Error when installing the ARISmartContent componet

Posted by gavman - 2009/02/17 22:24
_____

Sadly :(it does not install, brand new plug-in component and I get this error:

Error I get above upload/install section:

Error! Could not find an XML setup file in the package.

Warning: zip_read() expects parameter 1 to be resource, integer given in
/home/psemufxz/public_html/libraries/joomla/filesystem/archive/zip.php on line 234

Warning: zip_close() expects parameter 1 to be resource, integer given in
/home/psemufxz/public_html/libraries/joomla/filesystem/archive/zip.php on line 250
Unable to find install package

Any thoughts?

I am hosted with HostPapa and using the latest Joomla 1.5.9. I have installed other plug-ins and modules without any
trouble.

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Re:Error when installing the ARISmartContent componet

Posted by admin - 2009/02/17 22:28
_____

Hello,

Can you try install it from directory? For this upload com_arismartcontent.1.5.zip by FTP to your server, unzip it and
choose 'install from dir' option on Joomla installation page.

Regards,
ARI Soft

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Re:Error when installing the ARISmartContent componet

Posted by gavman - 2009/02/17 22:37
_____

Okay I tried two ways via dir install and sadly I still get an error.

First one was this error:

  /public_html/aris/com_arismartcontent.1.5.zip

      error:
    'Please enter a package directory'

and second attempt was this error:

  /public_html/aris

      error:

    * Error! Could not find an XML setup file in the package.
    * Path does not have a valid package.

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Re:Error when installing the ARISmartContent componet

Posted by admin - 2009/02/17 22:46

_____

It seems that you upload archive to server but don't unzip it. Directory with unzipped component needed indicate in 'Install Directory' field.

Regards,
ARI Soft

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Re:Error when installing the ARISmartContent componet
Posted by gavman - 2009/02/17 22:59
_____

I unzipped it locally and now uploading, it may take about an hour or two because there are so many files. Uploading one zipped file is fairly quick but when they are in many smaller files it is soooooo slow. Hence why I love the Joomla zip upload feature. A shame it does not like the zipped 1.5 file.

Broadband is great when downloading but uploading it really sucks.

Will let you know the outcome....

==

Re:Error when installing the ARISmartContent componet
Posted by admin - 2009/02/17 23:06
_____

Yes, uploading all files is slowly process. But usually hosting service provide 'Hosting panel' like 'CPanel' which can unpack archive on server. And error which you describe:

'Warning: zip_read() expects parameter 1 to be resource, integer given in /home/psemufxz/public_html/libraries/joomla/filesystem/archive/zip.php on line 234'

It isn't the component error. It occurs because PHP on your web server have time limit for executing PHP script and it over early than file will uploaded and installed.

Regards,
ARI Soft

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Re:Error when installing the ARISmartContent componet
Posted by gavman - 2009/02/17 23:36
_____

Thanks for that advice, I logged into site via cpanel and used the online ftp tool and extracted which was much quicker.

Anyway I still get an error, different one this time and rest of my page goes all white and this fatal error:

Fatal error: Allowed memory size of 33554432 bytes exhausted (tried to allocate 7680 bytes) in /home/psemufxz/public_html/administrator/components/com_arismartcontent/kernel/Entity/class.EntityFactory.php(18) : eval()'d code(1) : runtime-created function on line 1

I seem to be so unlucky today!

==

Re:Error when installing the ARISmartContent componet
Posted by admin - 2009/02/17 23:50
_____

It seems that this problem with PHP settings. Contact with your hosting support and say that they increase 'memory_limit' value or indicate who eat memory.

Regards,
ARI Soft

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Re:Error when installing the ARISmartContent componet
Posted by gavman - 2009/02/18 00:51
_____

okay heard back, apparently I have no limit set, as I possible workaround it was suggested I create a php.ini file with some code in there. Not sure what he meant by this and so he will ask another admin to respond.

Do you have any idea what I should do with such file.

I am not a programmer hence why I bought ARISmartContent!

Just received this email message so will try this:

I have confirmed, create a blank php.ini file and enter:

memory_limit = 64MB

Into it to increase the memory limit. Then put it in the folders that require it.

===

Re:Error when installing the ARISmartContent componet
Posted by gavman - 2009/02/18 01:00
_____

Installed this ini file in root of website and in the iris folder.

Still failed.

I give up. I am off to bed.

===

Re:Error when installing the ARISmartContent componet
Posted by gavman - 2009/02/18 08:16
_____

Now morning arrives! lets hope today I will have more luck on getting more suggestions on how to fix the installation of the plugin :unsure:

I have asked to have my domain name upgraded (a little more $s) to a dedicated ip address to see if this helps. Also left a new ticket with the hoster to see what they think what it could be....

===

Re:Error when installing the ARISmartContent componet
Posted by admin - 2009/02/18 08:31
_____

Hello,

If we correctly understand then admin mean that you create php.ini file with the following text:

memory_limit = 64M

or try add the following string to .htaccess file in your web root folder:

php_value memory_limit 64M

We understand that it fills you dissatisfaction. But understand us too, ARI Smart Content installed without any problem if web server setup appropriate (This means size of uploading files and other). We can help you with install if you provide access to your Joomla backend and FTP by email.

