
run into problems

Posted by ironside1969 - 2008/07/05 20:48

I've just Installed a backup into a new directory on go daddy things haven't gone quite as smoothly as I had hoped. I don't know whether it's something to do with the database, or the fact that I have swapped hosts completely

<http://www.brixhamcatch.com/>

Re:run into problems

Posted by admin - 2008/07/05 21:01

I would advise to retry the restore process, you don't seem to have finished the restore properly since the configuration file was not updated

If you still have issues, try and extract the backup archive manually then use the restore script to restore the database by checking the "skip files restore" option

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Re:run into problems

Posted by ironside1969 - 2008/07/05 21:34

So I should uninstall all the files and upload again? What I did was to make a backup using cloner and then I downloaded it to back onto my computer.

Re:run into problems

Posted by admin - 2008/07/05 21:35

You should upload the backup and restore script to the new site and start from there the restore process

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Re:run into problems

Posted by ironside1969 - 2008/07/05 21:40

Do you mean upload the zip file? actually, it isn't actually a zip file, I have winrar installed. I'm a little bit confused, when I make a backup, I've downloaded it on to the computer and then opened it up and then uploaded all the files, obviously this was wrong? was about the script, I'm not sure what you are talking about, there wasn't anything separate from the backup

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Posted by ironside1969 - 2008/07/05 21:55

okay, I understand now. However, whereabouts inside the backup do I locate the joomla Cloner install script? I just want to make sure it's there

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Posted by admin - 2008/07/05 22:11

The restore script is located inside the JoomlaCloner/XCloner component archive you got from our site, in directory restore/

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Posted by ironside1969 - 2008/07/05 22:31

I have just deleted all the files out of the root directory and I am left with one folder called "stats" inside this folder are two files, index.html, and statspwd, and neither of them I can delete, I just get the message saying could not delete, permission denied, any ideas?

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Posted by ironside1969 - 2008/07/05 23:40

I've been in contact with support at go daddy and this folder that contains two files is like as statistics program. They said that if you delete it, it will probably regenerate again in 24 hours. I find this a little strange. Anyway, it seems that I have to leave the folder that, I am just upload again the backup into the same root, I am a little worried that when I come to carry out the restore, this folder is going to cause problems. What do you think?

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Posted by admin - 2008/07/05 23:57

I don't think that folder will cause any issues!

When restoring, you should also check the "Restore by using server utilities zip/tar" option

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Posted by ironside1969 - 2008/07/06 00:09

I've just uploaded the backup so we'll see what happens. I contacted support and they basically said there's nothing you can do about that folder, it is there to stay. I was wondering, are you with go daddy, always anybodyelse with them, maybe we could exchange notes on this matter

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Posted by ironside1969 - 2008/07/06 01:54

okay, still not sure what's wrong. I entered into the browser, the following "http://myURL.com/Joomla.Cloner.php" I just got a 404 error. I didn't unzip the backup befor uploading it, I just uploaded it in the same format it was in the backup folder in the original site

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Posted by admin - 2008/07/06 12:47

Beside unzipping, you also need to upload it along with the restore script we provide, check this restore FAQ http://www.joomlaplug.com/component/option,com_simplefaq/Itemid,56/task,display/catid,26/ or some of the previous forum posts

This tutorial will also help

http://www.joomlaplug.com/Documentation/User_Submitted_Documentation/JoomlaCloner_tutorial_for_GoDaddy_users_-_contributed_by_Joe_Tittiger.html since is dedicated to GoDaddy users

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Re:run into problems

Posted by ironside1969 - 2008/07/06 20:06

that tutorial is great, really helpful. However, there is something you said before, that conflicts with the tutorial. When I download the backup that is going to go on to the new site, do I unzip it and upload all the files, or should I leave it zipped up the same way I downloaded it? it doesn't say anything about unzipping in the tutorial

Then go to the /administrator/backups/ directory and download the actual backup that will have a filename such as "backup_2007-08-15_13-25_mexdental_com-sqlnodrop.tgz"

Now all you have to do is to upload these 4 files to the directory where your cloned site will exist.

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Posted by admin - 2008/07/06 20:26

I specified that you need to unzip the backup if you are running into restore issues and the script does not complete the restore process correctly

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Re:run into problems

Posted by ironside1969 - 2008/07/06 23:01

not sure what's wrong now. I'm getting this error message when I'm pressing install in the Joomla Cloner. I uploaded all four files just as a tutorial said.

