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# iDC File Manager - Knowledge Base

## Common Error Messages Category

*This F.A.Q is designed to provide information in relation to some of the commonly generated Error Messages in iDC File Manager / iDC Client Manager and iDC Account Creation.*

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## Common Error Messages

This F.A.Q is designed to provide information in relation to some of the commonly generated Error Messages in iDC File Manager / iDC Client Manager and iDC Account Creation.

### Can't locate Archive/Zip.pm in @INC (@INC contains...

If you receive an error message which is similar to the following:

Software error:

Can't locate Archive/Zip.pm in @INC (@INC contains: /usr/lib/perl5/site\_perl/5.8.8/i386-linux-thread-multi .....

Then your servers default installation of perl does not include the Perl module: Archive::Zip.

Please refer to this page for more info:

<http://www.idotcommunications.co.uk/site.php?page=Requirements>

In the short term, if you open up the Manager.pm script and refer to lines 1-12:

```
1
2
3
4
5
6
7
8
9
10
11
12
```

```
package Manager;
use strict;
use Fcntl qw(:DEFAULT :flock);
use Data::Dumper;
use base "IDC";
use Archive::Tar;
use Compress::Zlib;
use Cwd;
use File::Copy;
use File::Path;
use File::Find;
use Archive::Zip;
```

and then comment out (#) line: 12

---

e.g.

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12

```
package Manager;  
use strict;  
use Fcntl qw(:DEFAULT :flock);  
use Data::Dumper;  
use base "IDC";  
use Archive::Tar;  
use Compress::Zlib;  
use Cwd;  
use File::Copy;  
use File::Path;  
use File::Find;  
#use Archive::Zip;
```

before saving and re-uploading the Manager.pm script, the File Manager will now run without the Zip function until your host installs the missing module.

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## **Can't locate Archive/Tar.pm in @INC (@INC contains...**

If you receive an error message which is similar to the following:

Software error:

```
Can't locate Archive/Tar.pm in @INC (@INC contains: /usr/lib/perl5/site_perl/5.8.8/i386-linux-thread-multi .....
```

Then your servers default installation of perl does not include the Perl module: Archive::Tar.

Please refer to this page for more info:

<http://www.idotcommunications.co.uk/site.php?page=Requirements>

In the short term, if you open up the Manager.pm script and refer to lines 1-12:

---

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12

```
package Manager;  
use strict;  
use Fcntl qw(:DEFAULT :flock);  
use Data::Dumper;  
use base "IDC";  
use Archive::Tar;  
use Compress::Zlib;  
use Cwd;  
use File::Copy;  
use File::Path;  
use File::Find;  
use Archive::Zip;
```

and then comment out (#) line: 6

e.g.

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12

```
package Manager;  
use strict;  
use Fcntl qw(:DEFAULT :flock);  
use Data::Dumper;  
use base "IDC";  
#use Archive::Tar;  
use Compress::Zlib;  
use Cwd;  
use File::Copy;  
use File::Path;
```

---

```
use File::Find;
use Archive::Zip;
```

before saving and re-uploading the Manager.pm script, the File Manager will now run without the Pack function until your host installs the missing module.

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## **Can't locate Compress/Zlib.pm in @INC (@INC contains...**

If you receive an error message which is similar to the following:

```
Software error:
Can't locate Compress/Zlib.pm in @INC (@INC contains: /usr/lib/perl5/site_perl/5.8.8/i386-linux-
thread-multi .....
```

Then your servers default installation of perl does not include the Perl module: Compress::Zlib and the likelihood is that if this module is missing Archive::Zip and Archive::Tar will also be missing.

Please refer to this page for more info:  
<http://www.idotcommunications.co.uk/site.php?page=Requirements>

In the short term, if you open up the Manager.pm script and refer to lines 1-12:

```
1
2
3
4
5
6
7
8
9
10
11
12
```

```
package Manager;
use strict;
use Fcntl qw(:DEFAULT :flock);
use Data::Dumper;
use base "IDC";
use Archive::Tar;
use Compress::Zlib;
use Cwd;
use File::Copy;
use File::Path;
use File::Find;
use Archive::Zip;
```

---

and then comment out (#) lines: 6,7,12

e.g.

```
1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12
```

```
package Manager;  
use strict;  
use Fcntl qw(:DEFAULT :flock);  
use Data::Dumper;  
use base "IDC";  
#use Archive::Tar;  
#use Compress::Zlib;  
use Cwd;  
use File::Copy;  
use File::Path;  
use File::Find;  
#use Archive::Zip;
```

before saving and re-uploading the Manager.pm script, the File Manager will now run without the Pack, Unpack and Zip function until your host installs the missing module.