Regards,
ARI Soft

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Re:Error when installing the ARISmartContent componet
Posted by gavman - 2009/02/18 09:28
_____

Thanks for this, I will take a look at this later because I have some meetings to attend.

By the way my hosting account has unlimited files, unlimted sizes, unlimited bandwidth, unlimited etc etc. So no restrictions. Also the install of Joomla is setup as or is better than Joomla's standards, it is setup by HostPapa. I spoke live online with admin and they said the problem does is not on their end but the installer!

I don't like being caught in between.... maybe I will send you the login details later should it fail to install again....

==

Re:Error when installing the ARISmartContent componet
Posted by admin - 2009/02/18 09:48
_____

We speak about different things, unlimited size of disk space and limited size for uploaded files it two different thing. This limitation set in PHP configuration file as maximum execution time for PHP script. Many people install the component without any problems. Installer tried increase execution time but if it possibility disabled by hosting provider it can't do it. Usually it happens if PHP works in safe mode. In any case the best solution if you provide access and we resolve this issue.

Regards,
ARI Soft

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Re:Error when installing the ARISmartContent componet
Posted by gavman - 2009/02/18 14:07
_____

Well, something new just come from hosptpap support:

Hello Gavin

I believe Nelson forgot to mention the maximum we allow for php
memory limit is 32Meg on shared servers, your account must stay
within this limit

We apologize for any inconvenience this caused.
Regards

Adam
Support Technician
HostPapa

I have responded asking what about the dedicated ip address upgrade as that should help - if not then I just wasted money unnecessarily, on the upgrade and buying the component. Anywell I also asked if they could increase it slightly to 40mb so at least I can run the ARISmart component.

We will see.....

===

Re:Error when installing the ARISmartContent componet
Posted by admin - 2009/02/18 14:26
_____

We can provide refund if this issue don't resolve.

===

Re:Error when installing the ARISmartContent componet
Posted by gavman - 2009/02/18 21:37
_____

Thank you for refund offer. I'd rather you find a way to get it working with up to a max of 32mb asit may help other people in my situation especially because I just received this email reply from Hostpapa:

Because these are shared servers allow customers to increase the php memory more than 32megs would cause allot CPU issues, meaning the server would at times would be unresponsive.

You must keep within the 32meg limit for your account. Again sorry for any inconvenience this caused.

Not helpful, so my advice to anyone thinking or wanting to use Joomla plus the ARISmartContent component to steer well away from HostPapa.com!

Anyway do you think ARISmartContent could be re-programmed to run or install with less than 32mb server memory?

If not then a refund makes sense and I will seek another solution.

But a big thanks for your help so far.

===

Re:Error when installing the ARISmartContent componet
Posted by admin - 2009/02/18 22:51
_____

Check the mail, please. We have sent re-programming file which can resolve your issue.

Regards,
ARI Soft

===

Re:Error when installing the ARISmartContent componet
Posted by gavman - 2009/02/18 23:07
_____

:laugh:

hooray it worked!

Many thanks!!!

a big :kiss:

===

Re:Error when installing the ARISmartContent componet
Posted by admin - 2009/02/18 23:10
_____

You are welcome :) Thanks for your patience and sorry for inconvenience.

Regards,
ARI Soft

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Re:Error when installing the ARISmartContent componet
Posted by gavman - 2009/02/23 15:05
_____

Hi again, looks like this problem has come back to haunt me!

I wanted to update to latest version.... but all hell broke loose!

Anyway I have uploaded to folder caller 'aris' and extracted etc but it wont install.

So I will email you temp admin backend log and hopefully you guys can fix please :huh:

Cheers
Gavman

==

Re:Error when installing the ARISmartContent componet
Posted by gavman - 2009/02/23 18:01
_____

Upgraded your account to super admin....

==

Re:Error when installing the ARISmartContent componet
Posted by gavman - 2009/02/23 22:04
_____

I have uninstalled and manually removed all remaining ARI files.

So with a nice clean slate I tried installing the plug-in.

After several errors; each time a new type of error...

I eventually managed to install it.

==

Re:Error when installing the ARISmartContent componet
Posted by papakarlo - 2009/02/26 01:07
_____

Well.... I have the same issue when installing on server.

Warning: zip_read() expects parameter 1 to be resource, integer given in
/var/www/html/www.***.**/libraries/joomla/filesystem/archive/zip.php on line 234

Warning: zip_close() expects parameter 1 to be resource, integer given in
/var/www/html/www.***.**/libraries/joomla/filesystem/archive/zip.php on line 250

I could try manual install, but this will be a headache.

When You have a successful install, did you have a modified package file?

Thanks!

==

Re:Error when installing the ARISmartContent componet
Posted by admin - 2009/02/26 07:02
_____

This problem is limitation in PHP configuration for executing script. Script stops before package upload and install. For resolve this issue install the component from dirctrory, please. For this upload package to server, unzip it and choose 'Install from directory' option on Joomla installation page.

Regards,
ARI Soft

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