
error trying to restore

Posted by salespro - 2008/09/03 13:03

Hello! I am using the trial so I can decide if I want to purchase the product and while trying to restore to a different website I received this error:

Warning: ftp_connect() : php_network_getaddresses: getaddrinfo failed: Name or service not known in /home/salespro/public_html/administrator/components/com_cloner/cloner.functions.php on line 443

I then went to my ftp client i use and successfully connected with the same ftp info I put into the program.

I then went to the alternate instructions and was unable to login either. When I tried to open the Joomla.Cloner.php I received this error:

The encoded file /home/usfsbo/public_html/Joomla.Cloner.php is not permissioned for 69.93.xxx.xx

Can someone help me find out what I am doing wrong. Thank you

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Re:error trying to restore

Posted by admin - 2008/09/03 15:34

The trial restore script will only work for the host you generated the trial for, for other hosts you will need to recreate a new trial and get the updated restore script

As for the ftp_connect error, i suggest you try and use the ftp server ip addres instead of domain name and see how it goes

If it still fails, you will need to follow this restore

FAQhttp://www.joomlaplug.com/component/option,com_simplefaq/Itemid,56/task,display/catid,26/

Regards, Ovidiu

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