Could not continue, unable to read the clone backup file! Please make sure you copied the backup in the same directory as Joomla.Cloner.php

Re:run into problems

Posted by admin - 2008/07/06 23:05

As I specified, you need to copy the backup archive in the same location as Joomla.Cloner.php even if you already made the files extraction, try that, and re-open the restore script, you should be able to select the backup from Choose backup to install drop down list

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Re:run into problems

Posted by ironside1969 - 2008/07/06 23:26

really not sure what's going on, I have just taken a screenshot of the FTP and you can see that joomlacloner is there

<http://i205.photobucket.com/albums/bb230/Oscarfishlover/clone.jpg>

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Re:run into problems

Posted by admin - 2008/07/06 23:34

Yes, but where is the backup archive file? As I specified above, you will need to upload that file, even if you extract it, in the same directory as the restore script

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Re:run into problems

Posted by ironside1969 - 2008/07/06 23:44

sorry for being such a pain. Okay, this is why I did, I generated a backup. Then I went into administrative/backups and downloaded the backup. I then went into administrative/components/comcloner/restore and downloaded the three files, joomla_cloner.php being one of them. Then I unzipped the backup and uploaded the files into the root directory, as well as the other three files.

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Re:run into problems

Posted by admin - 2008/07/06 23:53

Yes, now all you need to do is upload the "backup archive file", the one you just extracted, in the same dir as the restore script, it's an extra step but you still need to do it

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Re:run into problems

Posted by ironside1969 - 2008/07/06 23:56

I have uploaded it. I'm obviously missing something someone. The screenshot I sent you is of all the files from the extracted backup on the server already

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Re:run into problems

Posted by admin - 2008/07/07 00:02

Are you able to select that backup file from the Joomla.Cloner.php "Choose clone archive to install:" drop down option list? if not, something is wrong, and I am not sure what if the backup archive is in the same directory as the Joomla.Cloner.php file

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Re:run into problems

Posted by ironside1969 - 2008/07/07 00:15

I'm going to start again tomorrow with a different domain name because I just realized that I transferred a domain name to go daddy when it has loads of subdomains that are now not showing. So I'll start again tomorrow from scratch
Thanks for bearing with me

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Re:run into problems

Posted by ironside1969 - 2008/07/11 02:41

well I finally cracked it. Already moved 2 website across to go daddy with no problems.

I do have one question however,I decided to put my site offline and tell my visitors that I was moving servers, problem was, when I came to restore, I couldn't get into the website so I had to change the name servers back again and start all over again

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Re:run into problems

Posted by admin - 2008/07/11 10:33

When you say you couldn't get into the website, does that mean you were not able to login as administrator in the Joomla backend?

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Re:run into problems

Posted by ironside1969 - 2008/07/11 13:24

it happened when I put it in <http://site/joomla.cloner.php>. anyway, I'll just remember not to put my site off-line next time before doing it.

I did have one small problem last night, I noticed it after I had moved one site. I have got sh404sef installed on one of the sites I've moved. When everything had finished, the home page came up all right that when I went to other pages, it said NO file input. I knew this had something to do with sh404sef so I changed the .htaccess to htaccess.txt and then change the setting to work without .htaccess. everything now works on the website, however, it now seems that URL is slightly different from before, the reason I know this is because all links apart from the item page are not working on the search engines. Have a look?the first link is the one that is on the search engine

<http://www.brixhamcatch.com/index.php/fresh-brixham-fish-online-sales.html>

The second link works okay once you go on the website and start browsing

<http://brixhamcatch.com/index.php?/fresh-brixham-fish-online-sales.html>

You can see the difference, the ?. I have tried putting it on the setting but it doesn't work.

When I transfer and restore website, should I disable sh404sef? Is this a known issue?

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Re:run into problems

Posted by admin - 2008/07/11 13:45

The sh404sef component mostly depends on some server based configurations, like mod_rewrite, i would advise to recheck your .htaccess file code, and if you do support mod_rewrite on your site then maybe set "Use Apache mod_rewrite" to yes in your Joomla Global Config area to strip down the index.php from you url's

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Re:run into problems

Posted by ironside1969 - 2008/07/11 14:10

couldn't find anything to do with Apache in global configuration. does Go Daddy use Apache? Only I couldn't find any mention of Apache when I was looking through the documentation on godaddy

also, I haven't got .htaccess, I changed it to HTaccess.txt.

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Posted by admin - 2008/07/11 14:33

Ahh, then you must be using the Joomla 1.0.x system, i am was referring to the 1.5.x version!

Anyway, you should check with godaddy if they support mod rewrite and ask for some support from the sh404sef component developers, they might be able to help you better

Ovidiu
