



messaging for joomla sites

## FAQ – Frequently Asked Questions

udde Instant Messages (uddeIM)

Instant Messages System for  
Mambo 4.5 / Joomla 1.0 / Joomla 1.5 / Joomla 1.6

Version 2.0 rev 1

uddeIM<sup>1</sup> is free software and you may redistribute it under the GPL.

uddeIM comes with absolutely no warranty.

Use at your own risk.

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<sup>1</sup> except any documentation (like this FAQ) and premium plugins

## Acknowledgements


I would like to thank all users who made uddeIM the most used Private Messaging System on Joomla. uddeIM becomes in one year only a top rated and popular component.


### Top Rated...




**uddeIM 1.5**  
  
messaging for joomla sites

  
  
 by [Stephan Slabihoud](#)  
 Category: PMS  
 uddeIM allows users of your community to send private messages to each other. uddeIM wants to be si...



### ... and Popular.

**uddeIM** **POPULAR** 

  
messaging for joomla sites

Version	1.8 (last update on Jul 25, 2009)	Rating	
Compatibility	 	Votes	160
License	GPL	Type	Non-Commercial
Date Added	6 October 2007	Views	118697

Developer [Stephan Slabihoud](#) [Website](#)

uddeIM allows users of your community to send Private Messages to each other (note that uddeIM is not a webmail component nor an email client). uddeIM wants to be simple and easy-to-use but it offers all the features you need in a Private Messaging System (PMS).

uddeIM is available in 30 languages. It integrates seamless with Community Builder, Joomlaboard, Fireboard, Kunena, JomSocial, and Agora.

uddeIM runs on Joomla 1.0, J!1.5 native and J!1.5 legacy.

The list of features is endless and includes features like:

- \* Public Frontend,
- \* Local-, Global-, Restricted Distribution Lists,
- \* General- and System-Messages,
- \* RSS Message Feed,
- \* Autocomplete Names,
- \* Popup and Email Notifications,
- \* Message Control Center

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# 1 Installation (all supported Joomla versions)

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Joomla 1.5 and Joomla 1.6 users should also read:

Chapter 2 „Installation (Joomla 1.5+)“

Joomla 1.6 users should also read:

Chapter 3 „Installation (Joomla 1.6+)“

## 1.1 General questions

### 1.1.1 What are the requirements for puddeIM?

*I am interested in installing puddeIM. What are the requirements?*

The requirements are:

- Joomla! 1.0.x or Mambo (>= 4.6.2)
- Joomla! 1.5.x (legacy) or Joomla! 1.5.x (native)
- Joomla! 1.6
- PHP 4.4.x or above
- MySQL 4.1.2 or above

Optionally puddeIM supports:

- Community Builder (Community Platform)
- Community Builder Enhanced<sup>2</sup> (Community Platform)
- JomSocial (Community Platform)
- JoomlaBoard (Forum)
- Fireboard (Forum)
- Agora (Forum)
- Kunena (Forum)
- AlphaUserPoints

### 1.1.2 Is there something I should know before I install puddeIM?

*Is there something I should know before I install puddeIM?*

Yes, there is: The installation of puddeIM is quite simple and straight forward. Unfortunately Joomla introduced a so called ftp layer in Joomla 1.5+ which could make troubles on some

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<sup>2</sup> CBE is supported with `com_profiler` (old) and `com_cbe` (new) tables and links.

systems. Strictly speaking it is not the ftp layer itself but users become confused because of the different access rights a Joomla installation might have using the ftp layer.



Please check chapter 2 carefully before installing puddeIM with ftp layer enabled.

Please ensure that Joomla has write access to the web root directory since puddeIM 1.9+ tries to create a folder there which is used to store file attachments.

### 1.1.3 Is the Community Builder required for puddeIM?

*Is it required to install the Community Builder in order to run puddeIM?*

No, it isn't. Even when puddeIM provides integration for common programs like Community Builder, Community Builder Enhanced, JoomlaBoard and Fireboard, it is not required to install these programs.

## 1.2 Installation of puddeIM

### 1.2.1 "Error! Could not find a Joomla! XML setup file in the package."

*I get the message "Error! Could not find a Joomla! XML setup file in the package." when I try to install puddeIM.*

When you get this error while installing the plugins

- `cb_plug_pms_uddeim_blocking,`
- `cb_plug_pms_uddeim_profilelink,`
- `cb_plug_pms_uddeim,` and
- `cb_plug_pms_uddeim_inbox,`

see chapter 1.2.4.

When you get this error while installing puddeIM you might have forgotten to unzip the archive `uddeIM_x.x_unzip1st.zip`.

Another problem might be that your provider limits the number of files you are allowed to store on the server, e.g. 6000 files and folders altogether. In that case you should check if you can clean up the temp folder in order to get free resources.

### 1.2.2 "Error 500 – Internal server error" during installation

*I am getting an "Error 500-Internal server error" when I install puddeIM.*

"Error 500" means a general server (maybe configuration) error. So the server is misconfigured, there is a problem in your `.htaccess` file(s) or your server has not enough CPU power to complete a script. When it is an overloaded server you can try to remove the template folder from the installation package. Don't forget to remove the corresponding lines

from the XML file, too. The Joomla installer needs lots of less CPU power to install the component. When you have installed the component, ftp the missing templates to `\components\com_uddeim\templates`.

### 1.2.3 “Fatal error: Maximum execution time of XX seconds exceeded” during installation

*I am getting an "Fatal error: Maximum execution time of XX seconds exceeded" when I install uddeIM.*

Your server has not enough CPU power to complete a script. When it is an overloaded server you can try to remove the template folder from the installation package. Don't forget to remove the corresponding lines from the XML file, too. The Joomla installer needs lots of less CPU power to install the component. When you have installed the component, ftp the missing templates to `\components\com_uddeim\templates`.

You can ask your server administrator to increase the execution time for PHP scripts but it seems that the server is unsuitable for running Joomla CMS.

### 1.2.4 Plugins `cb_plug_pms_xxx` cannot be installed

*When I try to install the `cb_plugins plug_pms_uddeim`, `cb_plug_pms_uddeim_inbox`, `cb_plug_pms_profilelink` and `cb_plug_pms_uddeim_blocking` I always get following error message:*

*Error! Could not find a Joomla! XML setup file in the package.*

These plugins are made for the Community Builder. You have to install the plugins with the Community Builder Plugin Manager.

### 1.2.5 “Warning: require\_once(var/.../components/com\_uddeim/uddeimlib15.php) failed” message after installation

*After the installation of uddeIM I get following error message:*

*Warning: require\_once(var/.../components/com\_uddeim/uddeimlib15.php)  
[function.require-once]: failed to open stream*

It seems that the root path is not set correctly on your Joomla installation:

`JPATH_SITE` should be

`/var/...`

and not

`var/...`

### 1.2.6 “Critical Error: Failed to write to configuration file” during installation

When I try to install com\_uddeim I get following error message:

```
uddeIM Instant Messages for Mambo/Joomla  
Critical Error: Failed to write to configuration file:  
/home/.../administrator/components/com_uddeim/config.class.php
```

You have installed uddeIM using Joomla’s ftp layer. You can `chmod` the configuration file and the `com_uddeim` folder to 766 using an ftp client so uddeIM can access this file.

### 1.2.7 “Error creating folder: ...” or “Error creating file: ...”

When I try to install com\_uddeim I get following error message:

```
Error creating folder: /home/.../uddeimfiles  
and/or  
Error creating file: /home/.../uddeimfiles/index.html  
and/or  
Error creating file: /home/.../uddeimfiles/.htaccess
```

This error may occur when you install uddeIM using Joomla’s ftp layer.

The folder and files are only needed when you own the File attachments plugin (premium plugin for donators).

You can either ignore this error messages (e.g. when you do not plan to use the plugin) or you can fix it manually (recommended). Just create a folder called “uddeimfiles” in “/images” in Joomla’s root folder (“/images/uddeimfiles”). Other files are not required at this point of time.

A description how to create the required folder (and files) manually please refer to chapter 4.6.1.



Even when you are not using the File attachments plugin you should create the folder “/images/uddeimfiles”. The files “index.html” and “.htaccess” are not required at this point of time. When you install the plugin it is still time to create the missing file.

You will also find these files in the "SUPPORT" folder in the premium plugin package.



uddeIM 1.9+ has some improvements regarding the ftp layer.

The folder and files should also be created when the ftp layer is enabled during installation.

## 1.2.8 How to add more smileys?

*How can I add additional smileys to uddelM?*

Additional (animated) emoticons can be stored in folder  
[/templates/~~~theme~~~/animated-extended/](#)

For the default template about 32 animated emoticons are provided. If you need more, you can copy as many emoticons in this folder as you like. The filename is used to identify an emoticon in the message (e.g. "cry.gif" will be entered as ":cry:").

**Figure 1.1 – Additional animated emoticons**



The best source for animated emoticons is <http://www.kolobok.us>

Many thanks to Aiwan who allowed me to use his emoticons in uddelM.

## 1.3 Upgrading uddelM

### 1.3.1 How to upgrade a very old version of uddelM ( $\leq 1.4$ )?

*I am still running uddelM 0.5b. How can I upgrade to the current version?*

Upgrading uddelM 0.4...1.4 is not longer supported (that means I do not longer describe the process in the README file (located in the README folder)). Please download uddelM 1.4, and upgrade to this version first (don't forget to check the README first). Then download uddelM 1.8 and upgrade to this version. Finally upgrade to the current version of uddelM.



This process is only necessary when you do not want to lose any data.

### 1.3.2 How can I upgrade uddelM?

*I want to upgrade uddelM to the current version. How do I do this?*

Please refer the README enclosed with the package (located in the README folder) you have downloaded. Sometimes you have to upgrade some tables which is explained there. Usually the upgrade process is:

- backup the configuration (e.g. use the internal backup function)
- save your template (in case you do not use the default templates)
- uninstall uddeIM
- install the current version of uddeIM
- update database tables according to the README
- restore the configuration (e.g. use the internal backup function)
- restore your template (in case you do not use the default templates)

### 1.3.3 How can I upgrade uddeIM's database tables?

*The README tells me to upgrade the database tables. I am a complete newbie, how can I do this?*

When you administer Joomla it is very important that you are also familiar how to administer your MySQL database. Joomla does not provide a update mechanism for components, so when a component is updated and its tables has changed, it may have a complex mechanism inside that tries to update your database or it requires to execute some SQL commands. Updating automatically is only good for very view components. uddeIM tables have to be updated manually because with each version uddeIM provides more features, so tables have been updated quite often in past and an automated mechanism would be very complex and may fail on many systems.