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## **HTTP 413 error with Flash Upload?**

The solution to solving IIS uploading failures via Flash upload module:

<http://www.microsoft.com/technet/prodtechnol/WindowsServer2003/Library/IIS/7e0d74d3-ca01-4d36-8ac7-6b2ca03fd383.mspx>

To put things short: change the value of UploadReadAheadSize to a value larger than the content length by executing &ldquo;cscript adsutil.vbs set w3svc/1/uploadreadaheadsize &rdquo;

Just execute once that adsutil.vbs script, which should be (by default) in /InetPub/AdminScripts.

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## Status Bar Unable To Detect Server Response!

On a Linux server when you upload files using the default upload function the File Manager sends a small part of the file to the server and then requests a sever response to establish that the server has received the fragment of the file correctly and the time taken, from this it can then calculate the current upload progress and display this value in the progress bar. Some servers perform write-caching, which means that the server forces the File Manager to upload the whole file to memory and then when the file is fully uploaded the file is then moved from memory to the disk. If this happens the File Manager has no way to read the status of the upload as it is all being sent to memory. It tries to constantly request the status from the server but if no status is returned it then returns the error: Status Bar Unable To Detect Server Response! The common solution to servers with write-caching, for all scripts that need to upload files to the server (blogs, forums other file management software, i.e not just iDC File Manager) is to upload a .htaccess file containing the following code:

```
# Turn off mod_security filtering.  
SecFilterEngine Off  
# The below probably isn't needed,  
# but better safe than sorry.  
SecFilterScanPOST Off
```

99% of the time this resolves the issue and this allows files to be uploaded correctly.

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## HTTP 406 error ocured with Flash Upload?

If you are running iDC File Manager on a Linux server you need to access your server via FTP and navigate into the public\_html | httpdocs or similar (depending on your setup), where you will see a file called .htaccess. You need to edit this file and add in the following code:

```
# Turn off mod_security filtering.  
SecFilterEngine Off  
  
# The below probably isn't needed,  
# but better safe than sorry.  
SecFilterScanPOST Off
```

This should then resolve the 406 error message.

If your server does not already have a .htaccess file you will need to create one / upload a one that includes the above code.

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## Flash IO error

If you are running iDC File Manager on a Linux server you need to access your server via FTP and navigate into the public\_html | httpdocs or similar (depending on your setup), where you will see a file called .htaccess. You need to edit this file and add in the following code:

```
# Turn off mod_security filtering.  
SecFilterEngine Off  
  
# The below probably isn't needed,  
# but better safe than sorry.
```

---

SecFilterScanPOST Off

This should then resolve the 406 error message.

If your server does not already have a .htaccess file you will need to create one / upload a one that includes the above code.

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## **Upload and Download issues with large files (Windows Servers)**

If the server times out before the upload is complete you may get any manner or warnings from a simple 404 error to the "The specified CGI application misbehaved by not returning a complete set of HTTP headers" warning.

This is a common issue running all Web based File Manager's (not just iDC File Manager) on windows servers, as Windows servers with IIS do not by default handle the uploading or downloading of larger files particularly well.

Below is generic solution to improving the upload and download functions on windows servers:

Open up the file "metabase.xml" with notepad...should be located in C:\windows\system32\inetsrv. Find the variable named "AspBufferingLimit" and change it to something greater than what is there. By default this is set to around 4 megs. By changing this variable you are increasing the max size of ASP response buffer, thus letting you download files greater than 4 megs. For uploading files greater than this amount, look for the variable named "AspMaxRequestEntityAllowed" and change it to the desired size. And there you have it. By increasing the number of these variables, you can control the size of uploads and downloads (respectively).

Additionally if you also change the cgi response timeout in IIS / metabase, this will also greatly improve the upload ability and reduce the potential for server timeouts.

```
C:\inetpub\AdminScripts>cscript adsutil.vbs SET W3SVC/CGITimeout xxxx
```

After setting xxx to a higher value (default 300 sec) you can now download my larger files. Thanks to Steve and Georg, for the tip on this!

