

Forum:[Hack Forums](#)

Thread: [MyBB Installation Update Failure - HELP!](#)

PropelTheHack - April 5, 2017, 12:28 pm

HF,

I am in need of assistance in the update of MyBB 1.8.10 to 1.8.11.

I ran into a problem, so I went to MyBB.com for assistance and I got this stupid message: ?

So... I am forced to come to HF and ask for assistance in resolving this issue that I cannot figure out.

You will see in the screenshot that I have blanked out the secure directory that I have installed MyBB into.

I've installed my website in that secure directory about 4 months ago and it has worked great in that secure directory.

Currently, I am unable to log into my AdminCP.
I can still do the ModCP, though.

So, what can I do to solve this issue? ?

Thanks in advance for any assistance!

ConcealSquad - April 5, 2017, 5:22 pm

What does line 99 in functions.php say?

PropelTheHack - April 6, 2017, 12:02 am

(Apr 5, 2017 05:22 PM)ConcealSquad Wrote: [\[CITE\]](#) What does line 99 in functions.php say?

Actually, line 99 is the conclusion of a specific code.

I do not understand php coding, but I was able to figure out that this section of the code begins at line 16, I believe.

Here's the code:

```
function output_page($contents)
{
    global $db, $lang, $theme, $templates, $plugins, $mybb;
    global $debug, $templatecache, $templatelist, $maintimer, $globaltime, $parsetime;

    $contents = parse_page($contents);
    $totaltime = format_time_duration($maintimer->stop());
    $contents = $plugins->run_hooks("pre_output_page", $contents);
```

```

if($mybb->usergroup['can_cp'] == 1 || $mybb->dev_mode == 1)
{
    if($mybb->settings['extraadmininfo'] != 0)
    {
        $phptime = $maintimer->totaltime - $db->query_time;
        $query_time = $db->query_time;

        if($maintimer->totaltime > 0)
        {
            $percentphp = number_format((( $phptime / $maintimer->totaltime ) * 100), 2);
            $percentsql = number_format((( $query_time / $maintimer->totaltime ) * 100), 2);
        }
        else
        {
            // if we've got a super fast script... all we can do is assume something
            $percentphp = 0;
            $percentsql = 0;
        }

        $serverload = get_server_load();

        if(my_strpos(getenv("REQUEST_URI"), "?"))
        {
            $debuglink = htmlspecialchars_uni(getenv("REQUEST_URI")) . "&debug=1";
        }
        else
        {
            $debuglink = htmlspecialchars_uni(getenv("REQUEST_URI")) . "?debug=1";
        }

        $memory_usage = get_memory_usage();

        if($memory_usage)
        {
            $memory_usage = $lang->sprintf($lang->debug_memory_usage,
get_friendly_size($memory_usage));
        }
        else
        {
            $memory_usage = "";
        }
        // MySQLi is still MySQL, so present it that way to the user
        $database_server = $db->short_title;

        if($database_server == 'MySQLi')
        {
            $database_server = 'MySQL';
        }
        $generated_in = $lang->sprintf($lang->debug_generated_in, $totaltime);
        $debug_weight = $lang->sprintf($lang->debug_weight, $percentphp, $percentsql,
$database_server);
        $sql_queries = $lang->sprintf($lang->debug_sql_queries, $db->query_count);
        $server_load = $lang->sprintf($lang->debug_server_load, $serverload);
    }
}

```

```

eval("\$debugstuff = \"\".$templates->get("debug_summary")."\");
$content = str_replace("<debugstuff>", $debugstuff, $content);
}

if($mybb->debug_mode == true)
{
    debug_page();
}
}

$content = str_replace("<debugstuff>", "", $content);

if($mybb->settings['gzipoutput'] == 1)
{
    $content = gzip_encode($content, $mybb->settings['gziplevel']);
}

@header("Content-type: text/html; charset={$lang->settings['charset']}");

echo $content;

$plugins->run_hooks("post_output_page");
}

```

07Services - April 6, 2017, 12:14 am

Give it some time, later to day and their will be a few people who will help you with this.

Right now my brain is frozen and I can't think for shit, otherwise I would of solved this for you.

AshleyUK - April 6, 2017, 3:02 am

(Apr 5, 2017 12:28 PM)PropelTheHack Wrote: [\[CITE\]](#) HF,

I am in need of assistance in the update of MyBB 1.8.10 to 1.8.11.

