
Install help needed.

Posted by Stanley Morrow - 2007/08/31 16:37

I have tried to install but IO can not get it to work.

Here is where i am:

Component install great.

Updated the config in JOOMLA

Attempted to login and got an error when I entered an incorrect password. But if I enter the correct password the screen refreshes and I'm not logged in, if I go to the error log there is no new entries, now I'm really stuck.....

Can you point me in the right direction.

Stan Morrow

www.paramedicinfo.ca

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Posted by Ovidiu - 2007/08/31 18:39

Could you attach here a copy of your error log, the file is located in components/com_roundcube/logs/errors

Also, if you get no output on that file try and adjust the permissions to 777 upon the logs and logs/errors file

Ovidiu

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Posted by Stanley Morrow - 2007/08/31 19:52

Here is the error logs, they only show my two attempts this morning, not the last attempt just minutes before I printed the log.

IMAP Error: Authentication for test@paramedicinfo.ca failed (LOGIN): "a001 NO Login failed." in on line 0

IMAP Error: Authentication for admin@paramedicinfo.ca failed (LOGIN): "a001 NO Login failed." in on line 0

The folder has CMOD set 777

Thanks

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Posted by Ovidiu - 2007/08/31 20:13

OK, this looks to be a session issue! If you like, open a support ticket with us and send me your site ftp details and i will look into the problem

Ovidiu

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Posted by Ovidiu - 2007/08/31 22:40

Issue has been fixed, the problem seems to be generated from an improper session initialization code!

The package has been updated on JoomlaCode page!

Ovidiu

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Posted by Stanley Morrow - 2007/09/04 04:38

Thanks for all the great help! It's a great product!

Stan Morrow
www.paramedicinfo.ca

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