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 an 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.l ibrary.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.mysq li.class.inc'.
Host Info: Localhost via UNIX socketServer Version: 5.1.73-0ubuntu0.10.04.1Client 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.singl eton.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

Subject: Re: Installation problem with Parallels Plesk
Posted by AJM on Wed, 21 May 2014 09:18:40 GMT
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Your error message is not complaining about an issue with an 'include()' or 'require()' statement, so it is not to do with your include path.

The error message is actually saying "Access denied for user 'MGH_HTM_USER01'@'%' to database 'mgh_audit'", so you need to check two things:
(1) Does the database 'mgh_audit' actually exist? On my shared server each database is prefixed with my account name, so is 'mgh' your account name?
(2) Does the user name 'MGH_HTM_USER01' actually exist? Does it have access to the 'mgh_audit' database?

You need to check your database names, user names and user privileges using your MySQL admin tool, which is usually phpMyAdmin.

Subject: Re: Installation problem with Parallels Plesk
Posted by htManager on Wed, 21 May 2014 09:59:02 GMT
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Hi Tony,

thank you very much for the quick reply.

I have checked the following things:

Existing databases: MGH_AUDIT, MGH_MENU, MGH_HTM, MGH_DICT, MGH_WORKFLOW

The user MGH_HTM_USER01 exists.

The account name is mgh.

I have checked the connection with both phpmyadmin and the following script:

```
/* Datenbankserver - In der Regel die IP */
$db_server = 'ip-address';

/* Datenbankname */
$db_name = 'MGH_AUDIT';

/* Datenbankuser */
$db_user = 'MGH_HTM_USER01';

/* Datenbankpasswort */
$db_passwort = 'password';

/* Erstellt Connect zu Datenbank her */
$db = @ mysql_connect ( $db_server, $db_user, $db_passwort )
   or die ( 'Konnte keine Verbindung zur Datenbank herstellen' );

echo "<p> Encoding wird eingestellt.</p>";

/* Einstellen des richtigen Encodings */
mysql_query("SET NAMES 'utf8'");

$db_check = @ mysql_select_db ( $db_name );
```

```
$res = mysql_query('select * from audit_tbl');
$num = mysql_num_rows($res);

/*if ($num > 0)
{
 // Tabellenbeginn
 echo "<table border = '0'>";

 // Ãœberschrift
 echo "<tr><td> </td><td>Session</td>";
 echo "<td>Transaktion</td><td>Datenbank</td>";

 while ($dsatz = mysql_fetch_assoc($res))
 {

  echo "<tr>";
  echo "<td><input type='radio' name='auswahl'";
  echo " value='"
   . $dsatz["session_id"] . "'/></td>";
  echo "<td>" . $dsatz["tran_seq_no"] . "</td>";
  echo "<td>" . $dsatz["table_seq_no"] . "</td>";
  echo "<td>" . $dsatz["base_name"] . "</td>";
  echo "</tr>";
 }

 echo "</table>";
}
else
{
 echo "Es gibt keine DatensÃ¤tze in Tabelle AUDIT_TBL.";
}
*/
```

I inserted a record in the table and I got the result in my browser.

Is there a problem with the dbprefix?

Regards,

Juergen

Subject: Re: Installation problem with Parallels Plesk
Posted by AJM on Wed, 21 May 2014 10:31:04 GMT
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Can you tell me what is in your config.inc file?

