
Receiving FATAL ERROR in our production environmen

Posted by rusasadmins - 2019/03/20 18:03

We are using ARI Smart Content in a University Environment.

We have a 'development' environment where the tool worked perfectly, no problems at all. But when we put it in our production environment (which has more security and different permissions), we get the following error:

Error:
Fatal error: require_once(): Failed opening required '/mnt/web/cms/genetics/cache/arismartcontent_config.php' (include_path='.:usr/share/php7:usr/share/php7/PEAR') in /mnt/web/cms/genetics/administrator/components/com_arismartcontent/kernel/Utils/class.Config.php on line 62

Note this error comes up on our HOME PAGE of the website, so basically the site 'crashes' and is a complete white page, until I turned the error handler on, and i can see the error above.

For our site to not be 'white screen', I had to disable ALL of the plugins with ARI Smart Content.

Also in our production environment, when I go to the ADMINISTRATION page for ARI SMART CONTENT I also get a 500 error.

Any ideas?

thanks.

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Re:Receiving FATAL ERROR in our production environmen

Posted by admin - 2019/03/20 19:07

Hello,

It seems the extension can't save config file to /cache folder. Probably doesn't have permissions to do it.

Regards,
ARI Soft

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Re:Receiving FATAL ERROR in our production environmen

Posted by rusasadmins - 2019/03/20 19:14

That is what I thought... can you suggest what adjustment I need to make so your extension DOES have the right permissions to the cache folder?

Since we are a university environment our permissions are set very, very tight.

thanks,
Laura

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Re:Receiving FATAL ERROR in our production environmen

Posted by admin - 2019/03/20 19:21

It should have permissions to write to this folder. Another solution is copy this file from your dev env to production.

Regards,
ARI Soft

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Re:Receiving FATAL ERROR in our production environmen

Posted by rusesadmins - 2019/03/20 19:27

If I 'put' this file into the cache folder, will it get cleared out when we 'clear cache' and have to be rebuilt?

thanks,
Laura

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Re:Receiving FATAL ERROR in our production environmen

Posted by admin - 2019/03/20 19:33

If you mean "System -> Clear cache" page on Joomla! backend then it should work because Joomla! clear files from sub-folders in "cache" folder.

Regards,
ARI Soft

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Re:Receiving FATAL ERROR in our production environmen

Posted by rusesadmins - 2019/03/20 20:23

Ok, I think I'm getting closer. When I look in my production environment I see:

----- 1 root www 566 Mar 20 11:44 arismartcontent_config.php

Where in my development environment the file has rw permissions, so this is the problem.

I'm going to investigate a bit more...

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Re:Receiving FATAL ERROR in our production environmen

Posted by rusesadmins - 2019/03/21 20:14

So based on our security my admin said:

"But I see you are wanting a php file to have access. The second line above explicitly forbids that. The idea is that we don't to execute php scripts from a writeable area of the site (like temp or cache). This reduces the chance that someone can upload something malicious and execute it with the privs of the web server."

We basically set all php files to not be writeable when in a 'writeable directory'...

Any other ideas?

thanks.

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Re:Receiving FATAL ERROR in our production environmen

Posted by admin - 2019/03/23 08:06

We will update this functionality in the next version of the extension. It will be ready within couple of days.

Regards,

ARI Soft

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Re:Receiving FATAL ERROR in our production environmen

Posted by rusesadmins - 2019/03/27 18:51

Thank you. I look forward to trying it out.

Another question, any chance you'll be moving to an SSL environment soon? your site is not 'secure', my university frowns upon us using tools from 'non-secure' sites...

thanks,
Laura

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Re:Receiving FATAL ERROR in our production environmen

Posted by rusesadmins - 2019/04/17 19:51

We are not able to have any .php files sitting in our 'cache' folder. Is there a fix for this?

----- 1 root www 566 Mar 20 11:44 arismartcontent_config.php

This is because we can't have .php files sitting in a 'writeable' directory... such as cache...

from our administrator:

"But I see you are wanting a php file to have access. The second line above explicitly forbids that. The idea is that we don't to execute php scripts from a writeable area of the site (like temp or cache). This reduces the chance that someone can upload something malicious and execute it with the privs of the web server."

Please help!

thanks
Laura

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Re:Receiving FATAL ERROR in our production environmen

Posted by rusesadmins - 2019/04/25 15:37

When will this be fixed? As we cannot have a .php file in a writeable directory...

thanks.

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Re:Receiving FATAL ERROR in our production environmen

Posted by admin - 2019/05/02 20:23

Hello,

Update the component to v. 2.3.3 (it is available on "Member Area" page). It saves the config in JSON format.

Regards,
ARI Soft

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Receiving FATAL ERROR in our production environmen

Posted by rusesadmins - 2019/05/03 15:31

Works PERFECTLY!!

THANK YOU!!!

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