

Doc.tiki.org is to document what Tiki **does** and it's not the place for support requests or bug reports. Please see [Where](#) to put things.

# Admin Problems

This is a [troubleshooting](#) page for problems that occur while using admin pages only. For other problems see [Troubleshooting](#).

**Got a problem?** If you are experiencing a problem not yet listed, add it here as a first step to [get help](#).

**Had a Problem?** Please add or update problems you solved if you think the solution should be shared.

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## Problem Template

Use this template to add a new problem.

## Symptom or Error message (Problem Template)

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**Tikiwiki Version:**

**Page URL:**

**Problem Date:**

**Tikiwiki Username**

Description of Problem

### Solution 1

Description

### Solution 2

Description

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## Symptom or Error message - Cant change admin password

\_\_Tikiwiki Version: 3.0

**Page URL:**

\_\_Problem Date: from install

\_\_Tikiwiki Username at\_the\_beach

Description of Problem

Cannot change Admin password from default using general admin settings. When 'Change Password' is selected, page simply refreshes. I have managed to change password in SQL database as per same instructions for 'Lost Password' but this has had NO effect.. ie, login password for admin is still admin. Please Help!

## Solution 1

Description

## Solution 2

Description

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### Problem Template

**Symptom or Error message - Need cookies enabled, but they already are.**

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**Tikiwiki Version:**1.9.7 Sirius

**Page URL:**[http://pioneer.webpq.com/tiki/tiki-login\\_scr.php](http://pioneer.webpq.com/tiki/tiki-login_scr.php)

**Problem Date:**5/14/07, 9:27 am CST

**Tikiwiki Username:**maryluke

Description of Problem - Admin cannot login! Please [help](#)! Need work around to login script to get into system to change/fix error. Thanks.

## Solution 1

Description

## Solution 2

Description

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**Symptom or Error message - added new module in Admin:Modules, now no pages will load**

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**Tikiwiki Version:**1.9.7

**Page URL:**<http://www.breedauthority.com>

**Problem Date:**10/3/07

**Tikiwiki Username:**faithfin

Description of Problem - I was following the advice of this link: [http://doc.tiki.org/tiki-index.php?page\\_ref\\_id=3002](http://doc.tiki.org/tiki-index.php?page_ref_id=3002) and created a new module in the Admin:Modules area. When I saved, I now get this error message on all my pages: Fatal error: Smarty error: [in evaluated template line 1](#): syntax error: unrecognized tag: ARTICLES(max=>50) (Smarty\_Compiler.class.php, line 439) in /home/breed/public\_html/lib/smarty/libs/Smarty.class.php on line 1095 I have no idea how to fix it. I went into ftp to see if there was a new file I could just delete, but I cannot find where the admin-defined modules are kept. Need [help](#)!

## Solution 1

Hello, faithfin

This is not an uncommon problem, that a bad module causes a smarty error which crashes your site. You will likely have to

unbreak your site by going into the database and deactivating the module - then fix the error in the module code.

Please advance this problem to dev.tiki.org, and/or request help on the tikiwiki listserve: [tikiwiki-devel@lists.sourceforge.net](mailto:tikiwiki-devel@lists.sourceforge.net)

please also flag any documentation bugs which caused this error.

hopefully these type of problems will be fixed in tiki 1.10

## Solution 2

Description

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## Turned on "Store session data in database" and now can't Login.

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**Tikiwiki Version:** 1.9.10

**Page URL:** <http://gpfl.org/tiki4/tiki-admin.php?page=general>

**Problem Date:** 28.03.2008

**Tikiwiki Username** cathy

I went to Admin Home > General > and then clicked on the checkbox for "Store session data in database". When I saved, I received a message "session\_db enabled" and then was promptly locked out, and cannot login!

I'm hoping I can change something via the cPanel? But I don't know where to look or how to change the setting. The problem is with Tiki3, but I duplicated the problem with an empty Tiki4 page.

Thanks in advance for any help!

Ditto:

**TikiWiki** v1.9.10.1

**Page URL:** <http://www.petertc.info/tiki-index.php>


**Problem Date:** 01.06.2008

**Tikiwiki Username** PeterTC

## Solution 1: Attempted to reset admin password but did not solve problem

Description

Followed directions on <http://doc.tiki.org/tiki-index.php?page=Lost+admin+password&highlight=admin%20password%20lost>

I can see admin and the reset password in the MySQL database using PHP 

Still can't log on. The logon screen refreshes but does not change.

## Solution 2: Success: Reset value of "Store session data in database" to n

Description

Used SQL in PHPMYSQLAdmin to reset value from "y" to "n"

Update `tiki\_preferences` set value="n" where name = "session\_db"

-- This is not applicable for Tiki4

## Solution 3: Tiki4 - Success: Reset value of session storage option

Description

Edit database directly - Update 'tiki\_preferences' set value = '' where name = 'session\_storage'

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## Symptom or Error message (OpenID Failure)

*Failure: OpenID authentication failed: Server denied check\_authentication*

**Tikiwiki Version:** 2.4 & 3.0 (using php version 5)

**Page URL:** [http://umbralrook.net/tiki-login\\_openid.php](http://umbralrook.net/tiki-login_openid.php)

**Problem Date:** 5/16/2009

**Tikiwiki Username:** Coraxwolf

### Description of Problem:

This site was running fine with multiple accounts using the OpenID to log-in with and to request accounts with. Decided to try out the final release of 3.0 and completed deleted the database and files to reload fresh with 3.0. Had to have my provided change from php 4 to php 5 for 3 to install. Everything worked fine except could not use OpenID to log-in or register a new account. Received errors similar to this one. Reinstalled again with 2.4 and no change. Had the site restored to php 4 using 2.4 and the OpenID started to work again. It would seem something is different with php 5 verses 4 that causes the OpenID process to fail. I use My Open ID (<http://myopenid.com>) for my open IDs.

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Symptom or Error message (Problem Template)

Tikiwiki Version: 3.0

Page URL:login

Problem Date: 6/15/2009

Tikiwiki Username patvc

Description of Problem

Unable to login after installation (on hostgator host for site). Have tried modifying the MySQL database, using email to reset password, etc. Problem appears to be related to session ids in PHP — after adding another user to users\_users (including the hash) I get a page "Change password Enforced" that shows the username with the appended session id, ie. "myusername?SSID=<long session id spec>".

Help! Can't use tikiwiki at all until this is resolved!

Solution 1

Description

Solution 2

Description