

# VTiger

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# Common Troubleshooting Procedures with VtigerCRM

## **HOW TO SET A CRON JOB AFTER VTIGER INSTALLATION**

- Ssh root into server
- Edit: Crontab -e
- Add: `/3 * /bin/sh /var/www/html/vtigercrm/cron/vtigercron.sh`
- Save & Exit: `wq!` + Enter
- Restart cron: `service crond restart`

=====

## **HOW TO RESOLVE SYNTAX ERROR AND EMPTY WORKFLOW PAGE AFTER VTIGER INSTALLATION**

- Login to server SSH (root)
- Run: `apt-get install php-mbstring`
- Restart apache: `systemctl restart apache2.services`

Common Troubleshooting Procedures with VtigerCRM.docx

# CREATING A VTIGER INSTANCE ON PROXMOX

1. Log on the proxmox server via putty
2. Gain root rights: `sudo -i`
1. You will be required to provide your password
3. Create a configuration file for the virtual host
1. There are samples in `/etc/apache2/sites-available`
2. Copy an existing one and adjust it: `cp <sample.conf> <your new file.conf>`
4. When you have created the config, run: `a2ensite <name of config file>`
5. Go into the virtual hosts directory: `cd /srv/www`
- 1.

Note /var/www that is for the default site and not the virtual hosts.

6. Create a directory for the new host: `mkdir <directory name>`
1. Follow the naming convention of existing directories
7. Download the Vtiger file: `wget <vtiger link>`
8. Extract the vtiger file: `tar xvzf <file.tar.gz>`
9. Rename the vtiger folder to html: `mv <vtiger folder> html`
10. Run: `chown -R www-data:www-data html`
11. Log into mysql: `mysql --user root -p`
12. The password is !mysql@delaphone.2018!
13. Create a database for the new host: `create database <database name>;`
14. Assign privileges: `grant all on <database name>.* to <user>@localhost identified by '<password>';`
15. Then: `quit`
16. Restart apache: `systemctl restart apache2`
17. In your browser log into the Dreamhost panel

18. Under the domains tab to the left select Manage Domains
  19. Under the delaphonegh.com domain select DNS
  20. Select Add Record Now!
- 
1. Name - Maintain the name used in the Virtual Config File
  2. Type - A
  3. Value - The server IP (196.44.101.69)
  4. This may take a few minutes to allow access via the web

CREATING A VTIGER INSTANCE ON PROXMOX.docx

# How to mount a disk on Proxmox

## 1- USING SSH (putty):

find out if the disk is connected:

```
#lsblk
```

here our disk was sdb

with one partition sdb1 was ntfs formatted

format the disk ext4 filesystem and label it with bkphd

```
#mkfs.ext4 -L bkphd /dev/sdb1
```

mount the drive:

```
mkdir -p /mnt/bkphdd
```

```
nano /etc/fstab
```

add the following line:

```
LABEL=bkphd /mnt/bkphdd ext4 defaults 0 2
```

ctrl+o then enter then ctrl+x

```
mount -a
```

then we create a folder for backup inside the new mounted hd

```
mkdir -p /mnt/bkphdd/backup/
```

## **2- USING GUI:**

Datacenter-> Storage-> Add -> Directory

set the following:

ID: bkphd

Directory: /mnt/bkphdd/backup/

Content: VZDump backup file

Nodes: select node

enabled: checked

shared: checked

max backups: 2

After that we can schedule backups from datacenter-> backups.

Done!

[How to mount a disk on Proxmox.docx](#)

# Clone and Configure a New vTiger Instance

## 1. Clone the vTiger Demo VM

- Create a clone of the demo vTiger virtual machine on Proxmox

## 2. Change the Hostname

- Log in to the cloned VM.
- Update the hostname:

bash

Copy code

```
sudo hostnamectl set-hostname newdomain@domain.com
```

## 3. Update the `/etc/hosts` File

- Edit the `/etc/hosts` file to include the new hostname:

bash

Copy code

```
sudo nano /etc/hosts
```

- Add the following line, replacing `IP_ADDRESS` with the VM's new IP:

css

Copy code

```
IP_ADDRESS newdomain@domain.com
```

- Save and exit (`Ctrl + O`, then `Ctrl + X`).

## 4. Change the IP Address

- Update the network configuration to set the new IP address. This depends on your network setup. For example:

bash

Copy code

```
sudo nano /etc/netplan/01-netcfg.yaml
```

- Update the `addresses` section with the new IP, save the file, and apply the changes:

bash

Copy code

```
sudo netplan apply
```

## 5. Update Apache Configuration

- Navigate to Apache's site configurations:

```
bash
```

Copy code

```
cd /etc/apache2/sites-available/ |
```

### a. Update `000-default-le-ssl.conf`:

```
bash
```

Copy code

```
|sudo nano 000-default-le-ssl.conf |
```

- Replace all instances of the old domain with `newdomain@domain.com`.

### b. Update `000-default.conf`:

```
bash
```

Copy code

```
|sudo nano 000-default.conf |
```

- Replace all instances of the old domain with `newdomain@domain.com`.

## 6. Obtain a New SSL Certificate

- Run the Certbot command to generate an SSL certificate for the new domain:

```
bash
```

Copy code

```
|sudo certbot --apache -d newdomain@domain.com |
```

## 7. Update vTiger Configuration

- Open the vTiger configuration file:

```
bash
```

Copy code

```
|sudo nano /var/www/html/crm/config.inc.php |
```

- Update the following lines to reflect the new domain:

```
php
```

Copy code

```
$_site_URL = 'https://newdomain@domain.com/crm/'; |
```

## 8. Clear the Cache

- Remove the cache to ensure changes are applied:

```
bash
```

Copy code

```
sudo rm -rf /var/www/html/crm/cache/*
```

## 9. Restart Apache

- Restart the Apache service to apply the changes:

bash

Copy code

```
sudo systemctl restart apache2
```