I ran into a problem, so I went to MyBB.com for assistance and I got this stupid message: ?

~snip~

So... I am forced to come to HF and ask for assistance in resolving this issue that I cannot figure out.

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I've installed my website in that secure directory about 4 months ago and it has worked great in that secure directory.

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So, what can I do to solve this issue? ?

~snip~

Thanks in advance for any assistance!

Download a fresh copy then re-upload and overwrite the functions.php file. Let is know how this works for you.

PropelTheHack - April 13, 2017, 5:48 am

UGAshley,

Your suggestion didn't work.

However, I was able to restore my website, not 100%, but restored around 80% of which the full user database was completely restored.

That was the more important database that was restored.

Apparently, for some odd reasons unknown to me, the update files had issues with the updating the website. I don't know the exact issue(s) that caused the failure, but I have seen a number of posts in MyBB.com regarding a number of website owners having multiple issues that were similar to mine. So, at least, I am not the only one.

Even using the backup database that I did BEFORE did the update, that still didn't work.

F.Y.I., the backup of the database was done through phpAdmin (on the hosting site), not through MyBB.

So, I finally got a hold of one of the users that is very good with MySQL to see what the issue was, he was able to fix a line or two in the backup database file and now... it's working fine under the NEW updated 1.8.11 version.

Most of the loss was from the plugins... those disappeared. That's fine... I can always replace the plugins, which I already have done.

Thanks to all who replied and had attempted to help me!

VirtualFrost - April 13, 2017, 6:23 am

By the way that 'stupid message' means youve hosted a forum and you removed the 'Powered by MyBB' from the footer. If you have it removed, they deny giving you support.

PropelTheHack - April 14, 2017, 11:41 pm

(Apr 13, 2017 06:23 AM)VirtualFrost Wrote: [\[CITE\]](#) By the way that 'stupid message' means you've hosted a forum and you removed the 'Powered by MyBB' from the footer. If you have it removed, they deny giving you support.

Nope, not in this case.

I have the Powered by MyBB as shown in the screenshot below.

You will also see the time stamp at the lower right hand corner as well.

Fear - April 15, 2017, 3:07 am

(Apr 14, 2017 11:41 PM)PropelTheHack Wrote: [\[CITE\]](#) Nope, not in this case.

I have the Powered by MyBB as shown in the screenshot below.

You will also see the time stamp at the lower right hand corner as well.

You got banned because you have warez on your forum

VirtualFrost - April 15, 2017, 7:00 am

(Apr 14, 2017 11:41 PM)PropelTheHack Wrote: [\[CITE\]](#) Nope, not in this case.

I have the Powered by MyBB as shown in the screenshot below.
You will also see the time stamp at the lower right hand corner as well.

How long has it said you've been denied support? Since making this forum or past ones? Illegal content on forums is another reason they also don't give support for. The powered by mybb thing is generally the most common though.

PropelTheHack - April 15, 2017, 4:18 pm

(Apr 15, 2017 07:00 AM)VirtualFrost Wrote: [\[CITE\]](#) How long has it said you've been denied support? Since making this forum or past ones? Illegal content on forums is another reason they also don't give support for. The powered by mybb thing is generally the most common though.
I first noticed the 'denied support' issue on or around April 5th when my issue came up.

How long was it there before I noticed it? I couldn't tell you because I don't check MyBB.com that often, maybe once or twice a month.

What is considered "illegal content"?
Is it 'Anti-Trump' forums?
Not saying that my website has those forums, but I'm making a point here.

The term "illegal content" is a very broad term and it has to be clearly defined by each website.

Here in Hack Forums, that's clearly defined as far as I can tell.

VirtualFrost - April 15, 2017, 5:06 pm

(Apr 15, 2017 04:18 PM)PropelTheHack Wrote: [\[CITE\]](#) I first noticed the 'denied support' issue on or around April 5th when my issue came up.

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Here in Hack Forums, that's clearly defined as far as I can tell.

Sorry that is true illegal content is broad, here's the reasons they'd deny supportThe "Powered By MyBB" must be stated on all pages

Appropriate content(MyBB doesn't support websites that discuss Hacking (includes "leaks"), Pornography, Illegal file distribution or piracy, Illegal use of electronic assets, including but not limited to violation of theme licensing (e.g. removing author name from footer), Any other forms of illegal activity, Racist or hateful content and Discussions that encourage, promote or demonstrate methods of producing, consuming, using, cultivating, buying, selling, distributing or supplying drugs

that could reasonably be considered illegal

"Other Instances" that may include if the user shows abuse towards staff/members in support threads, or repeatedly sending mass PM's.