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## **The specified CGI application misbehaved by not returning a complete set of HTTP headers**

If the server times out before the upload is complete you may get any manner or warnings from a simple 404 error to the "The specified CGI application misbehaved by not returning a complete set of HTTP headers" warning.

This is a common issue running all Web based File Manager's (not just iDC File Manager) on windows servers, as Windows servers with IIS do not by default handle the uploading or downloading of larger files particularly well.

Below is generic solution to improving the upload and download functions on windows servers:

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Additionally if you also change the cgi response timeout in IIS / metabase, this will also greatly improve the upload ability and reduce the potential for server timeouts.

---

Thanks to Steve, for the tip on this!

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## **404 error when uploading on Windows servers.**

If the server times out before the upload is complete you may get any manner or warnings from a simple 404 error to the "The specified CGI application misbehaved by not returning a complete set of HTTP headers" warning.

This is a common issue running all Web based File Manager's (not just iDC File Manager) on windows servers, as Windows servers with IIS do not by default handle the uploading or downloading of larger files particularly well.

Below is generic solution to improving the upload and download functions on windows servers:

Open up the file "metabase.xml" with notepad...should be located in C:\windows\system32\ineterv. Find the variable named "AspBufferingLimit" and change it to something greater than what is there. By default this is set to around 4 megs. By changing this variable you are increasing the max size of ASP response buffer, thus letting you download files greater than 4 megs. For uploading files greater than this amount, look for the variable named "AspMaxRequestEntityAllowed" and change it to the desired size. And there you have it. By increasing the number of these variables, you can control the size of uploads and downloads (respectively).

Additionally if you also change the cgi response timeout in IIS / metabase, this will also greatly improve the upload ability and reduce the potential for server timeouts.

Thanks to Steve, for the tip on this!

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## **What is the file upload size limit?**

The upload ability of iDC File Manager (like all web based file managers) is subjective and based on a number of factors including server type, server configuration, user upload connection speed and many other unquantifiable variables.

The maximum the File Manager's main upload function can upload is around 1GB, before the server will usually timeout.

It may be possible to increase the server timeout settings but you would need to contact your host. All web based file management software including iDC File Manager use the HTTP or HTTPS protocols to upload files and not FTP. This protocol is slower than FTP to upload files and has no resume upload.

However, although web based software have some small downsides, compared with conventional desktop based FTP clients which have to be installed on to the users machines and can often be complicated for end users to use, web based FTP software by its nature is far superior.

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## **Can't connect to local MySQL server through socket '/var/run/mysqld/mysqld.sock' (2)**

If when you attempt to run the RunOnce.pl file it returns the following error message:  
Software Error:

Can't connect to local MySQL server through socket '/var/run/mysqld/mysqld.sock' (2)  
you need to re-configure the MySQL Database settings on line 95 of the Configuration.pl file to

---

specify the correct host name instead of the default setting of "localhost".  
For example:

93  
94  
95  
96  
97  
98  
99  
100  
101

```
####MySQL Database  
Settings#####
```

```
dns 'DBI:mysql:DATABASE-NAME-HERE:localhost'  
dbUser 'Your Username'  
dbPassword 'Your Password'  
#Change the "MySQL Database Settings" to correspond with  
#the Mysql database you have setup.
```

```
#####  
#####
```

Becomes:

93  
94  
95  
96  
97  
98  
99  
100  
101

```
####MySQL Database  
Settings#####
```

```
dns 'DBI:mysql:DATABASE-NAME-HERE:HOST-NAME-HERE'  
dbUser 'Your Username'  
dbPassword 'Your Password'  
#Change the "MySQL Database Settings" to correspond with  
#the Mysql database you have setup.
```

```
#####  
#####
```

---

To ascertain the correct hostname for your server please contact your host or network administrator.  
Tip: The Hostname can also be located in the location where you originally created the MySQL database.

When you have changed the hostname, please save and then re-upload the Configuration.pl script before re-trying the RunOnce.pl file.

