
403 Error when click on Launch Installer link

Posted by kcjones - 2008/09/24 18:36

Hi! I am getting a 403 Forbidden page after clicking on the Launch Joomla Installer link after JoomlaStart copied files to my host directory. This is message i get on the 403 Forbidden page:

Forbidden

You do not have permission to access this document.

the url of that page is [http://www.innervisionnc.org/installation/...](http://www.innervisionnc.org/installation/) can someone help me resolve this issue? do i need to change the permissions on the installation folder on the server?

Re:403 Error when click on Launch Installer link

Posted by admin - 2008/09/25 02:11

Try and apply 755 permissions on that installation/ directory and all the files inside it and see if it helps

Ovidiu

Re:403 Error when click on Launch Installer link

Posted by kcjones - 2008/09/25 08:09

Thanks! There aren't any files in the installation folder. Should there be files in that folder? Also, here are my current settings for the site. I have attached an image snapshot of my file folder structure so you can see the permissions. I really need the help.

<http://www.joomlaplug.com/images/fbfiles/files/filefolders.gif>

Re:403 Error when click on Launch Installer link

Posted by admin - 2008/09/26 04:04

It would be better in your case to use the JoomlaDesktop utility and see if you have anymore issues

Ovidiu

Re:403 Error when click on Launch Installer link

Posted by IslandDesign - 2009/01/26 16:51

Hello and thanks for creating such a great tool and making it available to us!

I have been updating several sites and have run into a problem with a couple of them...

1. Getting a 404 Error message: The requested URL /installation/ was not found on this server.
2. Installation went well on another site, completed the process and deleted the installation folder but the version didn't change (Going from 1.5.8 to 1.5.9 on all these sites)

I was able to do this successfully with 3 other sites. can you shed some light?

Thanks again

Island Design Studio

www.islanddesignstudio.com

Re:403 Error when click on Launch Installer link

Posted by admin - 2009/01/27 02:25

Did you use the ftp mode when updating the site version? It might not have work if the "Install files directly" option was used!

As for the other error, try and see if the above advise will fix that! Ovidiu

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Re:403 Error when click on Launch Installer link

Posted by IslandDesign - 2009/01/27 06:28

Hi,

I tried both options and did select the correct option when attempting to install. As a matter of fact, I had to restore the second site from the backup I made before attempting to use JoomlaStart.

Could there be some other reason why this is happening, besides me not selecting the correct radio button? (Which I know I did not do)

Thanks in advance for your assistance.

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Re:403 Error when click on Launch Installer link

Posted by admin - 2009/01/27 07:44

A screenshot of your restore screen will help! Ovidiu

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