Source: <https://mybb.com/support/eligibility-policy/>

If you had ever done any of the following, or previously linked a forum and asked for support where that forum broke one of these rules, that's the reason you're being denied support. If you feel it's unjust, you can contact them to get it removed.

PropelTheHack - April 16, 2017, 2:32 pm

(Apr 15, 2017 05:06 PM)VirtualFrost Wrote: [\[CITE\]](#) Sorry that is true illegal content is broad, here's the reasons they'd deny supportThe "Powered By MyBB" must be stated on all pages

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1st one checked out.

2nd one... does that include forums that promote freedom of speech regardless of topic? Where does MyBB.com or anyone else for that matter draw the line on freedom of speech?

I don't promote piracy, illicit drugs (but can discussion of drugs {illicit or otherwise} be allowed?), or pornography.

Third one is something that I don't even bother with nor do I stoop down to that level of activity.

I'm NOT going to bother attempting to find out why I was denied support.

If the staff can't be bothered to tell me the reason, then the staff doesn't care.

Not much I can do about that kind of attitude and atmosphere.

JustAnotherRandomDude - April 16, 2017, 3:18 pm

The designer of your theme (<https://community.mybb.com/mods.php?action=view&pid=870>) is the best designer I've seen yet. He has a lot of potential :)

'Ben - April 16, 2017, 3:44 pm

Is there any particular reason you're hiding the site? Link it, ill tell you why you were denied.

PropelTheHack - April 16, 2017, 5:52 pm

(Apr 16, 2017 03:44 PM)Ben Wrote: [\[CITE\]](#) Is there any particular reason you're hiding the site? Link it, ill tell you why you were denied.

My website would be construed as a "competition" website, even though my website traffic is minuscule compared to HF's traffic.

That's why I have to hide my website's identity because I am following the HF site rules.

(Apr 16, 2017 03:18 PM)JustAnotherRandomDude Wrote: [\[CITE\]](#) The designer of your theme (<https://community.mybb.com/mods.php?action=view&pid=870>) is the best designer I've seen yet. He has a lot of potential :)

That link you provided was an invalid link according to MyBB.

VirtualFrost - April 16, 2017, 6:58 pm

(Apr 16, 2017 02:32 PM)PropelTheHack Wrote: [\[CITE\]](#) 1st one checked out.

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Freedom of speech isn't listed as not allowed, but if there are public sections that describe one of those 'illegal activities' then that'd be the reason. If you want the reason just PM them, but like you said you won't find out. I've never seen a case where they'd randomly issue it, they always do it with hard evidence. You've unfortunately broken one of these without knowing it and without also seeing your forum(or any past forum you've posted about) I can't help find out for you either.

Fear - April 16, 2017, 11:34 pm

(Apr 16, 2017 05:52 PM)PropelTheHack Wrote: [\[CITE\]](#) That link you provided was an invalid link according to MyBB.

Are you really that stupid? Look at the url and see whats wrong

PropelTheHack - April 18, 2017, 6:14 am

(Apr 16, 2017 11:34 PM)Dunkirk Wrote: [\[CITE\]](#) Are you really that stupid? Look at the url and see whats wrong

Looking at the URL and clicking on the link are 2 different things.

Did you try clicking on the link?

(Apr 16, 2017 06:58 PM)VirtualFrost Wrote: [\[CITE\]](#) Freedom of speech isn't listed as not allowed, but if there are public sections that describe one of those 'illegal activities' then that'd be the reason. If you want the reason just PM them, but like you said you won't find out. I've never seen a case where they'd randomly issue it, they always do it with hard evidence. You've unfortunately broken one of these without knowing it and without also seeing your forum(or any past forum you've posted about) I can't help find out for you either.

As I told someone earlier in this thread, I cannot reveal the name of my website as it would violate HF site rules.

Fear - April 18, 2017, 6:16 am

(Apr 18, 2017 06:14 AM)PropelTheHack Wrote: [\[CITE\]](#) Looking at the URL and clicking on the link are 2 different things.

Did you try clicking on the link?

yes, I clicked the link saw there was an error then looked at the url and saw there is something that doesnt belong there in this case) symbol