Upgrade errors

Posted by amityweb - 2012/03/18 13:01

Not used this for a while due to issues... thought I would re-visit it...

Upgraded my Joomla site from 1.6 to 1.7 then to latest 2.5.3.

JMS version I had would not work of course, so then followed the steps to upgrade that.

When I upgraded it, the Components menu listed all the links like:
commultisite

Clicking them gave me a Component Not Found error, even though the files were still there.

Installed again using the same process (upload file), same issue.

So I installed using a URL. This time it removed JMS. Nothing in Components, folders gone.

Installed using URL again, and nothing changed, JMS still missing.

Installed using file upload again, still nothing.

So basically the upgrade broke it, then removed it, and now it wont install at all. No errors show.

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Re:Upgrade errors

Posted by amityweb - 2012/03/18 13:59

I decided to try on a completely fresh Joomla 2.5.3. I installed com_multisites_V1.2.79.zip. NOTHING happened. No error, no component.

I always have issues with this component. I honestly do not think this is production ready and have wasted days working on this system to no avail.

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Re:Upgrade errors

Posted by edwin2win - 2012/03/20 13:28

Did you tried to install from a directory instead of the package.

Perhaps you have a limitation to the upload of the file or a timeout ?

See the alternate procedure to install from a directory as explained in the tutorial video 3
http://tutorial.jms2win.com/joomla/multisite-12x/cpanel/install-from-directory

Verify your "upload_max_filesize" parameter in your PHP Information.

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Re:Upgrade errors
Posted by amityweb - 2012/03/20 13:37

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Max upload size is not an issue.

I used the install package file, and then I tried using the URL.

I did not install via the folder. If the other 2 dont work then there is an issue!

For info, when I open the XML file of the recent download of the update version, it said it is an upgrade and says version 1.5. Is this something to do with it? I am on Joomla 2 and I dont want an "upgrade" package I want the full version. So does your system only allow us to download an update or something? Because I never used my original download (it did not work) and now need to install the full Joomla 2 version to see if that works.

Thanks

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Re:Upgrade errors
Posted by edwin2win - 2012/03/20 15:00

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The XML file is correct for the compatibility with Joomla 1.5.

You mentioned that you have a white screen and no message displayed.
Based on this info, this means that you have something specific with your environment and if you are sure that you can upload a large file, I can just suggest that try from a directory as I explained to you.

Otherwise, I don't know what is specific in your environment that would forbid the installation.

If you want to test it on a hosting company that has no issue, you can try with the shared web hosting at hostgator.com

If you wan that I have a look on your environment, this is also possible with our billable support that you can order at
http://www.jms2win.com/en/joomla-multisite?page=shop.product_details&flypage=flypage_multisites.tpl&product_id=35&category_id=1

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Re:Upgrade errors
Posted by amityweb - 2012/03/20 15:20

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I am using Joomla 2 now, so need to download the version for this. Your website and the Joomla site say its all compatible. I logged into my account, clicked downloads, had to request some new ID number, and tried installing that. If this is wrong, please tell me how I can get the full Joomla 2 version.

Also, I did not say it was a white screen. I said when I install it the component is not added, and no error message is displayed. I wondered if it was because my download version XML says its an update for Joomla 1.5. If this is the case I need to download the full version for Joomla 2.

Thanks

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Re:Upgrade errors
Posted by edwin2win - 2012/03/22 10:18

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I don't know what I can tell you more.
White screen is the symptom of a fatal error.
Check your "error_log" file to get more info.

Perhaps that if you give screenshot I will find additional infos that would help me imagine where the problem come from.

Otherwise, if you want that I have a look on your server, you can still order our billable support.

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Re:Upgrade errors
Posted by amityweb - 2012/03/22 10:34

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As I said, it is not a white screen! Joomla is working fine.

When I install the component I return to the install component page with no success or error message, no change at all. And your component has not installed.

Do you think it is because I have an upgrade version, and not the full version? Or a Joomla 1.5 version, and not a Joomla 2 version? I downloaded the install package from your site the the CML file states it is upgrade and version 1.5.

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Re:Upgrade errors
Posted by edwin2win - 2012/03/22 10:39

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I think this is related to permission error somewhere.
A file or directory that can not be uploaded or replaced or something similar.

Check the ownership of the files and folder.

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Re:Upgrade errors

Posted by amityweb - 2012/03/22 11:02

Permissions are OK in my Joomla. I have had to revert back to Joomla 1.5 and use your older version. The main Admin works OK to create multi sites but the front end form, the simpler one, does not, which is why I wanted to upgrade to see if this is fixed.

But we have found a much easier multi site manager now, in a different CMS, so I dont think we will be using JMS anymore due to all the previous and new issues we have had. Thanks for you help though, just wanted to let you know of the issues for future releases. If the issues can be fixed I would consider using it because we use Joomla, but I have spent too long trying to get it to work sorry.

But as stated a few times... why does my package state it is an "upgrade" and for version 1.5?? Is this not an issue? Will this version work as a full install on Joomla 2? Just want to make sure I have the right version, and this is not the reason for the issue.

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