Path issue in media component on windows server

Posted by schultz - 2017/11/16 10:19

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hello Edwin,
we are expiriencing a very strange issue with our latest slave implementation:
when uploading an image to the media component, the physical path to that image is additionally included into the path, which leads to a non visible image (wrong path).
Let me explain an example:

When I upload an image to that latest slave with the backend media manager, the upload is successful, but the image does not show up. In source code of the backend page, I see the following tag:

Note the bolded part of that path, which should not be there anyway...

If I switch to another slave within the same master, and upload the very same image, it works as expected and I can see the following tag:

Again, this is within the same master installation, so the Joomla! media component is physically the same scripts. So I come to the conclusion that it somehow has to do with the JMS environment (though I am not certain of this).

A little background information:
Windows Server implementation, Apache 2.4, PHP 7.1.11, MariaDB 10.2, Joomla 3.8.2, JMS 1.3.70 basic
The slave installation I am talking about was created only within the last few weeks. All other installations within that master seem not to be affected by this issue - though I positively know this only for two or three of the implementations.

Do you have any idea what this could be about?
Kind regards
Ruediger

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Re: Path issue in media component on windows server

Posted by edwin2win - 2017/11/16 16:44

Can you compare your 2 slaves (the one that works and the one that fails) to see if the /images manage is both a symbolic link (short-cut on windows) or if this is a physical directory for the /images.

Does the slave sites use the same joomla template and when you said upload the image, perhaps that you are using JCE to insert the image inside an article ?

In general, the case where we encounter such kind of issue is due to the fact that some extension does NOT compute correctly the path because the use the php function realpath() to get the full path of a file

on the disk.
When a symbolic link (or short-cut) is used, this function return the physical location of the file that can be different of the "document root" of the slave site.
In this case, the extension does not find a matching with the "document root" and keep the physical location on the disk.

So to fix that, it is required to identify the extension that call the realpath() function instead of using the "document root" related path.

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Re: Path issue in media component on windows server

Posted by schultz - 2017/11/17 13:50

Found the issue!!!!

in the media component options, the path to image directory and file directory ended with a /
that was it!

sorry for bothering you
have a good weekend
Ruediger

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Re: Path issue in media component on windows server

Posted by edwin2win - 2017/11/18 11:05

Thank you for the feedback that may help other people with a similar issue.
Have a good week-end too.

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