
Restore incomplete

Posted by puntino - 2010/04/01 09:51

Hello

I am trying to find my way to use XCloner which is new to me. I have a locally installed website in an xampp environment in which I develop the site. Before my first attempt to go "real" I wanted to copy the site onto a Synology Server, on which I had successfully installed other website trials.

I first performed an Xcloner backup, using the defaults, except that I excluded the folder with the backup archive itself. This was done without any problems. I transferred the backup archive to the Synology server into the installation folder. The content of the archive appears normal, i.e. all the folders and files of the Joomla site are included.

I then uploaded the XCloner.php and TAR.php files to the server and called XCloner.php. The restore screen appeared and I used the proposed defaults, changing only the FTP and SQL credentials and the FTP path of course. Restore started and the files appeared on the server. After XCloner reported "Files successfully copied to /web/bluesnews on Datenserver using FTP/Configuration updated!" I continued and received the error "Unable to read the database backup file /var/services/web/bluesnews//administrator/backups/database-sql.sql , database was not imported!"

In the install directory, a temporary folder "archive_tmp" has been created. The content seemed to include all the folders and subfolders of the website. However, I noticed that in the install directory everything but the "Administrator" folder and its subfolders has been restored.

Why did the restore process not restore the Administrator folder?

What can I do to avoid this?

What was wrong with the database restore?

If you need further infos, please let me know.

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Re:Restore incomplete

Posted by admin - 2010/04/01 12:38

Hi there! Most probably you used an incorrect ftp upload path and the files might have gotten transferred to another location!

What i advise is to retry the restore process with "Install files directly" option checked and see if you have anymore issues

Regards, Ovidiu

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Re:Restore incomplete

Posted by puntino - 2010/04/02 03:35

Hi Ovidiu, thx for your reply

Most probably you used an incorrect ftp upload path and the files might have gotten transferred to another location!

Does not sound logical. I can see the files appearing in my FTP Browser. Why are the files there, except the "Administrator" folder and its content? If the path was wrong, all the files should have gone to the wrong place - or not?

However. . .

What i advise is to retry the restore process with "Install files directly" option checked and see if you have anymore issues

I have tried this and everything works fine. This leads to the questions:

Can some files arrive in the right place, some not?

Once the restore shall be made on the remote server, I cannot use the "Install directly" option. What would be the way to achieve the restore then?

Regards
puntino

Re:Restore incomplete

Posted by admin - 2010/04/02 09:20

Ok, my next guess is that you might have some issues with disk space, try increasing it and then test again the ftp transfer mode

Hope it helps! Ovidiu

Re:Restore incomplete

Posted by puntino - 2010/04/02 13:45

seems rather unlikely. 300+ GB space on the server. . .

Re:Restore incomplete

Posted by admin - 2010/04/02 14:02

If you like, feel free to open a support ticket and send us the restore site ftp+mysql details to check the restore process

Regards, Ovidiu

Re:Restore incomplete

Posted by puntino - 2010/04/04 03:09

thx, I'll performing some more test before that after the holidays and then come back with a ticket

Re:Restore incomplete

Posted by puntino - 2010/04/14 08:09

Hi Ovidiu

still working on this. seems to be a Synology related problem. Still work needed. I'll keep you informed as soon as I got results.
