
upload and convert question

Posted by ESA - 2008/10/04 11:49

Hi would like to say that I really like this software and with the photoshare it will be really nice.

I get a problem with uploading using the advanced flash uploader I get a http error #500 it might just be a permissions error but I don't know where to find it

If I upload via php uploader it uploads the video but the page stops after upload and does not go to successful upload page.

/path/to/joomla/components/com_hwdvideoshare/uploads/flash/files/ permission is set to 0777

Another thing is when I try to manually convert videos I get an internal server error I did find in the forum a previous post on this but I don't know how to fix or what file or folder to give what permissions to

My hosting company does have FFMPEG, FLVTOOL2 and MENCODER installed so the videos do convert

Any help would be appreciated

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Re:upload and convert question

Posted by ESA - 2008/10/06 13:22

just a update

I have php working just fine now it seems to be my isp on two other isp`s php upload works just fine but the flash and Perl upload still does not work. The upload limit is not enough so have to try to get one of the others to work.

On the Perl upload all the setting seems to be ok executing the main Perl script at mydomain/cgi-bin/uu/ubr_upload.pl gives me the correct `ERROR: Invalid parameters passed` output. The cgi test script also give correct response.

when uploading via perl I get no error message it just does not load.

any thoughts

Thanks

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Re:upload and convert question

Posted by Davros - 2008/10/06 23:58

I think you might need to change the permission on some php files. Try changing the chmod (recursively) on all the php files in these directories to 0755:

JoomlaRoot/components/com_hwdvideoshare/converters/
JoomlaRoot/components/com_hwdvideoshare/uploads/perl/

Then try using the advanced perl upload method again. Also try manually converting videos. This should get things working!

(Some hosts prevent php scripts from being executed directly unless they have executable file modes (0755). The perl upload scripts and the converter scripts are called directly - not from Joomla - and would give the behaviour you explained if they could not be executed!)

Let me know how you get on....

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Re:upload and convert question

Posted by ESA - 2008/10/07 08:39

Hi Davros

Still no luck changed the permissions to the php files in those folder to 0755.

The manual convert still gives me internal server error uploading via php the files get converted just fine.

It might be that I am missing something on my hosting platform I just don't know

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Re:upload and convert question

Posted by Davros - 2008/10/07 09:41

If you want me to have a look please contact me through the 'contact us' link at the bottom of this page. Please include your Joomla URL, a Joomla administrator username and password and FTP access details for your server. Also include the URL of this forum post and a short description of the problem.

(You may have sent details before, but we receive many support requests and do not retain access details on our system.)

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Re:upload and convert question

Posted by mrskiprat - 2008/10/13 22:33

Hey guys,

Do you manage to fix this issue?

Think I am having the same.

:lol:

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Re:upload and convert question

Posted by ESA - 2008/10/13 22:45

Hi mrskiprat

They did fix my problem for me it was a issue with the permission of the components directory in the joomla root it was set at 0777 it is now set to 0755 and it all works just fine

Hope that helps you :)

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Re:upload and convert question

Posted by mrskiprat - 2008/10/13 23:33

Aha!

Thanks,

That did the trick :)

However pressing send brings up a

The requested URL /index.php was not found on this server.

My joomla install is in /cms not root. It looks like the script is looking in / not /cms.

Thanks for any help - seeing as your issue is fixed hopeyou don't mind me hijacking! :)

S

Re:upload and convert question

Posted by ESA - 2008/10/14 08:12

Glad that worked for you.

As for the url not found I dont know my joomla installation is in the exact same /cms directory as yours.

Witch version of the software are U using I am using hwdVideoShare-1.1.4 Alpha RC3.1.

I have hwdVideoShare 2.1.1 RC1.1 Alpha installed on my localhost also in a /cms directory and after upload it goes to the root directory as well and not the /cms one.

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Posted by mrskiprat - 2008/10/14 10:18

using the one bundled in the hwdmediashare package :)

Looks like we might have the same issue.

S

Re:upload and convert question

Posted by Davros - 2008/10/14 14:44

Thank you for reporting this bug. It has been added to our list for investigation and will definitely be addressed. If I need more details I will contact you privately. Please keep an eye on the Changlog for more information regarding a fix for this issue.

Thanks for reporting, I'm fairly sure I know what is causing this issue in the new version and will fix for the next update (released in a few days).

Re:upload and convert question

Posted by mrskiprat - 2008/10/14 15:48

Thanks!

Didn't even realise it was a bug - I expected it to be my mistake.

Keep up the good work :laugh:

Re:upload and convert question

Posted by Davros - 2008/10/14 18:18

:)

The new version for Joomla 1.5 has a few bugs because we are making a big push to get it completely native. Keep reporting those problems so we can move a stable release as soon as possible! ;)

Thanks for your support!

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