Component lost in Joomla

Posted by edithhr - 2009/06/22 12:51

I have 7 slaves in 1 master. They alle worked perfect, untill this morning. I need to make another slave, but the component MultiSites has gone on my master. All existing slaves are in tact, as is the master.

Trying to install again gives me the message: It was not possible to copy the selected file.
JInstaller::install: Failed to copy file: /home/..../admin/admin.multisites.php to /home/..../public_html/administrator/components/com_multisites/admin.multisites.php

Checking the server: com_multisites/admin.multisites.phpis not there.

Can't uninstall either.
What to do now??

Thanks very much for your help.

Kind regards, edith

==========

Re:Component lost in Joomla

Posted by edwin2win - 2009/06/22 13:18

No not try to un-install if your slave sites are still runing because if you un-install JMS, it should also remove the patches.

In your case and based on your description, it seems that the directory /home/..../public_html/administrator/components/com_multisites does not exists.

JMS is designed to accept fresh install or update.
Therefore in all cases, you can re-install JMS over an existing one.

I suspect that you have a permission problem when you try to re-install JMS.
When Joomla encounter a problem during the installation of an extension, it perform a rollback. This is perhaps what is happen. Joomla has perhaps remove the content of this com_multisites directory due to the "failed to copy file".
If this is a permission problem, you can try re-install JMS using the Joomla FTP Layer.
Have a look in the video tutorial step 15
http://www.jms2win.com/tutorial

==========

Re:Component lost in Joomla

Posted by edithhr - 2009/06/22 15:46

Too bad - I'm using Windows. The tutorial said specifically it can't be used on Windows. Is there another

sulotion?

Then another possibility: I did have another clear domain. I did a clean Joomla install and also a clean Multisites install. So far, so good - untill MS said: The owner of Joomla Multi Site product cannot be identified.
The product is probably not registered.

I did register when I bought the product. Should I register again - if so: where?

Thanks again for your quick reply.
edith

==========

Re:Component lost in Joomla

Posted by edwin2win - 2009/06/22 16:30

On windows platform, if you have a permission problem, you can use the procedure described in the FAQ http://www.jms2win.com/faq#sec-27
This procedure is applicable for IIS.

I suspect a problem of permission to re-install JMS.

Concerning your second problem, I need your product ID to check in my database its status.
The registration button is present in the "about" menu when it is not registered.
If it is registered, the button is not displayed.
This is the reason why I need to check my jms2win.com database to verify your identifier.
Send me your identifier by email.
I have saw the your product 4202.....ISQN had effectivelly the identifier missing. I have added and that should solve the problem. I will try identify on my website the reason why it has not be saved correctly.
Thank you for having reported this problem.

==========

Re:Component lost in Joomla

Posted by edithhr - 2009/06/22 16:38

All permissions were set to CHMOD 777, owner correctly as well.

Found the button, but got back: EDWIN2WIN_REGISTERED_ERRUnable to update the registration information
Beyond that messsage there is another one in orange saying: SITE_VIEW_INSTALLPATCHES

I'll sent you the account details I got from you by mail back to you.

Thanks for helping!

edith

==========

Re:Component lost in Joomla

Posted by edwin2win - 2009/06/22 17:05

_____

The problem of "Unable to update the registration information" is due to the fact that JMS has no permission to update the file where it store the registration information.
So check the security and permission of com_multisites directory and its sub-directories.

==========