To update manually, open phpMyAdmin (or similar program) on your system (see Figure 1.2). Select "SQL" icon in the upper left corner.

**Figure 1.2 – phpMyAdmin main view**

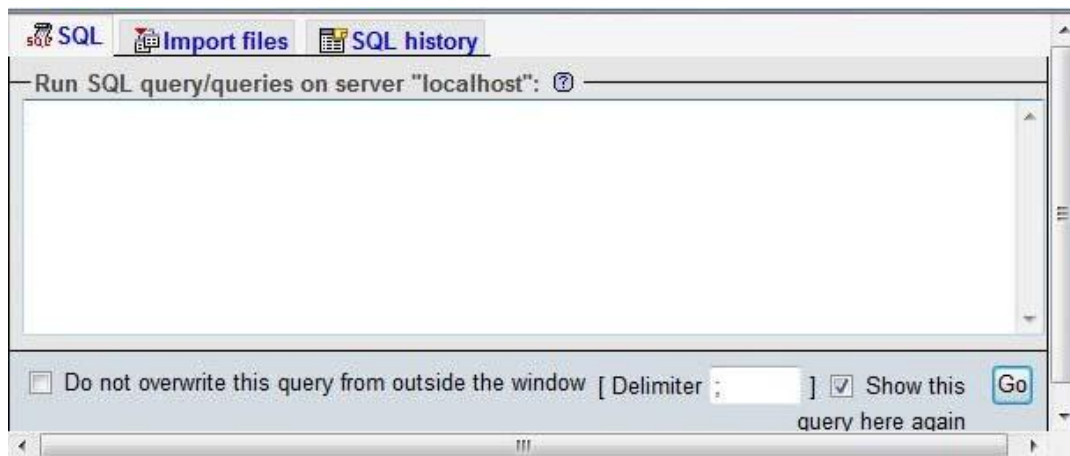


Now you should see a SQL query box (depending on the version of phpMyAdmin you are using maybe in a new window, see Figure 1.3). Now you can copy all required statements from the README file into that box. Execute the statements by pressing “Go”.



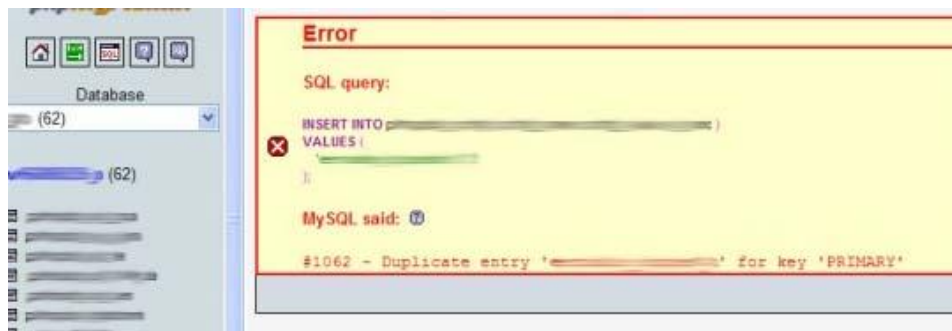
You can execute all statements at once but ensure that each line contains one SQL statement only!

**Figure 1.3 – phpMyAdmin SQL query box**



When an error occurs (something similar to the error in Figure 1.4 will be shown), please check the lines carefully and try again. You can also execute all statements line by line.

**Figure 1.4 – phpMyAdmin main view**



When no error occurs you are done.

### 1.3.4 Installing an pddelM Hotfix

*Hot do I install an pddelM Hotfix?*

Installing a Hotfix is quite easy:

1. Unpack the ZIP archive
2. Overwrite the existing files on your server with the files found in the archive  
There are several places you have to check (incl. subfolders):  
/administrator/components/com\_pddelM  
/components/com\_pddelM  
/modules (Joomla 1.0)  
/modules/<module name> (Joomla 1.5+)  
/mambots (Joomla 1.0)  
/plugins (Joomla 1.5+)  
/components/com\_comprofiler/plugin/user/<plugin name> (CB)

I recommend using Joomla Extplorer to upload the files to the server.

### 1.3.5 How do I upgrade pddelM modules and plugins?

*How do I upgrade pddelM modules and plugins?*

There are two possibilities:

1. Deinstall the old module/plugin and install the new module/plugin. Since all parameters are lost you have to configure the modules/plugins again.
2. Unpack the installation archive and overwrite the existing files on your server. You will find the modules/plugins on your server in:  
/modules (Joomla 1.0)  
/modules/<module name> (Joomla 1.5+)  
/mambots (Joomla 1.0)  
/plugins (Joomla 1.5+)  
/components/com\_comprofiler/plugin/user/<plugin name> (CB)

I recommend using Joomla Extplorer to upload the files to the server.

## 1.4 Configuring Joomla













### 1.4.1 How can my users get access to pddelM?

*How do my registered users get access to the component?*

Create a menu link to the component (it is the same procedure you do for all other components, too). When you do not use the "Public Frontend" feature you should set the access rights to "registered" when you publish the link.



**Figure 1.5 – Menu link to uddelM**

8		Web Links					7	Public	Web Links » Categories	48
9		News Feeds					8	Public	News Feeds » Categories	49
10		uddeIM					9	Registered	UddeIM	53
Display # 20										

### 1.4.2 Is a published menu link to uddelM required?

*Do I have to create a published menu link to uddelM?*

Yes, you have to create a published menu link to uddelM. If this link should not be visible do following:

- Create a new menu which is not displayed.
- Create a published menu link to uddelM in this menu.

### 1.4.3 I have created a menu link to uddelM but some modules/components do not work correctly?

*I have created a menu link to uddelM component but some 3<sup>d</sup> party modules/components do not work correctly? E.g. I do only get a blank screen when uddelM is called or a 404 error.*

Usually a module or component tries to find the correct Itemid to another component (e.g. uddelM) doing a lookup in `j os _ menu` table (this table stores all menu links to components etc.).

When you uninstall and reinstall uddelM (e.g. when upgrading) it will get a new Itemid leaving the entry in `j os _ menu` untouched. When a module or component tries to get a valid Itemid, it may get an orphaned Itemid from `j os _ menu`, unless you recreate the menu link, so a new `j os _ menu` entry with an updated Itemid is created.

Unfortunately Joomla does not remove `j os _ menu` entries from the table when you delete the link in the backend; the links are only marked as deleted. A module or component which does not evaluate this correctly may still get the wrong Itemid because it reads the "deleted" entry.

To avoid this clear the trash (open Joomla Trash Manager) in the backend. Do not forget to switch from "Content Items" to "Menu Items".



Please also check following chapters:

1.4.2, 1.4.4, 1.4.5, 1.4.6, 1.4.7

### 1.4.4 Blank screen when puddeIM is called

*I do only see a blank screen when I call puddeIM.*

You have to create a menu link to the puddeIM component (when you have upgraded puddeIM check if the menu link is still intact, so that it has the correct Itemid).

If you do not want a visible link in your menu, anyhow you have to create one: create a menu which is not used on your page and create a published link in that menu.

Another problem might be your URL rewriting. When you see URLs like

[http://mydomain.com/option,com\\_uddeim/](http://mydomain.com/option,com_uddeim/)

then you should check if you have changed the .htaccess correctly. A correct SEF URL should look like

[http://mydomain.com/component/option,com\\_uddeim/](http://mydomain.com/component/option,com_uddeim/)

or

<http://mydomain.com/uddeim.html>

### 1.4.5 “Unsupported operand types in router.php” error

*Every time I send a PM in uddeim I get this:*

*"Fatal error: Unsupported operand types in /home/mydomain/includes/router.php on line x"*

Check following:

- Have you created a menu link for puddeIM? puddeIM uses this link to get the correct Itemid.
- When creating a menu item, use type “Component”, not type “Link – URL”.
- Is the link to puddeIM published? If not you will get this error when puddeIM redirects after sending/replying a message. If you do not want this link published, create a new menu which is not displayed and create a published link to puddeIM there.
- Is the menu link still pointing to puddeIM component? After updating a component you need to update the menu link, too.
- Has the link the correct access rights? Usually it should be available for “registered users” only. When you have enabled the “Public Frontend” in puddeIM then you have to set the access rights to “public”.
- Have you trashed a menu link to puddeIM and this link is still in the trashcan? Maybe this link is used for the Itemid.
- Have you created two or more menu links to puddeIM? puddeIM uses the first Itemid that can be found. When puddeIM finds the wrong Itemid (and you need two or more menu links to puddeIM) you can overwrite the Itemid in the admin backend (system tab).



Do not overwrite the Itemid before you know what the exact problem is. This feature has been built in to solve the problem with multiple links only!

#### 1.4.6 “You Are Not Allowed To View This Page” error

When I select uddelM I get a “You Are Not Allowed To View This Page” error.

Check following:

- UddelM required a menu link to the component in order to work. The link can be unpublished but must exist.
- Check if the menu link to uddelM component has the correct access level.
- Open Joomla trash manager. Switch to trashed “menu items”. Check if there are trashed menu items and empty the trash. Clear the Joomla cache if enabled.

#### 1.4.7 “Error 404 – Page not found” when accessing uddelM

When I try to access uddelM I get a 404 error.

The most common reason for that is that the Itemid to access uddelM is wrong.



Please also check following chapters:

1.4.2, 1.4.3, 1.4.4, 1.4.5, 1.4.6

#### 1.4.8 Wired errors after uddelM has been installed

After installing uddelM I have problems with [fill in your problem here].

UddelM component should not interfere with any other component (except another component declares a function that uses the same name which is unlikely). uddelM component behave passive unless it is called (e.g. MooTools used on the uddelM compose message page may interfere with another module, mambot/plugin or template that also loads MooTools).

uddelM modules and mambots/plugins interact with your website. So these components may interfere with other modules, mambots/plugins or templates. To debug problems, first disable all uddelM modules and mambots/plugins and then sequentially enable them step by step until the problems appear again. When you have identified the problem, changing some parameters may solve your problem (e.g. mod\_uddelM uses AJAX requests to get the new message status, if this request interferes with another module you can try to switch off AJAX support in mod\_uddelM).

