

Method for installing Vtiger CRM on a 1and1 Linux Shared Hosting Package

After much trial & error and help from the forum members I think I can now safely say I have a working method for installing VtigerCRM on a 1and1 shared hosting package. Firstly a few provisos. I have only tested this out on 1and1 in the UK as this is my hosting provider. However I am sure some of the techniques used will apply equally to shared hosting packages from other companies. This method only applies to the Linux Shared Hosting packages. If you have the Microsoft shared hosting package it will not work as 1and1 provide MSSQL instead of MYSQL on their MS packages. I have used this method to setup VtigerCRM versions 5.0.4, 5.1 wip1 & 5.1 wip2. For clarity I will describe the setup using 5.0.4 but the same applies equally to 5.1.

The Issues

There seem to be 2 main problems when installing on shared hosting packages:

- 1 After installation the Vtiger tables are not created in full.
- 2 When setting the outgoing server an error message keeps appearing saying that Vtiger is unable to send the test email.

Setting up the Mysql database.

1and1 will not let Vtiger create it's own database during the setup routine, therefore you will need to do this from the 1and1 control panel.

- 1 Log in to your 1and control panel at <http://admin.1and1.co.uk/> or equivalent address.
- 2 In the 'Web Space & Access' section click on 'MySQL Administration'.
- 3 Click on 'New Database' and then enter a description in the box on the next screen.
- 4 Select the MySQL 5.0 option and click 'Set Up'.
- 5 Click on 'Overview'. You will need to wait about 5 minutes for the database to be created. Keep refreshing the page until the 'phpMyAdmin', 'Edit' & 'Delete' buttons appear to the right of the new database name.
- 6 If you wish to change the default password for the database, click on the 'Edit' button and enter the new password in the Password box. Click 'Save'.
- 7 If you need to enable UTF-8 support click on the 'phpMyAdmin' button. Click on the database name in the left column. Click on the 'Operations' tab. In the Collation drop down box select utf8_general_ci and click the 'Go' button.

Please make notes of the following:

database server	(e.g. db1234.oneandone.co.uk)
database name	(e.g. db123456789)
database username	(e.g. dbo123456789 – note the 'o' after the db)
database password	(this can be changed by you)

Your MySQL database is now set up and ready to go. Hoorah!

Editing and uploading Vtiger

You will need to edit 2 of the Vtiger modules. This is less painful than it sounds. I find it easier to extract the Vtiger files to a local directory, edit the modules and then upload to my server. First download the VtigerCRM source vtigerCRM-5.0.4.tar.gz and extract it to a local temporary directory.

Partially created tables modification

Open the file config.template.php in your favourite text editor. Towards the bottom of the file look for the following lines:

```
// if your MySQL/PHP configuration does not support persistent connections set this to true to avoid a large performance slowdown
// disable_persistent_connections default value = false
$disable_persistent_connections = false;
```

Change the last line to 'true' as follows:

```
$disable_persistent_connections = true;
```

This will fix the incomplete tables problem. I don't know why but having persistent connections 'on' seems to cause the problem even though 1and1 does support persistent connections. Maybe the developers would have a look into the issue.

Unable to connect to outgoing sever modification

Open the file vtigercrm/modules/Emails/class.phpmailer.php in your favourite text editor. Find the following lines:

```
function IsSMTP() {  
$this->Mailer = "smtp";
```

Change "smtp" to "sendmail"

This will fix the outgoing server problem. Please note, when setting the outgoing server after installation you need to specify 'localhost' as the server name. 1and1 use a firewall on their shared hosting packages which means smtp email is blocked.

Php.ini and .htaccess

Create these files on your local machine using a text editor and save them to the same directory as the Vtiger installation files you extracted earlier.

Php.ini should have the following lines in it:

```
allow_call_time_pass_reference = On  
display_errors = on  
error_reporting = E_ALL & ~E_NOTICE  
file_uploads = On  
log_errors = Off  
max_execution_time = 600  
memory_limit = 64M  
output_buffering = On  
register_globals = Off  
safe_mode = Off  
short_open_tag= On
```

.htaccess should have the following lines in it:

```
AddType x-mapp-php5 .php
```

Missing Directory

This applies to Vtiger 5.0.4. only. I have found that the following directory is missing from the installation files. Please create a blank directory as follows:

```
modules/Webmails/tmp/
```

Uploading

Use your favourite ftp client (Filezilla or Winscp for example) to connect to your 1and1 web space and upload all the Vtiger files (including the edited modules, tmp directory, php.ini and .htaccess). There are lots of instructions on the 1and1 web site for uploading to your 1and1 web space so I won't go through them here. Remember to set the relevant file and directory permissions as per the Vtiger installation documents. This can also be done with you ftp client.

Now you can start the Vtiger setup routine by pointing you web browser to your web space. So for example, if you domain is called 'fred.co.uk' and you installed Vtiger to the vtigercrm directory in your web space, you would use the address <http://www.fred.co.uk/vtigercrm>. The setup routine should start automatically.

I won't walk through the Vtiger setup as there are plenty of documents available to help with this. If you follow these instructions you should be able to get past the 'cup of coffee' screen and get a confirmation that the installation has been successful.

Hope this helps.