
[done] Problems setting up LS on Greek School

Posted by zepposd - 2008/06/29 10:49

Hi there

I am using the latest stable LS version and am trying to set it up on the Greek Public School Server (www.sch.gr). They operate their PHP (5.1 it is I believe) on Safe Mode and, after having followed all instructions in the book and setting up mysql database connections correctly, when trying to connect to the ADMIN I get the following error report: "Fatal error: Call to a member function gT() on a non-object in ./login_check.php on line 74" What can this mean? I don't know what to do, so every help is welcome.

Thank you for your trouble

Dimitris

Re:Problems setting up LS on Greek Public School NW

Posted by c_schmitz - 2008/06/29 14:50

Hi!

This sounds like an error in your config.php
Check the paths again.

Re:Problems setting up LS on Greek Public School NW

Posted by janokary - 2008/06/30 10:51

drinehart, had the same problem that is reported in mantis

<http://www.bugs.phpsurveyor.org/view.php?id=1969>

Re:Problems setting up LS on Greek Public School NW

Posted by Mazi - 2008/07/01 11:08

Any progress?

Have you been able to solve your problem? If so, how did you solve it? Any kind of feedback is always appreciated so we know which solution helps best to solve common problems.

Re:Problems setting up LS on Greek Public School N

Posted by zepposd - 2008/07/01 23:15

No :(nothing yet. I have asked the IP to solve the problem and they couldn't either.....

Still looking for an answer:(

Re:Problems setting up LS on Greek Public School N

Posted by c_schmitz - 2008/07/02 01:50

As said.. this is not a bug. This is a misconfiguration in your config.php.

Check the paths and you will be fine.

Re:Problems setting up LS on Greek Public School N

Posted by zepposd - 2008/07/02 19:50

Well, I have checked all paths, rootdir being the first replaced by absolut path as given by the NW Admin. It still gives this fatal error message: "Fatal error: Call to a member function gT() on a non-object in ./login_check.php on line 71" I even went to <http://www.bugs.phpsurveyor.org/view.php?id=1969> to see what other users did, but frankly it was too technical for me :blush: . The only thing I have NOT done is to move the complete limesurvey files' and folders' system right into the main root of my domain. It resides on a first - level folder (<http://main-domain/folder>)

given the http address of the main root how should the config settings look like? I can't understand it... sorry, it seems I am a bit too slow for the system

Thanx anyway for all your help and assistance I really appreciate it!!!!

Dimitris

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Re:Problems setting up LS on Greek Public School N

Posted by janokary - 2008/07/03 08:28

Which web server are you using?
there are two setting you have to configure

```
$rooturl = "http://localhost/limesurvey170plus";
```

```
//The root web url for your limesurvey installation (without a trailing slash).$relativeurl =  
"/limesurvey170plus_build4629_20080407"; // the url relative to you DocumentRoot where is installed LimeSurvey  
(without a trailing slash). Usually same as $rooturl without http://{$_SERVER}. Used by Fcked Filemanager
```

```
and  
$rootdir = dirname(__FILE__);
```

```
// This is the physical disk location for your limesurvey installation. Normally you don't have to touch this setting.  
// If you use IIS then you MUST enter the complete rootdir e.g. : $rootDir="C:\inetpub\wwwroot\limesurvey!"  
// Some IIS installations also require to use forward slashes instead of backslashes, e.g.  
$rootDir="C:/inetpub/wwwroot/limesurvey!"  
// If you use OS/2 this must be the complete rootdir with FORWARD slashes e.g.: $rootDir="c:/limesurvey";!
```

for starters set only \$rooturl like this

```
$rooturl = "http://main-domain/folder";
```

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Re:Problems setting up LS on Greek Public School N

Posted by zepposd - 2008/07/04 11:53

Well, I am using the server users.att.sch.gr. I have set \$rooturl = "http://main-domain/folder"; substituting "main-domain" with my domain-name and "folder" with the folder name for LS. Sto the rooturl looks like this now: "\$rooturl = "http://gym-kerat.att.sch.gr/limesurvey";

I still receive the following error: "Fatal error: Call to a member function gT() on a non-object in ./login_check.php on line 71"

I even tried moving the complete install to the main root of the domain, but still nothing. I uploaded the complete LS unzipped files and folders again in case something had gone wrong but still the same problem.

I can understand that it is a configuration issue but not even the Server Administrator could solve the problem. They are running the latest PHP version with safe-mode ON. When they switched safe-mode OFF to try it out, they had the same

error report, so SAFE-MODE is not the issue here!

On my home PC (PHP 5.1 on APACHE server)LS works fine with the necessary root settings as they originally have been set up in the config.php file.

I can't understand what is going on and I wonder if the problem would be solved with an older version of the programme.

:S :blush:

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Re:Problems setting up LS on Greek Public School N

Posted by Mazi - 2008/07/07 14:21

This is strange because "http://gym-kerat.att.sch.gr/limesurvey" works fine so \$rooturl should be correct.

Please switch on debug mode by adding the following line to your config.php file:

```
$debug = 1;  
Are there any errors reported?
```

Please upload a phpinfo file so we can take a look at your server configuration. Just put the following code into a file named phpinfo.php and upload it to your webserver:

After uploading please post the link to the file.

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Re:Problems setting up LS on Greek Public School N

Posted by zepposd - 2008/07/07 16:38

People, thank you all for your interest and efforts!! I DO appreciate it a lot!!

Well, step-by-step:

1) Limesurvey front seems OK. Admin access doesn't work. I can't get into the admin area, therefore I cannot setup or - even - upload any survey from my home PC.

2) I set debug to on, there was no error response, both on main root (http://gym-kerat.att.sch.gr/limesurvey) and on "/admin" (http://gym-kerat.att.sch.gr/limesurvey/admin/admin.php). Still, when trying to connect to the admin console, I receive the same error: "Fatal error: Call to a member function gT() on a non-object in ./login_check.php on line 71"

3) phpinfo link: http://gym-kerat.att.sch.gr/limesurvey/phpinfo.php

I still think, limesurvey is a great tool, that's why I still try to get it going. I have spent numerous hours and have had people on the greek school NS try solve the issue, they are still working on it, but can't fix it. Strange!!!!

Thnx for ALL your help !!

Appreciate it
Dimitris

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Re:Problems setting up LS on Greek Public School N

Posted by Mazi - 2008/07/08 10:31

This is a really tough problem. One more error source I can think of are sessions. Please check if the folder which is set as session.save_path is writeable.

Otherwise I can only recommend to re-install the latest release which sometimes helps.

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Re:Problems setting up LS on Greek Public School N

Posted by c_schmitz - 2008/07/08 12:19

Hi!

This is still an error in your paths.
What OS does the server use?

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Re:[done] Problems setting up LS on Greek School

Posted by zepposd - 2008/07/09 18:11

Hei again!

I have uploaded version 1.53+, deleted database which was set up by ver. 1.71 and set up new database under ver. 1.53 in mysql and now LS is working fine!

I still can't get versions 1.71 to work, it still gives the same error. Can I upgrade from 1.53 to 1.71 without encountering the same problems?

Thnx again for all your trouble. I appreciate it !!

regards
Dimitris

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Re:[done] Problems setting up LS on Greek School

Posted by Mazi - 2008/07/09 23:20

zepposd wrote:

Can I upgrade from 1.53 to 1.71 without encountering the same problems?

Just give it a try. If the error occurs again you can re-install 1.53.

I guess that the error would show up again after upgrading because you will use the same files. But just try.

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