## 1.5 Deinstallation of uddelM

### 1.5.1 I like to deinstall uddelM completely. How can I do this?

*I like to deinstall uddelM completely in order to make a clean reinstall. How can I do this?*

Deinstall uddelM using the extension manager in Joomla. Then use phpMyAdmin and drop all tables that are prefixed uddelM (plus the standard Joomla prefix), e.g. `jose_uddeim`, `jose_uddeim_userlist` etc.

## 2 Installation (Joomla 1.5+)

---

### 2.1 How to install uddelM on Joomla 1.5+?

*Is there something I have to know when I install uddelM on Joomla 1.5?*

Yes, indeed. Joomla 1.5+ offers an ftp-layer which should make installations easier. Unfortunately this ftp layer does not fix all problems but also introduces new problems.

#### **First alternative (installing uddelM without ftp layer enabled):**

**Joomla was installed without ftp mode enabled:** When your .php files are running under different owner rights (e.g. "wwwrun" and "userid") make sure that you do not have ftp mode enabled in global configuration when you install uddelM. uddelM creates a new configuration file during installation.

**Joomla was installed with ftp mode enabled:** The existing file will be owned by "userid" and the new created configuration file is owned by "wwwrun". So you will get an error message that the configuration file could not be written. You can chmod the file to "0766" so it becomes writeable.

#### **Second alternative (installing uddelM with ftp layer enabled):**

When you install uddelM you may get a warning that the configuration file `config.class.php` is not writeable. Ignore this warning and after the installation has finished use your ftp client to chmod this file, so it is writeable for your web server (when you are unsure about the correct access right, try 0766 for a first start).



uddeIM 1.9+ has some improvements regarding the ftp layer.

When the ftp layer is enabled the configuration file should be writeable when Joomla was also installed with the ftp layer. When you mix ftp layer and non ftp layer installations you may chmod the configuration file to "0766" manually.

### 2.2 What is the ftp layer? Is there something I should know about?

*What is the ftp layer? Is there something I should know about?*

Yes, indeed. Joomla 1.5+ offers an ftp-layer which should make installations easier. Unfortunately this ftp-layer does not fix all problems but also introduces new problems. The following text has been taken from the Joomla documentation, so read it carefully:

At the heart of the issue is file ownership. There are generally two main server users that end up owning your files - the FTP user, and the Apache/PHP user. Obviously, when you upload

files using FTP, the FTP user ends up owning them. Therefore, if you give a file 755 permissions, then ONLY the FTP user can write to that file.

If you install Joomla without the FTP layer, then the files it creates are owned by the Apache/PHP user. If you give the file 755 permissions, then ONLY the Apache/PHP user can write to that file.

Just to emphasize, the fact that these username and passwords happen to be the same has no effect whatsoever on anything. They are different subsystems and are unrelated. It may be convenient, but will not solve your permission issues.

So there are generally two approaches to take:

1. upload all the files via cpanel. This will generally result in all of the files being owned by the Apache/PHP user. Ensure that the root directory that all of your Joomla files are installed in is writable, so that the installer can create the configuration.php file. Then, install Joomla WITHOUT the FTP layer.
2. upload all the files using FTP. This will generally result in all of the files being owned by the FTP user. Make sure that your Joomla! root directory is writable, again, so that the installer can create the configuration.php file. Then install Joomla WITH the FTP layer.

Ensure that your cache folders are owned by the Apache/PHP user, because these files are written by PHP (cache because writing using the PHP user is much faster than via FTP).

If you apply these principles - and choose either the first or the second approach, you should get better results and extension installation should work properly via the admin interface. Mixing the two approaches will cause you no end of grief.

A good way to check that everything is in order is to browse to the Administrator section of your site and browse to Help->System Info from the menu. Click on directory permissions.

If you don't have the FTP layer enabled, it is important that everything show up as Writable. If you do have the FTP layer enabled, then it is important that your two Cache directories show up as writable. It is most likely okay that the rest show up as unwritable, because Joomla can likely write these files using the stored FTP settings.

If you choose to use the FTP layer and you still have trouble, reupload the Joomla 1.5+ package onto your server using your FTP client and the FTP user that you specified in Joomla's global configuration. If your FTP client reports permission problems when trying to do this, contact your host for further assistance.

## 2.3 I have an ownership problem, what can I do?

*I have the ownership problem described in chapter 2.2. I am running my own server. What can I do?*

Your new hosting service is not a "Joomla Friendly." If they don't have `SuExec`, the Joomla scripts (like the install components run and install files and directories owned by "Apache" and they should be made with you, the user account as owner.

HarryB in Joomla Documents best said it: "When looking for a (Joomla) host, ask if they implement `phpsuexec` and `php-cgi`. if they do, that's a good way to go as the ownership/permission issues in this environment will probably be far more manageable than they are when using the Apache php module (`mod_php`)."

The user for your Joomla site should be your user ID. You can't change it or take it away from Apache or the root, so you have to ask your ISP host to change them to your ownership ID.

There are two FAQs available you should read in order to avoid problems:

### 2.3.1 How can you avoid using `chmod 0777` to enable installs?

From:

[http://docs.joomla.org/How\\_can\\_you\\_avoid\\_using\\_chmod\\_0777\\_to\\_enable\\_installs%3F](http://docs.joomla.org/How_can_you_avoid_using_chmod_0777_to_enable_installs%3F)

On a private server with a small, controlled set of users, there is no need to use a `chmod 777` to make the Joomla! folders writable in order to perform installs. You can set the server up so that both Apache and FTP have control of site files.

Directions

1. Edit the Apache `user.conf` file and tell apache to run under the FTP account.
2. `chmod` the entire site to 644 or 744. Apache should be able to run just fine that way.

Optional

1. `chgrp` the entire web space to the FTP group so that only those with FTP access can write to the server.
2. `chmod` the entire web space to 764 or 664 will be possible giving other users write access as well

### 2.3.2 How do you recursively adjust file and directory permissions?

From:

[http://docs.joomla.org/How\\_do\\_you\\_recursively\\_adjust\\_file\\_and\\_directory\\_permissions%3F](http://docs.joomla.org/How_do_you_recursively_adjust_file_and_directory_permissions%3F)

In the Back-end, go to Site → Global Configuration → Server.

Using the UNIX shell:

Note: The `find` command automatically assumes that it should start from the current directory. To be safe, go to your `public_html` directory and specify a path as the first argument. Some shells, such as bash on Apple OS X, must have a path specified in the `find` command.

```
find . -type f -exec chmod 644 {} \;
find . -type d -exec chmod 755 {} \;
chmod 707 images
chmod 707 images/stories
chown apache:apache cache
```

Notes:

1. Test all third party extensions after changing permissions.
2. You may need to reset write permissions to install more extensions.

### 2.3.3 Why can't you install any extensions?

From: [http://docs.joomla.org/Why\\_can%27t\\_you\\_install\\_any\\_extensions%3F](http://docs.joomla.org/Why_can%27t_you_install_any_extensions%3F)

#### 2.3.3.1 PHP Version

If your site is using PHP 5.0.4 this problem will occur. You need to ask your host to upgrade to a newer version of php. Joomla! does not work with PHP 5.0.4, there is no work around.

#### 2.3.3.2 Tmp and session paths

One common problem with remote hosts is that they sometimes move sites to different folders on the host server. In general, this does not cause obvious problems in Joomla!. However, when you install an extension, you need to be able to write to the "tmp" directory.

In this case, you might get the error message: "JFolder::create: Could not create directory" and "Warning! Failed to move file." If you have the Joomla! FTP layer enabled, you might get the message "JFTP::mkdir: Bad response, JFTP::chmod: Bad response, JFTP::store: Bad response, Warning! Failed to move file."

**tmp directory:** An incorrect tmp directory can cause this problem. To check this, look in your configuration.php file for the var \$tmp\_path value and make certain it matches your actual path. This must be writable to Joomla!.

**Session path:** The session.save\_path directive in your php.ini file must be writable. If it reports *save.session\_path: Not Writable* then there is a problem. Look at your php.ini directives and verify the location and the permissions of the session.save\_path value. It must be a valid location and it must be writable for Joomla!. You may require the assistance of your Web host for this, depending on your Web hosting situation.

**php.ini:** You could also check your php.ini file, main file is generally under /etc directory. If you can edit this file, you can set open\_basedir to include the temp directory: *open\_basedir = /tmp*. If you have another path included, as suggested by security settings for Joomla!, you can add additional paths by adding *:/path*. An example: *open\_basedir = /var/www/html:/tmp*.

#### 2.3.3.3 File ownership advice from ianmac

At the heart of the issue is file ownership. There are generally two main server users that end up owning your files - the FTP user, and the Apache/PHP user. Obviously, when you upload files using FTP, the FTP user ends up owning them. Therefore, if you give a file 755 permissions, then ONLY the FTP user can write to that file.

If you install Joomla! without the FTP layer, then the files it creates are owned by the Apache/PHP user. If you give the file 755 permissions, then ONLY the Apache/PHP user can write to that file.

Just to emphasize, the fact that these username and passwords happen to be the same has no effect whatsoever on anything. They are different subsystems and are unrelated. It may be convenient, but will not solve your permission issues.



So there are generally two approaches to take:

1. upload all the files via cpanel. This will generally result in all of the files being owned by the Apache/PHP user. Ensure that the root directory that all of your Joomla! files are installed in is writable, so that the installer can create the configuration.php file. Then, install Joomla! WITHOUT the FTP layer.
2. upload all the files using FTP. This will generally result in all of the files being owned by the FTP user. Make sure that your Joomla! root directory is writable, again, so that the installer can create the configuration.php file. Then install Joomla! WITH the FTP layer.

Ensure that your cache folders are owned by the Apache/PHP user, because these files are written by PHP. (cache because writing using the PHP user is much faster than via FTP.

If you apply these principles - and choose either the first or the second approach, you should get better results and extension installation should work properly via the admin interface. Mixing the two approaches will cause you no end of grief.

A good way to check that everything is in order is to browse to the Administrator section of your site and browse to Help->System Info from the menu. Click on directory permissions.

If you don't have the FTP layer enabled, it is important that everything show up as Writable. If you do have the FTP layer enabled, then it is important that your two Cache directories show up as writable. It is most likely okay that the rest show up as unwritable, because Joomla! can likely write these files using the stored FTP settings.

