
Subject: Installation problem with Parallels Plesk
Posted by [htManager](#) on Wed, 21 May 2014 08:26:52 GMT
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Hi,

I am about to try to develop a web application for team handball with Radicore. The application is running fine on my PC with a desktop database called Paradox for Windows and a language called ObjectPAL.

I am not an expert so it is very difficult for me to get it done. I read about Radicore and I believe in dealing with it will make it a lot easier for me to succeed.

I run a local XAMPP development-version and everything works fine.
Now I wanted to test it on the web I have a lot of problems.

My domain is www.htmanager.de where Joomla! 2.5 is running. (The same on my local PC). My ISP is Parallel Plesk. The problem I have is, that Technical Support told me that my problems come from the Radicore software. But I don't think so. I read most of the forum entries concerning database creation, user-id and password and I think that I did it right.

There is a lot written about the .htaccess file. In Parallel Plesk you can set up the include path in PHP settings, so that's why I don't use a .htaccess file and because I am not sure to do it right.

In the browser this message shows up:

```
[Tue May 20 10:11:58 2014] [warn] [client 217.91.254.197] mod_fcgid: stderr: PHP Fatal error:
Maximum execution time of 60 seconds exceeded in
/var/www/vhosts/mgh-saar.de/htm/htmanager/includes/include.library.inc on line 3933, referer:
http://www.htmanager.de/htmanager/index.html
```

The following message is retrieved by the webmaster, when trying to login:

2014-05-20 08:48:49

Fatal Error: MySQL: Access denied for user 'MGH_HTM_USER01'@'%' to database 'mgh_audit' (# 1044)

Error in line 91 of file '/var/www/vhosts/mgh-saar.de/htm/htmanager/includes/dml.mysql.class.inc'.

Host Info: Localhost via UNIX socket Server Version: 5.1.73-0ubuntu0.10.04.1 Client Version: 5.1.73, Character sets - client: utf8, - connection: utf8, - database: latin1, - server: latin1

PHP_SELF: /htmanager/menu/logon.php

CURRENT DIRECTORY: /var/www/vhosts/mgh-saar.de/htm/htmanager/menu

SERVER_ADDR: 92.51.173.128

SERVER_NAME: www.htmanager.de

HTTP_HOST: www.htmanager.de

REMOTE_ADDR: 217.91.254.197

REQUEST_URI: /htmanager/menu/logon.php?csxslt=off

Page Stack:

Backtrace:

```
0: array =  
  function: string = errorHandler  
  args: array =  
    0: integer = 256  
    1: string = MySQL: Access denied for user 'MGH_HTM_USER01'@'%' to database 'mgh_audit'  
    2: string = /var/www/vhosts/mgh-saar.de/htm/htmanager/includes/dml.mysql i.class.inc  
    3: integer = 91  
    4: object = mysql  
1: array =  
  file: string = /var/www/vhosts/mgh-saar.de/htm/htmanager/includes/dml.mysql i.class.inc  
  line: integer = 91  
  function: string = trigger_error  
  args: array =  
    0: string = MySQL: Access denied for user 'MGH_HTM_USER01'@'%' to database 'mgh_audit'  
    1: integer = 256  
2: array =  
  file: string = /var/www/vhosts/mgh-saar.de/htm/htmanager/includes/std.singleton.php5.inc  
  line: integer = 93  
  function: string = mysql  
  class: string = mysql  
  type: string = ->  
  args: array =  
    0: array =  
      dbname: string = mgh_audit  
      dbhost: string = localhost  
      dbusername: string = MGH_HTM_USER01  
      dbuserpass: string = password  
3: array =  
  file: string = /var/www/vhosts/mgh-saar.de/htm/htmanager/includes/std.table .class.inc  
  line: integer = 7635  
  function: string = getInstance  
  class: string = RDCsingleton  
  type: string = ::  
  args: array =  
    0: string = mysql  
    1: array =  
      dbname: string = mgh_audit  
      dbhost: string = localhost  
      dbusername: string = MGH_HTM_USER01  
      dbuserpass: string = password  
    2: boolean = 1  
    3: boolean =  
4: array =  
  file: string = /var/www/vhosts/mgh-saar.de/htm/htmanager/includes/std.table .class.inc  
  line: integer = 6933  
  function: string = _getDBMSengine  
  class: string = Default_Table
```

```
type: string = ->
args: array =
  0: string = audit
5: array =
  file: string = /var/www/vhosts/mgh-saar.de/htm/htmanager/audit/classes/php_session.class.inc
  line: integer = 63
  function: string = _dml_getData
  class: string = Default_Table
  type: string = ->
  args: array =
    0: string = session_id='6j8f2oklpe7p7bd5liq50nrrb1'
6: array =
  function: string = read
  class: string = php_session
  type: string = ->
  args: array =
    0: string = 6j8f2oklpe7p7bd5liq50nrrb1
7: array =
  file: string = /var/www/vhosts/mgh-saar.de/htm/htmanager/menu/logon.php
  line: integer = 45
  function: string = session_start
  args: array =
```

I created the databases as told and I verified that the user has access to the database by a php-script.

Have you an idea what I do wrong? Does it come from the settings for open_basedir?

Many thanks in advance,

Best regards,

Juergen