Subject: Re: Installation problem with Parallels Plesk
Posted by htManager on Wed, 21 May 2014 10:34:28 GMT
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Here is my config.inc-file.

```
//  ************************************************************ *****************
// Copyright 2003-2005 by A J Marston <http://www.tonymarston.net>
// Copyright 2006 by Radicore Software Limited <http://www.radicore.org>
//  ************************************************************ *****************

// This file contains database access details and the standard connection function
$GLOBALS['dbms']   = 'mysql';       // database engine is MySQL
//$GLOBALS['dbms']   = 'pgsql';     // database engine is PostgreSQL
//$GLOBALS['dbms']   = 'oracle';    // database engine is Oracle
//$GLOBALS['dbms']   = 'sqlsrv';    // database engine is SQL Server (Microsoft)

if ($GLOBALS['dbms'] == 'oracle') {
   $GLOBALS['dbhost']   = '//localhost/xe';
   $GLOBALS['dbprefix'] = '';

} elseif ($GLOBALS['dbms'] == 'sqlsrv') {
   // JOIN clauses in SQL Server require 'dbname.<schema>.tblname'
   $GLOBALS['dbhost']        = 'localhost';
   $GLOBALS['dbprefix']      = '';
   $GLOBALS['SQLSRV_schema']  = 'dbo';
   $GLOBALS['serverName']    = '(local)';
   $GLOBALS['connectionInfo'] = array('CharacterSet' => 'UTF-8',
                                      'ReturnDatesAsStrings' => true);

} elseif ($GLOBALS['dbms'] == 'pgsql') {
   // NOTE: with MYSQL there are tables withing databases, and within a single connection
   // it is possible to access tables in any database.
   // But with PostgreSQL there are tables within schemas within databases, and within
   // a single connection it is only possible to access a single database, but any number
   // of schemas within that database.
   // When using PostgreSQL you must supply a value for $PGSQL_dbname for the single
database
   // connection, and what is known as 'dbname' to MySQL becomes 'schema' to PostgreSQL.
   $GLOBALS['dbhost']      = 'localhost';
   $GLOBALS['dbprefix']    = '';
   $GLOBALS['PGSQL_dbname'] = ''; //radicore';

} else {
   $GLOBALS['dbhost']   = 'localhost';
   $GLOBALS['dbprefix'] = 'mgh_';
} // if

// NOTE: $dbprefix is for my web host (shared) where my databases are prefixed
```

```
// with my account name to keep them separate from other accounts.

if  (preg_match('/^(local\.radicore\.org|127.0.0.1|localhost|des ktop|laptop)$/i',
$_SERVER['SERVER_NAME'])) {
    // this is for my PC
    global $servers;
    // server 0
    $servers[0]['dbhost']     = $GLOBALS['dbhost'];
    $servers[0]['dbengine']   = $GLOBALS['dbms'];
    if (isset($GLOBALS['SQLSRV_schema'])) {
        $servers[0]['SQLSRV_schema']   = $GLOBALS['SQLSRV_schema'];
        $servers[0]['serverName']      = $GLOBALS['serverName'];
        $servers[0]['connectionInfo']  = $GLOBALS['connectionInfo'];
    } // if
    if (isset($GLOBALS['PGSQL_dbname'])) {
        $servers[0]['PGSQL_dbname']   = $GLOBALS['PGSQL_dbname'];
    } // if
    $servers[0]['dbusername'] = 'MGH_HTM_USER01';
    $servers[0]['dbuserpass'] = 'password';
    $servers[0]['dbport']     = '';
    $servers[0]['dbsocket']   = '';
    $servers[0]['dbprefix']   = $GLOBALS['dbprefix'];
    $servers[0]['dbnames']    =  'audit,radicore,menu,dict,workflow,classroom,product,survey,
xample';

    // server 1
    $servers[1]['dbhost']     = $GLOBALS['dbhost'];
    $servers[1]['dbengine']   = $GLOBALS['dbms'];
    $servers[1]['dbusername'] = 'MGH_HTM_USER01';
    $servers[1]['dbuserpass'] = 'password';
    $servers[1]['dbport']     = '';
    $servers[1]['dbsocket']   = '';
    $servers[1]['dbprefix']   = 'mgh_';
    $servers[1]['dbnames']    = '*';

    // set these only if secure HTTPS protocol is available on your server
    $GLOBALS['http_server']  = ''; //'local.radicore.org';
    $GLOBALS['https_server'] = ''; //'local.radicore.org';
    $GLOBALS['https_server_suffix'] = '';
    //define('HTTPS_NOT_FOR_FILES', true);

} else {
    // this is for my shared web host
    $GLOBALS['dbusername'] = 'MGH_HTM_USER01';
    $GLOBALS['dbuserpass'] = 'password';
    $GLOBALS['dbprefix']   = 'mgh_';
    // set these only if secure HTTPS protocol is available on your server
    $GLOBALS['http_server']  = 'www.htmanager.de';
```

```
    //$GLOBALS['https_server'] = 'starburst.secureguards.com/~radicore';
    $GLOBALS['https_server'] = ''; //'titan.secureguards.com/~radicore';
    $GLOBALS['https_server_suffix'] = ''; //' /~radicore';
    // define this only if content such as CSS or JS files are not to be referenced using HTTPS
    //define('HTTPS_NOT_FOR_FILES', true);
    // converts datetime between client and server timezones (PHP version >= 5.2)
    //$GLOBALS['server_timezone'] = 'America/New_York';
    //date_default_timezone_set('America/New_York');
} // if

// set this to true if you want all XSL transformations to be done by the client
// (NOTE: only valid if supported by your client browser)
$GLOBALS['XSLT_client_side'] = false;

// set this to TRUE to write all sql queries to file 'sql/<script_id>.sql' (for debugging)
$GLOBALS['log_sql_query'] = false;

// set date format - choose one of te following
$GLOBALS['date_format'] = 'dmy';
//$GLOBALS['date_format'] = 'mdy';
//$GLOBALS['date_format'] = 'ymd';

// set this to TRUE to write all XML documents to file 'xsl/<script_id>.xml' (for debugging)
if  (preg_match('/^(local\.radicore\.org|localhost|desktop|lapto p)$/i',
$_SERVER['SERVER_NAME'])
or $_SERVER['REMOTE_ADDR'] == 'htmanager.de') {
//or $_SERVER['REMOTE_ADDR'] == '92.51.173.128') {
 $GLOBALS['log_xml_document'] = true;
} else {
    $GLOBALS['log_xml_document'] = false;
} // if

// use HTTPS for all web pages
$GLOBALS['use_https'] = false;

// use to access files in the 'classes/custom-processing/<project>/' folder
//$GLOBALS['project_code'] = 'unknown';

// redirect all outgoing emails to this address
define('MAIL_TO_REDIRECT', 'juergen@hartz.biz');

// defines email address(es) to which any error_log will be sent
define('ERROR_LOG_MAILTO', 'juergen@hartz.biz');

// defines directory into which error logs will be written
define('ERROR_LOG_DIR', $_SERVER['DOCUMENT_ROOT'].'/docs/logs');

if (preg_match('/^(local\.)/i', $_SERVER['SERVER_NAME'])
```

```
OR $_SERVER['REMOTE_ADDR'] == '92.51.173.128') {
 // causes the logstuff() function to write details to the log file
 //define('LOGSTUFF', true);
} // if
```