If you choose to use the FTP layer and you still have trouble, reupload the Joomla! 1.5+ package onto your server using your FTP client and the FTP user that you specified in Joomla!'s global configuration. If your FTP client reports permission problems when trying to do this, contact your host for further assistance.

#### 2.3.3.4 Web hosting advice from HarryB

There are some techniques used by some Web hosts that make this easier for novices. HarryB, longtime community member, has this advice for those of you who are not experts in security issues, and do not wish to invest time in that learning, and are considering finding a Web host environment that will allow you to avoid these scenarios:

*When looking for a host, ask if they implement phpsuexec and php-cgi. if they do, that's a good way to go as the ownership/permission issues in this environment will probably be far more manageable than they are when using the Apache php module (mod\_php).*

## 2.4 Does puddeIM run on Joomla 1.5 native?

*Is puddeIM compatible to Joomla 1.5 native mode?*

puddeIM is compatible to Joomla 1.5 in native and legacy mode (i.e. it does not matter if the "System - Legacy" plugin is enabled or not).

## 2.5 J!1.5 Extention Manager claims that puddeIM modules/plugins are not native

*Joomla 1.5 Extension Manager shows a red X icon under “native compatible” mode. When you go over the X it says “This extension does not function natively with Joomla 1.5. It requires Legacy Mode to be ON. Please contact the extensions author for additional information.” The same happens with a few other modules and/or plugins.*

This is a known flaw in Joomla 1.5. Joomla uses/detects the wrong XML and thinks the module is 1.0 native which is actually wrong. I have reported the bug in August 2008 but the Joomla dev has not reacted up to now:

<http://forum.joomla.org/viewtopic.php?f=231&t=317492>

When you are confused about this you can fix it quite easy (e.g. using Joomla Explorer):

1. Go to the module folder, e.g. /modules/mod\_uddeim/
2. Remove mod\_uddeim.xml
3. Rename mod\_uddeim.j15.xml to mod\_uddeim.xml

That’s all. Now the extension manager does not claim that the module is not Joomla 1.5 compatible. Do the same for all other installed puddeIM modules and plugins.



In puddeIM 1.7+ there is a maintenance function “Compatibility maintenance” that removes and renames the XML files automatically.

**Figure 2.1 – Red crosses in Extension Manager**

7	mod_search	Site	1.0.0	July 2004	Joomla! Project	
8	mod_stats	Site	1.5.0	July 2004	Joomla! Project	
9	mod_uddeim	Site	1.2	2008-07-25	Stephan Slabihoud	
10	mod_uddeim_mailbox	Site	1.2	2008-07-25	Stephan Slabihoud	
11	mod_uddeim_statistics	Site	1.5	2008-10-01	Stephan Slabihoud	
12	mod_whosonline	Site	1.0.0	July 2004	Joomla! Project	

## 2.6 How to migrate from Joomla 1.0 to Joomla 1.5+?

*Is it possible to migrate from Joomla 1.0 to Joomla 1.5+ without losing all PMs?*

Sure, it is. Create a backup of all tables that are prefixed “uddeim\_”. Usually you should have a file \*.SQL which contains the content.

Before restoring the data, please ensure that this file is UTF-8 encoded since Joomla 1.5+ saves everything in that encoding.

You can try to restore the file without doing any modifications first (e.g. when you have puddeIM configured to save messages “obfuscated” or “base64 encoded” there is nothing to

do since everything is in plain ASCII). When you recognize that special characters are missing after restoring, you have to convert the file into UTF-8 first. I used a text editor (like UltraEdit) for that. Restore the converted file and check if the special characters are ok.

Don't forget to configure the used character set in uddeIM admin backend to "UTF-8".

### 3 Installation (Joomla 1.6+)

---



Note:

Joomla 1.6 support is still under development. Since uddelM 1.6 is not stable yet it cannot be guaranteed that the current version of uddelM runs without any problems on that and upcoming Joomla versions.

The current version of uddelM could be installed on Joomla 1.6 alpha and when a link to the component has been created manually PM functionality was available.

#### 3.1 How to install uddelM on Joomla 1.6?

*Is there something I have to know when I install uddelM on Joomla 1.6?*

Please refer to chapter 2 that is also valid for Joomla 1.6 installations. Additional issues for Joomla 1.6 are listed in this chapter.

Currently there is no uddelM installation package for Joomla 1.6 available. A Joomla 1.6 package will be available when Joomla 1.6 becomes stable. Nevertheless all files required to run uddelM on Joomla 1.6 are available, incl. a XML installer file.

If you want to install uddelM on Joomla 1.6 you have to modify the installation package of “com\_uddeim”. Please remove Joomla 1.0 installer “uddeim.xml” and Joomla 1.5 installer uddeim.j15.xml. Then add uddeim.j16.xml from folder \EXTRAS\Joomla 1.6 to the archive. Now you should be able to install uddelM on Joomla 1.6.

## 4 Installation of uddeIM premium plugins (for donators)

---

### 4.1 How to get premium plugins for donators?

*How can I get the premium plugins for donators?*

There are currently two premium plugins available exclusively for donators.

#### Public Frontend plugin (uddeIM 1.6+)

This plugin enables “Public Frontend” functionality. When you enable the Public Frontend unregistered users can send PMs to registered users.

#### RSS Feed plugin (uddeIM 1.6+)

This plugin publishes your inbox using a RSS feed. So you can display PMs in your favorite RSS reader or on your personalized iGoogle page. There is also a iGoogle gadget available which shows the content of the inbox (you can use any RSS gadget you like).

#### SPAM Control Center plugin (uddeIM 1.7+)

This plugin enables the “Report message” feature, so users can report messages (e.g. SPAM) to the Admin. In the backend the Admin can check all reported messages and take appropriate actions.

#### File attachments plugin (uddeIM 1.9+)

This plugin enables file attachments, so users can send small files to each other.

All plugins can be downloaded from my support web site:

<http://www.slabihold.de/software/>

When you are interested in these plugins, please make a donation using the donate buttons in uddeIM admin backend or on my support site. Ensure that your email address is submitted by PayPal, so I can send you your personal username/password. With these user credentials you are able to download the files from my webpage.

**Please check on the website above for the minimum fee required to get the user credentials!**

**Figure 4.1 – Donation buttons in uddeIM admin backend**



The screenshot shows a section of the uddeIM admin backend. At the top, there are two settings: "Use encryption" with a dropdown menu set to "None", and "Key used for obfuscating" with a text input field containing "uddeIMcryptkey". Below these settings, there is a message: "If you like uddeIM and want to support the development please make a small donation." At the bottom, there are two PayPal buttons: "SPENDEN" and "DONATE".

## 4.2 How to install premium plugins for donators?

*I have downloaded the archive. How do I install the premium plugins?*

Extract the downloaded archive and copy the files

Copy these files...	To...	uddelM
<a href="#">rss.php</a>	<a href="#">/components/com_uddeim/</a>	1.6+
<a href="#">pfrontend.php</a>	<a href="#">/components/com_uddeim/</a>	1.6+
<a href="#">attachment.php</a>	<a href="#">/components/com_uddeim/</a>	1.9+
<a href="#">admin.spamcontrol.php</a>	<a href="#">/administrator/components/com_uddeim/</a>	1.7+

When you enter the uddelM admin backend you should find

- a new tab "Public"
- a new option "Enable RSS" in the "System" tab
- a new option "Enable attachments" in the "System" tab
- a new toolbar button "SPAM Control"

The iGoogle gadget is available here:

[http://yoursite/components/com\\_uddeim/uddeim\\_igoogle.xml](http://yoursite/components/com_uddeim/uddeim_igoogle.xml)

The admin can enable a iGoogle button in the user preferences that can be used to install the gadget.

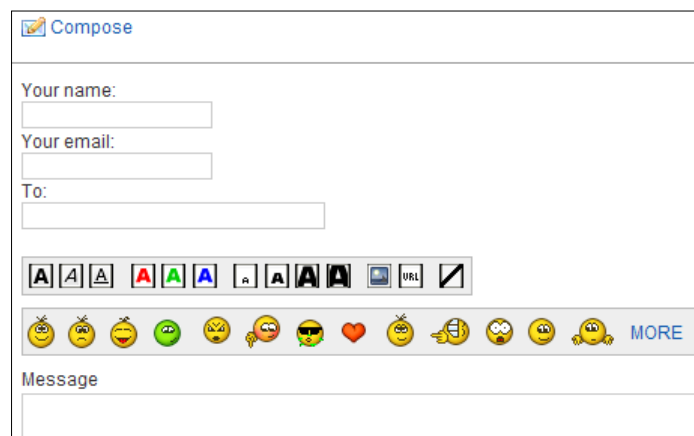
## 4.3 Public Frontend plugin

### 4.3.1 How to get access to the Public Frontend?

*How do I use the "Public Frontend" feature, so unregistered users can send PMs to my registered users?*

See chapter 1.4.1. Create a menu link to the component, but set the access rights to "public" when you publish the link. Do not forget to enable the "Public Frontend" in uddelM.

**Figure 4.2 – Public Frontend**



## 4.4 RSS Message Feed plugin

### 4.4.1 How to get the feed URL to access the mailbox?

*How do I get the feed URL to access my mailbox?*

When the RSS Message Feed feature is enabled in the backend, the user will see the RSS feed URL in the uddelM user preferences.

**Figure 4.3 – RSS Message Feed URL in uddelM user preferences**



#### 4.4.2 Optional Feed parameters

*Are there any optional feed parameters available?*

Yes, there are. Currently there are following parameters available. To use them, add the parameters to the Feed URL.

Parameter	Description
showall=n	n=1: Show all messages n=0: Show new messages (default)
type=n	n=1: Return error codes n=0: Return error messages (default) <u>Error codes:</u> code=0: No messages code=1: No new messages code=2: Access not allowed code=3: Wrong username or password code=4: No object (internal error) code=5: User blocked

#### 4.4.3 How to use RSS Message Feeds in iGoogle?

*I saw that you deliver a special iGoogle gadget. How can I use it on my site?*

Although you can use any RSS reader to display uddeIM message feeds (RSS 0.91) it is very useful to display also feeds on the iGoogle start page.

You can use for this purpose any iGoogle RSS gadget or the enclosed one:

[http://yoursite/components/com\\_uddeim/uddeim\\_igoogle.xml](http://yoursite/components/com_uddeim/uddeim_igoogle.xml)

One advantage of `uddeim_igoogle.xml` is that it shows new messages and all messages in separate tabulators without adding additional feed URLs.