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## **Access denied for user: 'YOUR USERNAME HERE' (Using password: YES)**

If when you attempt to run the RunOnce.pl file it returns a similar error message to:

Software Error:

Access denied for user: 'YOUR USERNAME HERE' (Using password: YES)

you need to re-configure the MySQL Database to ensure the associated user account has "ALL PRIVILEGES" enabled.

When you re-set the account privileges please re-run RunOnce.pl file.

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## **Can't load Configuration file - No such file or directory at C:/inetpub/wwwroot/cgi-bin/FileManager/IDC.pm line 89.**

If you are attempting to install iDC File Manager on a Windows server and receive the error message:  
Software Error

Can't load Configuration file - No such file or directory at C:/inetpub/wwwroot/cgi-bin/FileManager/IDC.pm line 89.

and you have checked that the Configuration.pl file is correctly setup in the /cgi-bin/FileManager directory and all of the permissions are set to allow, you may need to manually enter the path to the Configuration.pl file in the following scripts:

RunOnce.pl

Manager.pl

ClientManager.pl

AccountCreation.pl (if included in your copy of iDC File Manager)

Open each of the above scripts in turn in either a perl or text editor and search for the following string:

1

```
config=>'Configuration.pl'
```

---

In each of the scripts you then need to enter the full path to the Configuration.pl file e.g:

1

```
config=>'C:/inetpub/wwwroot/cgi-bin/FileManager/Configuration.pl'
```

Then save and re-upload each file.

This will then allow the server to correctly locate the Configuration.pl script.

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## **Can't locate Account.pm in @INC (@INC contains: C:/Perl/lib...**

My document title

If you receive an error message similar to:

Software error:

Can't locate Account.pm in @INC (@INC contains: C:/Perl/lib C:/Perl/site/lib .) at C:/inetpub/cgi-bin/filemanager/runonce.pl line 3.

Begin failed--compilation aborted at C:/inetpub/cgi-bin/filemanager/runonce.pl line 3.

One solution is to specify to the server the location of certain key scripts.

To do this you need to open up the following files in a perl or text editor:

AccountCreation.pl  
Account.pm  
ClientManager.pl  
Manager.pl  
Manager.pm  
RunOnce.pl  
IDC.pm

On or around line 2 of each of these files you need to add/change the following line of code from:

```
#use lib './';
```

to:

```
use lib 'C:/inetpub/cgi-bin/FileManager';
```

PLEASE ENSURE YOU REMEMBER TO REMOVE THE LEADING "#" TO BECOME:

```
use lib 'C:/inetpub/cgi-bin/FileManager';
```

AND DONT LEAVE IT SET TO:

```
#use lib 'C:/inetpub/cgi-bin/FileManager';
```

Please note: Although the server path is usually specified as: C:/inetpub/cgi-bin/FileManager/ when working with

perl scripts the backward slashes "\" are changed to be forward slashes "/"

to become: C:/inetpub/cgi-bin/FileManager/.

This principal applies to all other server paths entered in the Configuration.pl file.

When this is complete you then need to specify the full path to the Configuration.pl file in the

---

following scripts only:

On line 8 of the AccountCreation.pl script you will see:

```
my $account = new Account(config=>'Configuration.pl', SCRIPT=>$script);
```

this needs to be changed to:

```
my $account = new Account(config=>'C:/inetpub/cgi-bin/FileManager/Configuration.pl', SCRIPT=>$script);
```

On line 9 of the ClientManager.pl script you will see:

```
my $account = new Account(config=>'Configuration.pl', SCRIPT=>$script);
```

this needs to be changed to:

```
my $account = new Account(config=>'C:/inetpub/cgi-bin/FileManager/Configuration.pl', SCRIPT=>$script);
```

On line 46 of the Manager.pl script you will see:

```
my $fm = new Manager(config=>'Configuration.pl', SCRIPT=>$script);
```

this needs to be changed to:

```
my $fm = new Manager(config=>'C:/inetpub/cgi-bin/FileManager/Configuration.pl', SCRIPT=>$script);
```

On line 9 of the Runonce.pl script you will see:

```
my $account = new Account(config=>'Configuration.pl');
```

this needs to be changed to:

```
my $account = new Account(config=>'C:/inetpub/cgi-bin/FileManager/Configuration.pl');
```

When this is complete you can then save and re-upload all script and then proceed by running the RunOnce.pl file via URL.

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