing file.
In general this is due to the fact that the ownership of the files and folder is inconsistent in your server.
Perhaps you have files and that owned by your FTP account and other that are own by apache.

Perhaps you can try using the Joomla FTP layer to use the same owner than the other files and folder.

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