To use it, upload `uddeim_igoogle.xml` to the root folder of your homepage and use the following code to promote it (you can change the picture of course):

```
<a href="http://fusion.google.com/add?
source=atgs&feedurl=http%3A//www.yoursite.com/uddeim.xml">
</a>
```

or

```
<a href="http://fusion.google.com/ig/add?
synd=open&source=ggyp&moduleurl=http://yoursite/components/
```



```
com_uddeim/uddeim_igoogle.xml">
</a>
```

When installed on the iGoogle start page the user has to enter his personalized feed URL in the gadget preferences.



1. Do not append `showall=n` and `type=n` parameters to the personalized feed URL. These parameters are added automatically by the iGoogle gadget.
2. When the user has installed the iGoogle gadget he may see an “Invalid feed URL” error first. After entering the correct URL in the preferences this error will not disappear immediately since RSS data is cached by Google. It should start working after a few minutes when Google rereads the RSS data.



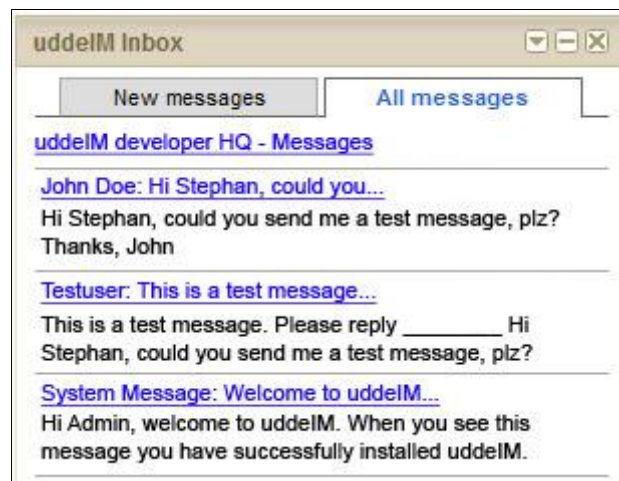
Joomla 1.5.14 added a new rewrite block to the `.htaccess` file which denies access to XML files globally for your whole site.

When you uncomment following lines

```
## Deny access to extension xml files (uncomment out to
activate)
#<Files ~ "\.xml$">
#Order allow,deny
#Deny from all
#Satisfy all
#</Files>
## End of deny access to extension xml files
```

iGoogle is not longer able to read `uddeim_igoogle.xml` from your server.  
Better is to block XML files for `/administrator/components/` and `/components/` folders only!

**Figure 4.4 – iGoogle gadget**



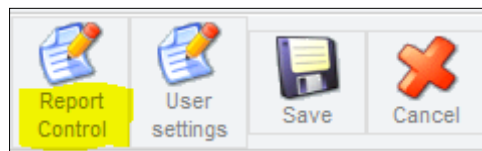
## 4.5 Message Control Center plugin

### 4.5.1 How to get access the Message Control Center?

*How do I call the "Message Control Center" feature?*

There is a new button in the toolbar. This is used to enter the Control Center. Don't forget to enable the "Report message link" in Message tab, so users can report messages.

**Figure 4.5 – Message Control Center Button**



**Figure 4.6 – Enable "Report message link"**



### 4.5.2 What actions are available in the Message Control Center?

*What actions are available in the Message Control Center?*

In the Message Control Center you see a list of all reported messages. When the message has not been encrypted you can also read the message text, so you can control if the message is e.g. SPAM.

Following actions are available:

Remove: Remove the report from the list, the message will not be touched.

Delete: Remove the report from the list and delete the message from the database.



Encrypted messages cannot be displayed!

## 4.6 File attachments plugin

### 4.6.1 Installation issues

*How do I install the "File attachments" plugin? Are there any important issues?*

Yes, there are:

1. When you install uddelM the first time, the installer creates the required folder `/images/uddeimfiles` automatically and also the two additional files `index.html` and `.htaccess`.

The file `index.html` prevents a web server to display the content of the directory ("file index"), the `.htaccess` file denies direct access to all content in that folder.

When your server allows changing the Indexes option, you can also add `Options -Indexes` to the `.htaccess` file.

2. When you upgrade uddelM you have to create the folder and the content manually. Create a folder `/images/uddeimfiles` and set the access rights that Joomla can access it. When you are unsure use `0777` (usually `0766` should be fine).

To ensure that people do not access this directory directly, you should create following files (you will also find these files in the "SUPPORT" folder in the premium plugin package):

index.html

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01
Transitional//EN">

<html><head></head><body></body></html>
```

.htaccess

```
# Having a .htaccess prevents users from directly
# accessing the files in your /images/uddeimfiles folder
#
deny from all
```

Since uddelM uses temporary names for file attachments stored in the file system, both files are not explicitly required when the directory is not displayed by default (`Options +Indexes`).



To improve security you can add "Options -Indexes" to the ".htaccess" file (when your server allows doing this).

#### 4.6.2 How to enable File attachments?

*How do I enable the "File attachments" feature, so users can send file attachments with their PMs?*

You have to enable the file attachment feature in the System tab. Please configure the maximum file size allowed (note that there is also an implicit PHP limitation) and the number of files allowed per message (see Figure 4.7 and Figure 4.8).

Files are not purged automatically when a message is deleted (for performance reasons). You can do this manually (recommended), when an admin visits his inbox (recommended on small sites) or whenever a user visits is inbox (not recommended).

**Figure 4.7 – File attachments configuration in backend**

<b>Enable file attachments</b>	<input checked="" type="radio"/> yes <input type="radio"/> no
<b>Show attachment icons</b>	<input checked="" type="radio"/> yes <input type="radio"/> no
<b>Allowed groups</b>	<input type="checkbox"/> Registered <input type="checkbox"/> Author <input type="checkbox"/> Editor <input type="checkbox"/> Publisher <input type="checkbox"/> Manager <input checked="" type="checkbox"/> Administrator <input checked="" type="checkbox"/> Super Administrator
<b>Max. file size</b>	<input type="text" value="16384"/>
<b>Max. attachments</b>	<input type="text" value="2"/> ▼
<b>File deletions invoked</b>	<input type="text" value="by admins only"/> ▼

**Figure 4.8 – File attachments in the frontend**

[MORE](#)

Message

2500 characters left

Attachments (max. 16384 bytes per file):

☐ trash message  
 ☐ copy to me  
 ☒ Add CC: line  
 ☐ Notify with message



## 5 uddeIM modules and mambots/plugins

---

### 5.1 General problems

#### 5.1.1 The module border is different from all other modules

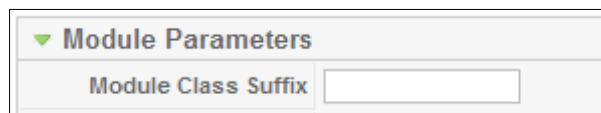
*My Joomla template wraps all modules in rounded boxes. Unfortunately this is not working with uddeIM modules.*

You have to configure the “Module Class Suffix” in the module options. Usually uddeIM modules use CSS class “module” for styling. When you template e.g. uses CSS class “module\_menu” you have to enter “\_menu” here.

**Figure 5.1 – uddeIM Notifier with and without “Module Class Suffix” set**



**Figure 5.2 – Module Class Suffix” parameter**



#### 5.1.2 Fatal error: Cannot redeclare moduddemailboxtime() (previously declared in XY)

*I am getting an error when I publish the mail module in some positions.*

*Fatal error: Cannot redeclare moduddemailboxtime() (previously declared in /home/mydomain/modules/mod\_uddeim\_mailbox/mod\_uddeim\_mailbox.php:213) in /home/mydomain/modules/mod\_uddeim\_mailbox/mod\_uddeim\_mailbox.php on line 217*

It is not possible to use the same uddeIM module twice.

### 5.2 MODULE: mod\_uddeIM (aka “uddeIM Notifier Module”)

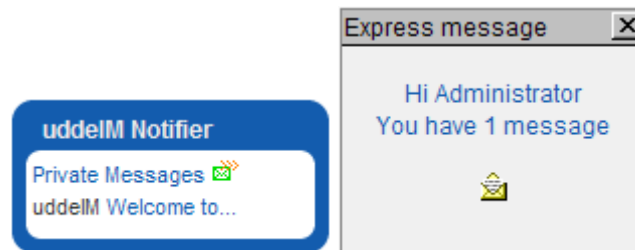
#### 5.2.1 What is the purpose of mod\_uddeim?

*What is the purpose of mod\_uddeim?*

This is a message notifier module. Install this module with the module installer. The module

- shows a box with new messages (optional), and
- provides popup notifications (optional).

**Figure 5.3 – uddeIM Notifier (left), Floating Box Notification (right)**



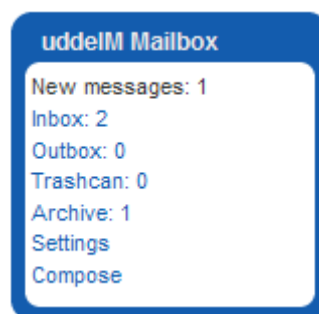
## 5.3 MODULE: mod\_uddeIM\_mailbox (aka “uddeIM Mailbox module”)

### 5.3.1 What is the purpose of mod\_uddeim\_mailbox?

*What is the purpose of mod\_uddeim\_mailbox?*

This is a mailbox module for uddeIM. Install this module with the module installer. The module shows some statistics and links to the inbox, outbox, trashcan, archive, settings, and compose form.

**Figure 5.4 – uddeIM Mailbox**



- This module does several database queries. Do not install when you have performance problems on your server.
- Even when you have installed this module you still have to create a published menu link to the uddeIM component (refer to the FAQ how to create a “hidden” menu link).

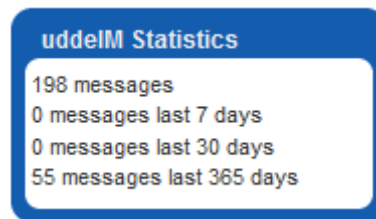
## 5.4 MODULE: mod\_uddeIM\_statistics (aka “uddeIM Statistics module”)

### 5.4.1 What is the purpose of mod\_uddeim\_statistics?

*What is the purpose of mod\_uddeim\_statistics?*

This is a statistics module for uddelM. Install this module with the module installer. The module shows some statistics about sent PMs.

**Figure 5.5 – uddelM Statistics**



This module does several database queries. Do not install when you have performance problems on your server.

### 5.4.2 How are the statistics calculated?

*How are the statistics calculated? It seems that the values are not 100% accurate?*

uddeIM does not count the number of messages because this would require additional database fields and would cause additional database load. So uddelM statistics module and the statistics in uddelM backend do following calculations:

- **Message stored**  
This counts the currently stored database entries.
- **Messages trashed by recipient / Messages trashed by sender**  
All messages carry a trashed by sender and trashed by recipient flag. The database entries having these flags set are counted.
- **Messages on hold**  
Messages having the sender trashed and recipient trashed flag set are counted.
- **Number of messages**  
This returns the highest message index number. Usually MySql starts with 0 and increments this counter by 1 for each message.
- **Message in X days**  
This is done a little bit tricky: First it gets the current time, subtracts X days and queries the message date with the lowest date which is higher than the calculated one. Then it uses the queried date to get the lowest message index with the queried



date. The number of written messages is the difference between the maximum message id and the lowest message index incremented by one.

## 5.5 PLUGIN: plug\_uddeim\_pms\_contentlink (aka “uddeIM PMS Content Link plugin”)

### 5.5.1 What is the purpose of plug\_uddeim\_pms\_contentlink?

*What is the purpose of plug\_uddeim\_pms\_contentlink?*

This content mambot/plugin creates a link which allows composing a message to a certain user. This is a mambot/plugin for uddeIM. Install this mambot/plugin with the plugin installer.

### 5.5.2 How do I use uddeIM PMS Content Link?

*How do I use uddeIM PMS Content Link?*

When you have enabled uddeIM PMS Content Link you can use following placeholders in your articles:

Compose a message to user with Id 123:

```
{pmslink:id=123}
```

Compose a message to user with realname “John Doe”:

```
{pmslink:realname=John Doe}
```

Compose a message to user with username “flubber”:

```
{pmslink:username=flubber}
```

Optionally you can enter a text which is displayed instead of the icon:

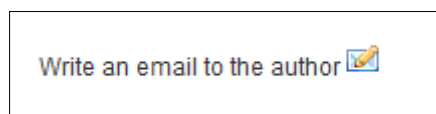
```
{pmslink:realname=John Doe,Send John Doe a message}
```

#### Example:

Write an email to the author {pmslink:username=flubber}

creates the output shown in Figure 5.6.

**Figure 5.6 – uddeIM PMS Content Link**



## 5.6 PLUGIN: plug\_uddeIM\_pms\_searchbot (aka “uddeIM PMS Searchbot plugin”)

### 5.6.1 What is the purpose of plug\_uddeim\_pms\_searchbot?

*What is the purpose of plug\_uddeim\_pms\_searchbot?*

This search mambot/plugin integrates uddeIM into Joomla search. When enabled Joomla also searches your inbox. It checks the sender's name and the message text (see note).



It does not search inside obfuscated, encrypted or encoded messages!

### 5.6.2 How do I use uddeIM PMS Searchbot?

*How do I use uddeIM PMS Searchbot?*

When you have enabled uddeIM PMS Searchbot, Joomla Search also looks inside your inbox.

## 6 Errors and Warnings

---

### 6.1 SQL errors

#### 6.1.1 “Unknown column 'xxxxx' in 'field list'” error (SQL error 1054)

*I get the following error:*

*SQL errorDB function failed with error number 1054*

*Unknown column 'public' in 'field list' SQL=UPDATE jos\_uddeim\_emn SET public=1 WHERE userid=xx*

*or*

*Unknown column 'flagged' in 'field list' SQL=UPDATE jos\_uddeim SET flagged=1 WHERE toid=xx AND id=yy*

You have upgraded uddelM. Please refer to the README how to create/update the missing database fields and tables.

#### 6.1.2 “Unknown column in where clause” error (SQL error 1054)

*I get an*

*Unknown column 'index.php?option=com\_uddeim' in 'where clause' in .../includes/database.php on line 293*

*How do I solve this?*

The error is not coming from uddelM but from a 3rd party component that tries to find an itemid for uddelM. Create a menu link for uddelM (it can be unpublished) and the error should be gone.

#### 6.1.3 “DB function failed with error number 2006” error (SQL error 2006)

*I tried installing uddelM on my Joomla system, and while all plugins and other parts of the system where no problem installing, the main component didn't want to install and gave me the following error message:*

*JInstaller::install: SQL fout. DB function failed with error number 2006*

*MySQL server has gone away SQL=CREATE TABLE IF NOT EXISTS `jos\_uddeim` [...]*

The most common reason for the MySQL server has gone away error:

- Is that the server timed out and closed the connection. By default, the server closes the connection after 8 hours or 28800 seconds if nothing has happened. You can

change the time limit by setting the `wait_timeout` variable when you start MySQLd via your server's `/etc/my.cnf` as well.

- Another common reason to receive the MySQL server has gone away error is because you have issued a “close” on your MySQL connection and then tried to run a query on the closed connection. You can check that the MySQL hasn't died by executing `MySQLadmin version` and examining the uptime, i.e. to check MySQL uptime, in shell as root user type:

```
MySQLadmin -u root -p version
```

- You can also get these errors if you send a query to the server that is incorrect or too large. If MySQLd gets a packet that is too large or out of order, it assumes that something has gone wrong with the client and closes the connection. If you need big queries (for example, if you are working with big BLOB columns), you can increase the query limit by starting MySQLd with the `-O max_allowed_packet=#` option (default 1M) or via `max_allowed_packet` variable in your `/etc/my.cnf` file and restarting MySQL after you edited your `/etc/my.cnf` file. The extra memory is allocated on demand, so MySQLd will use more memory only when you issue a big query or when MySQLd must return a big result row

#### 6.1.4 “You have not updated your database! Please refer to the README...” error

*After updating there is following error displayed in uddeIM admin interface:*

*Important: You have not updated your database! Please refer to the README how to update uddeIM correctly!*

You have not read the README file carefully that have been provided with uddeIM. Please check the README file and also Chapter 1.3 with its subchapters.

## 6.2 uddeIM errors

### 6.2.1 "There is no user with this username!" error when a message is sent

See chapter 13.3 “Joomfish”.

## 6.3 Other errors and problems

### 6.3.1 Javascript is displayed under the “To” field

*uddeIM shows*