Subject: Re: Installation problem with Parallels Plesk
Posted by AJM on Wed, 21 May 2014 11:04:21 GMT
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You are setting $GLOBALS['dbprefix'] = 'mgh_'; which is correct. One difference I can see is that in your config.inc file you are setting $GLOBALS['dbhost'] to 'localhost' while in your script you are setting $db_server to 'ip-address'. Are you using 'localhost' or a specific ip address?

I also notice that you test script uses the 'MySQL_' extension whereas the Radicore code is using the 'mysqli_' extension. Are you aware that the different extensions use different password mechanisms?

Subject: Re: Installation problem with Parallels Plesk
Posted by htManager on Wed, 21 May 2014 13:33:37 GMT
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Hi Tony,

I did what you supposed and I think I know why access is restricted. I got access with mysqli extension with my script when setting the database name to uppercase.

I set the dbprefix in the config File in uppercase but I didn't get access instead I got this error message:

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

I first changed localhost to the correct ip address without success.

So setting the database name to uppercase should solve the problem?

Best regards,

Juergen

Subject: Re: Installation problem with Parallels Plesk
Posted by AJM on Wed, 21 May 2014 14:41:49 GMT
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SQL is case INsensitive, but on some file systems which are case sensitive such as Linux/unix where the database and table names map to disk files or directories they can become case sensitive. I do not like case sensitive software in any shape or form, so to avoid any problems my software will ALWAYS shift database, table and column names to lower case. Please refer to section 5.A of the installation instructions at http://www.radicore.org/installation.php

You should therefore not use upper case characters in any names, either in the database or in your code.

Subject: Re: Installation problem with Parallels Plesk
Posted by htManager on Wed, 21 May 2014 15:07:57 GMT
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Thanks a lot Sir,

I renamed the databases to lower case and everything works fine.

Only the dbprefix (account name) is upper case but and this is probably the reason why I wrote the database names in upper case too.

I read the installation instructions several time but not as careful as I should.

Once more thank you very much,

Best regards,

Juergen