```
"); uddeimWindow.document.close(); uddeimWindow.focus(); } -->
```

*under the "To:" line.*

**Figure 6.1 – Javascript displayed under the “To:” line**



You are using a plugin/mambot which modifies html code from your site. Unfortunately there are some components/modules/plugins on the market which do not parse the code correctly and modify uddelM code.

Known components/modules/plugins are:

- com\_clickheat from <http://recly.com>
- yvBBCode plugin from <http://yurivolkov.com>
- Rokbox plugin for Rocket template from <http://rocketwerx.com>
- Woopra plugin from <http://rocketwerx.com>

Remove or disable these components/modules/plugins and the bug is gone.

### 6.3.2 Javascript is displayed in the format menu

*uddeIM shows Javascript in the format menu:*

**Figure 6.2 – Javascript displayed in format menu**



You are using a plugin which modifies html code from your site. Unfortunately there are some components/modules/plugins on the market which do not parse the code correctly and modify uddeIM code.

Known components/modules/plugins are:

- com\_clickheat from <http://recly.com>
- yvBBCode plugin from <http://yurivolkov.com>
- Rokbox plugin for Rocket template from <http://rocketwerx.com>
- Woopra plugin from <http://rocketwerx.com>

Remove or disable these components/modules/plugins and the bug is gone.



A workaround is to replace all “[“ and “]” in the language file used in BBcodes with “&#91;” for “[“ and “&#93;” for “]”. As an example replace all “[u]” with “&#91;u&#93;”.

Nevertheless this is a workaround to allow the usage of these broken plugins with uddeIM. I will not provide modified language files for that case since no plugin should modify any text in e.g. a title property. Other extensions might also be affected so the better way is to fix these broken plugins that they will not modify text used in tag properties.

### 6.3.3 "Delete" buttons in inbox, outbox and archive do not work

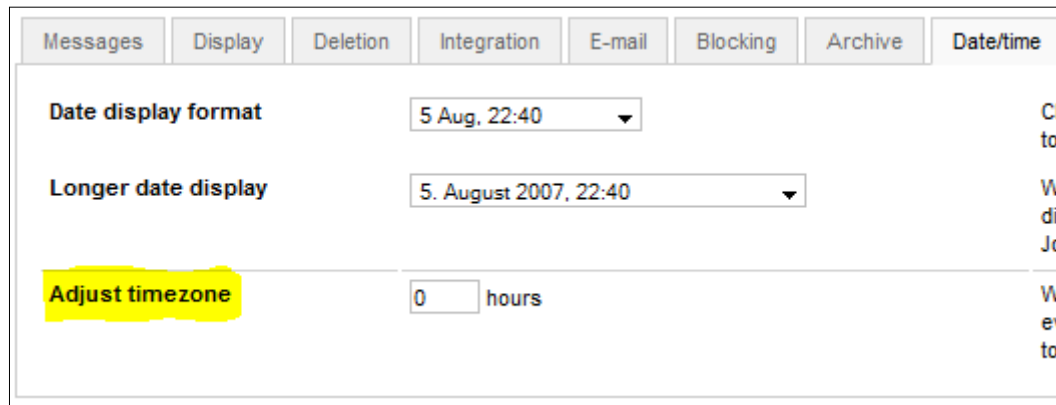
See chapter 13.8 “IE PNG Fix”.

### 6.3.4 uddelM shows the wrong time

*uddelM shows the wrong time in messages and message lists. How can I fix this?*

In the backend you can adjust the timezone (tab date/time).

**Figure 6.3 – Adjust timezone**



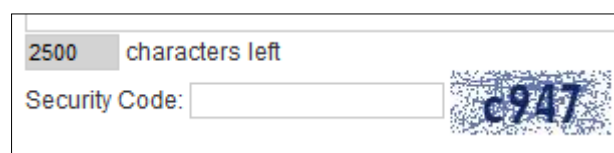
The screenshot shows the 'Date/time' configuration tab in the uddelM backend. It contains three settings: 'Date display format' set to '5 Aug, 22:40', 'Longer date display' set to '5. August 2007, 22:40', and 'Adjust timezone' set to '0 hours'. The 'Adjust timezone' label and its input field are highlighted with a yellow background.

### 6.3.5 uddelM does not show CAPTCHAs

*I have enabled Captcha protection on my system but uddelM does not display any picture.*

Your server should have GD library installed (<http://www.libgd.org>). Without this (common) graphics library Captchas cannot be rendered.

**Figure 6.4 – uddelM Captcha**



The screenshot shows a captcha interface. At the top, it says '2500 characters left'. Below that is a 'Security Code:' label followed by an empty input field. To the right of the input field is a captcha image displaying the code 'c947'.

### 6.3.6 Performance problems

*I have installed uddelM on my Community Site with 10.000 users and now my server seems to be much slower.*

When you install a PMS component you should have in mind that each user that visits your site creates server load respectively database load. Without PMS component a registered user visits your sites maybe once or twice a day, with PMS component some users will visit your site regularly (several times a day) in order to check their PM or to write other users. This creates lots of database load and is the number one why your site becomes slower.

Additionally uddelM does also create some database load. Not very much but on big communities sites this might be noticeable. So when your server is very weak you should not

enable all features uddelM provides on order to save some server load. Features which require additional SQL requests when enabled are:

Tab	Option	Remark
<b>Blocking</b>	Enable blocking system	... requires a few checks if a user or group is blocked.
<b>Public</b>	Enable public frontend	... creates additional server load when public user write PMs.
	Use autocomplete	... creates database queries for each character typed in the recipient field when a message is composed.
<b>Display</b>	Use autocomplete	... creates database queries for each character typed in the recipient field when a message is composed.
	Behavior of "All users" link	... should not be set to "Always show all users" on large sites since this requests a list of all users whenever the compose message dialog is displayed.
	Show counters	... should be set to "No" since counters require four additional database query each time the menu bar is drawn.
	Enable sorting	... should be set to 'No' since additional sort operations create lots of database load.
	Enable filtering	... should be set to 'No' since additional filter operations create lots of database load.
<b>Deletion</b>	Restrict trashcan access	... set at least to "Special users" or "Admins".
<b>Integration</b>	Show thumbnails in lists	... creates for each entry in the list one additional database request in order to get the filename for the avatar.
<b>System</b>	Deletions invoked	... set to "by Admins only". Otherwise each user who visits his inbox creates server load for purging old messages.
	File deletions invoked	... set to "by Admins only". Otherwise each user who visits his inbox creates server load for purging old file attachments.



## 7 Community Builder

---

### 7.1 Using puddeIM modules and plugins with CB 1.0

*Can I use the puddeIM modules and plugins with CB 1.0?*

Don't know. You should contact *beat* or *nant* according backward compatibility of these modules. Backup the old files and give it a try. Nevertheless I strongly recommend to update to CB 1.1.

### 7.2 Enabling Message notifications

*I can send messages etc. but I am not notified about new messages.*

You have to configure "cblogin" module (use the patched one when popups are required) or use "mod\_uddeim" module for notifications.

### 7.3 Display a Tab in CB profiles

*I've been trying to get a tab to show up in user profiles in CB.*

*In the CB plugin manager I've published PMS puddeIM and unpublished PMS MyPMS and Pro. PMS puddeIM access is set to public.*

*In the CB Tab Manager PMS MyPMS and Pro is unpublished. PMS puddeIM is published, position is set to Main Area, type is set to Tab, and access is set to Everybody.*

*UddeIM itself seems to work just fine, when I link to the main component. I just can't get a tab to show up in my user profile.*

*What am I missing?*

You cannot use the "Quick Message" tab (plug\_pms\_uddeim) for public messages. This is an important security feature since the "Quick Message" tab does not provide any anti spam features. Please set the plugin to registered users only, since the boxes do only appear for registered users.

You can use the public frontend feature of puddeIM when you want public users to contact registered users.

## 7.4 “Message from your profile” message

Why does `plug_pms_uddeim` add the “Message from your profile” to some PM?

puddelM does not add this message. When you send a message from a user’s profile (Quick Message Box) CB adds this line (it is part of the CB language file `_UE_PM_PROFILEMSG`).

## 7.5 Adding a link to puddeIM to the users’ profiles

How can I add a “Send Private Message” link to the users’ profiles?

There are two possibilities:

- You can use `cb_plug_pms_uddeim_profilelink` (see section 7.11),
- You can use field substitution in Community Builder.

To use field substitution, create a delimiter field with following description (see Figure 7.1):

```
<a href="index.php?option=com_uddeim&task=new&recip=[user_id]">
PM this user</a>
```

Then configure the settings as shown in Figure 7.2 to get the result shown in Figure 7.3.

**Figure 7.1 – Field substitution**

Type:	Fields delimiter
Tab:	User Status
Name:	cb_sendpm
Title:	Send PM
Description/"i" field-tip: text or HTML:	
<div>[show/hide]</div> <pre>&lt;a href="http://stepbystep.slabihoud.de/index.php?option=com_uddeim&amp;task=new&amp;recip=[user_id]"&gt;PM this user&lt;/a&gt;</pre>	

**Figure 7.2 – Field substitution (settings)**

Required?:	No ▾
Show on Profile?:	Yes: on 1 Line ▾
Display field title in Profile?:	Yes ▾
Searchable in users-lists?:	No
User Read Only?:	Yes ▾
Show at Registration?:	No ▾
Published:	Yes ▾
Size:	0

**Figure 7.3 – Field substitution (user status tab in profile)**

Hits:	3
Online Status:	🟢 ONLINE
Member Since:	3 years ago
Last Online:	9 seconds ago
Last Updated:	12 months ago
Connections:	2
Send PM:	PM this user

## 7.6 Text “\_UE\_PMSLINK” is displayed in a user’s profile

*When I view a user's profile, I see the text: `_UE_PMSLINK` just above the Send Private Message link*

Go to CB tab manager, find this tab and rename it (Components → Community Builder → Tab Management).

## 7.7 Text “\_UE\_TABINBOX” is displayed in a user’s profile

*When I view a user's profile, I see the text: `_UE_TABINBOX` just above the Inbox.*

Go to CB tab manager, find this tab and rename it (Components → Community Builder → Tab Management).

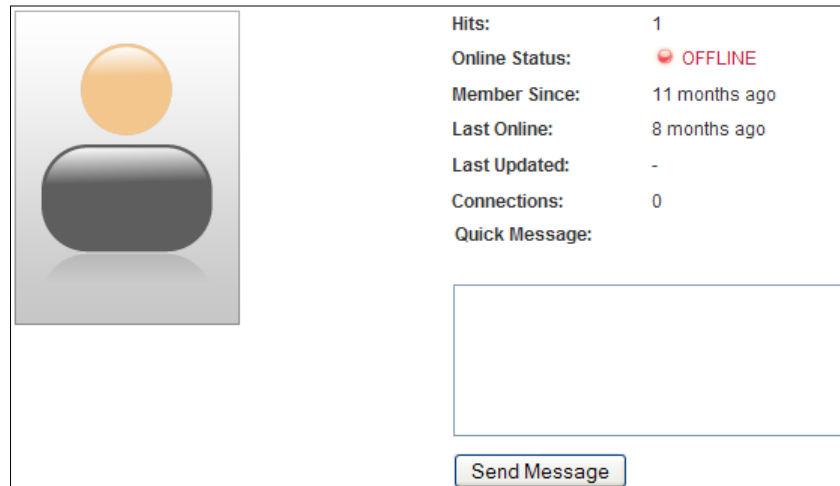
## 7.8 PLUGIN: `cb_plug_pms_uddeim` (aka “uddeIM CB PMS plugin”)

### 7.8.1 What is the purpose of `cb_plug_pms_uddeim`?

*What is the purpose of `cb_plug_pms_uddeim`?*

This plugin for the Community Builder allows sending a "Quick message" from a user's profile. Install this with the CB plugin installer (not the Joomla plugin/mambot installer). You have also to publish and configure a tab in CB.

**Figure 7.4 – uddeIM CB PMS plugin**



### 7.8.2 Difference between `cb_plug_pms_uddeim` and `plug_pms_mypmspro`?

*What is the difference between `cb_plug_pms_uddeim` and `plug_pms_mypmspro`?*

`plug_pms_mypmspro` is delivered with CB and supports several PMS. It supports the basic functionality of uddeIM but ignores message obfuscating and a few other uddeIM features.

Note that even `cb_plug_pms_uddeim` currently does not recognize the timedelay and captcha settings in uddeIM. So do only use the "Quick message" feature when you do not need captcha or timedelay protection.

`cb_plug_pms_uddeim` is the uddeIM-only (extended) version of `plug_pms_mypmspro`.

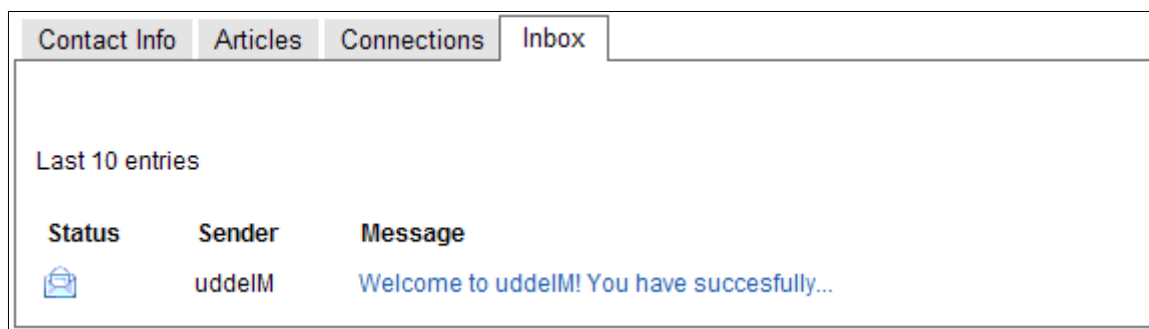
## 7.9 PLUGIN: `cb_plug_pms_uddeim_inbox` (aka "uddeIM CB Inbox plugin")

### 7.9.1 What is the purpose of `cb_plug_pms_uddeim_inbox`?

*What is the purpose of `cb_plug_pms_uddeim_inbox`?*

Originally it was a demonstration how to write uddeIM related plugins for CB. Since several people seem to like it, it is now part of the distribution.

It shows the content of the inbox in a profile tab. Install this with the plugin installer in CB and you have also to publish and configure a tab in CB.

**Figure 7.5 – uddelM CB Inbox plugin**


## 7.10 PLUGIN: `cb_plug_pms_uddeim_blocking` (aka “uddelM CB Blocking plugin”)

### 7.10.1 What is the purpose of `cb_plug_pms_uddeim_blocking`?

*What is the purpose of `cb_plug_pms_uddeim_blocking`?*

This plugin adds a "Blocking" tab so you can block and unblock users quite easy.

Note that the same functionality is already implemented in the uddelM main component (to block a user open a message and choose “block user”, to unblock users open the user settings and choose the users you want to unblock).


**Figure 7.6 – uddelM CB Blocking plugin**


## 7.11 PLUGIN: `cb_plug_pms_uddeim_profilelink` (aka “uddelM CB Profile Link plugin”)

### 7.11.1 What is the purpose of `cb_plug_pms_uddeim_profilelink`?

*What is the purpose of `cb_plug_pms_uddeim_profilelink`?*

This plugin adds a simple link that points to the uddelM compose page to the users' profile page. You may also use CB's field substitution feature for that (see section 7.5 “Adding a link to uddelM to the users’ profiles”).

**Figure 7.7 – uddeIM CB Profile Link plugin**


CB uddeIM Profilelink Plugin  
Send Private Message

## 7.12 HACK: Block profile when user is blocked in uddeIM

*I have blocked a user in uddeIM, so he can not send me any private message. Can I also block my profile?*

Yes, that's possible but requires a hack. You have to modify

`/components/com_comprofiler/comprofiler.html.php`

Before the line containing:

```
if ( $showProfile == 1 ) {
```

add following code:

```
// BLOCKING-HACK
if ( defined( 'JPATH_ADMINISTRATOR' ) ) {
    $user =&JFactory::getUser();
    $myid = $user->id;
    $db =&JFactory::getDBO();
} else {
    global $my, $database;
    $myid = $my->id;
    $db = $database;
}
if ($myid) {
    $db->setQuery("SELECT COUNT(id) FROM `#__uddeim_blocks` WHERE
                  blocker=".(int)$user->id." AND blocked=".(int)$my->id);
    $is_blocked = (int)$db->loadResult();
    if ($is_blocked) {
        echo '<fieldset><legend>Ignore</legend>
              <label for="description">The user has blocked his profile, so
              you cannot access it</label><br /><br /></fieldset>';
        $showProfile = 0;
    }
}
```

## 8 Community Builder Enhanced

### 8.1 Integrating uddelM in CBE

*How can I integrate uddelM in CBE? I have CBE and uddelM installed. In CBE uddelM is set up as PMS system. When I click on the envelope in the login box nothing happens.*

You have to create a menu link to the uddelM component, which can be "unpublished". In CBE select "PM Notification: uddelM 0.4 or higher".

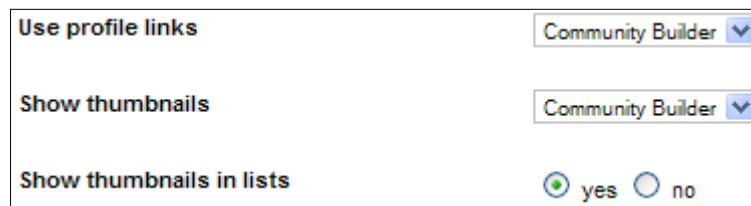
### 8.2 How to enable CBE integration in uddelM?

*How can I enable CBE integration in uddelM?*

There are two versions of CBE available. The older version uses #\_\_comprofiler tables while the newer one uses #\_\_cbe tables.

When using the older CBE you can enable "Community Builder" in the Integration tab for links and thumbnails. When you have the newer version installed the drop down lists should show "CB Enhanced" which is the correct setting.

**Figure 8.1 – Community Builder (Enhanced) options**



Use profile links	Community Builder ▼
Show thumbnails	Community Builder ▼
Show thumbnails in lists	<input checked="" type="radio"/> yes <input type="radio"/> no

### 8.3 Do the CB plugins also work with CBE?

*Is it possible to install the CB plugins that come with uddelM on CBE?*

No. Currently the plugins do not work with CBE. Since I do not use CBE I have no idea how to make them compatible with CBE.

To put the component itself in a tab you have to use following enhanced parameters:

```
profile=1
tabtype=3
enhancedname=uddeim
```

## 9 Importing PMS data

---

### 9.1 Importing messages from other PM systems

*Is it possible to import messages from PMS xy?*

uddeIM can import messages from following PMS:

PMS	Developer
myPMS OS 2.x	Danial Taherzadeh
myPMS II 2.x	Danial Taherzadeh
myPMS Pro 1.x	Danial Taherzadeh
myPMS Enhanced 1.x	Stefan Klingner
myPMS Enhanced 2.x	Stefan Klingner
JIM 1.x	Laurent Belloeil
JIM Reloaded 1.x	Edi Goetschel
Archaic Binary Private Messages 1.x	Wayne Smith
JAM - Joomla Advanced Message 1.x	Cas de Vroom
Clexus 2.x	Clexus New Media
Missus 1.x	Barbara Irene Meclazcke
Primezilla 1.x	Achim Fischer

### 9.2 Reimport messages from other PM system

*I have already imported messages from another PM system. Now I have to call the importer again, but uddeIM tells me that messages have already been imported and does not longer show the "Import" link.*

Open `config.class.php` and change `$pmsimportdone` to 0. After this change uddeIM allows to call the importer again.



### 9.3 Importing of messages dies (uddeIM <1.6)

*I am moving from another PMS to uddelM 1.3. All has gone well until I tried to import approx. 22,000 messages. Sometimes I receive a 500 server error. Sometimes the "wait for import" page appears, but no import occurs.*

It seems that the script dies (don't know how long it takes to import 22k messages but I am pretty sure that it will exceed the 30secs most provider allow a PHP script to run).

Another problem might be that PHP has not enough working memory. UddelM reads all messages at once (22k x 2kb per message = > 44mb memory). So it is also required to increase the working memory.

When you cannot change these values there is a way to import the messages but this requires some script modifications (the following uses JIM as example, see `admin.uddeim.php`):

```
$sql="SELECT id, whofrom, username AS whoto, date, message,
subject, outbox, readstate FROM #__jim";
```

change this to

```
$sql="SELECT id, whofrom, username AS whoto, date, message,
subject, outbox, readstate FROM #__jim WHERE id>=0 AND
id<5000";
```

then execute the import.

Change the WHERE clause to 5000 and 10000 and import again, change to 10000 and 15000 and... Not very convenient but it works.

### 9.4 Importing of messages dies (uddeIM 1.6+)

*I am moving from another PMS to uddelM 1.6. All has gone well until I tried to import approx. 22,000 messages. Sometimes I receive a 500 server error. Sometimes the "wait for import" page appears, but no import occurs.*

It seems that the script dies (don't know how long it takes to import 22k messages but I am pretty sure that it will exceed the 30secs most provider allow a PHP script to run).

Another problem might be that PHP has not enough working memory. UddelM reads all messages at once (22k x 2kb per message = > 44mb memory). So it is also required to increase the working memory.

uddeIM 1.6 allows to import messages in parts of 5000 pcs. Just click on the part you want to import. When the script still dies, open `admin.uddeim.php` and search for `$count=5000`. Use a smaller value, e.g. 2500, and try again. Note that uddelM shows twice as much parts to import now.

## 10 Configuring uddelM

uddelM offers lots of settings so the administrator can setup uddelM according to his requirements. Unfortunately more settings also mean more questions so you can find some common questions and answers in this section.

### 10.1 General questions

#### 10.1.1 “System - Used charset”: What character sets are supported?

*What character sets are supported by uddelM?*

The available character sets are limited due to PHP’s “htmlentities” function. You can enter following character set codes:

ISO-8859-1, ISO-8859-15, UTF-8, cp866, cp1251, cp1252, KOI8-R, BIG5, GB2312, BIG5-HKSCS, Shift\_JIS, EUC-JP

**Figure 10.1 – System - Used charset**

Used charset	UTF-8
Used mail charset	UTF-8
Language file character set	UTF-8 ▼

#### 10.1.2 “Maintenance – Database maintenance”: Does DB maintenance check the DB structure?

*Does the DB maintenance check the DB structure?*

No. The database structure is currently not checked and missing fields are not created. When you upgrade uddelM you have to create new database manually as described in the README file.

When a user is purged from the database his messages are usually kept in the database. The database maintenance checks if it is necessary to trash orphaned messages. It also checks the database for a few errors which will be corrected.

**Figure 10.2 – Maintenance - Database maintenance**

Database maintenance	<a href="#">CHECK REPAIR</a>
----------------------	------------------------------

### 10.1.3 “Create settings”: There is no any effect for "Create settings" button?

*When I press “Create settings” there seems to be no effect?*

You have to select a user first then press “Create Settings”. This button creates an entry in the `jose_uddeim_emn` table for the selected user(s) which stores the user settings for each user. As long as no entry exists you are not able to change anything in the user settings backend (the buttons and icons are not selectable).

To remove user settings you can select a user and press “Remove Settings”. When this user visits his inbox the settings are recreated with the default values you have configured in the backend.

### 10.1.4 How can I change the language in uddelM?

*How can I change the language in uddelM 1.6? In the configuration panel I do not see any language selection?*

uddeIM uses the same language that Joomla uses. So when Joomla uses `germani.php`, uddelM also looks for a file named `germani.php` in uddelM language folders:

`/administrator/component/language/` for ISO and

`/administrator/component/language.utf8/` for UTF-8.

## 10.2 Popup notifications

### 10.2.1 Which uddelM modules provide popup notifications?

*Which uddelM module provides provide popup notifications?*

`mod_uddeim` contains the code for popup notifications.

When you do not want any display output (only use popup support), switch off the module title and the module output in the preferences.

**Figure 10.3 – Maintenance - Database maintenance**

The screenshot displays the Joomla! Maintenance - Database maintenance interface. It is divided into two main sections: 'Details' and 'Parameters'.

**Details Section:**

- Module Type:** `mod_uddeim`
- Title:** `uddeIM Notifier`
- Show Title:** ☒ No ☐ Yes
- Enabled:** ☐ No ☒ Yes
- Position:** `left`
- Order:** `2::uddeIM Notifier`
- Access Level:** `Public` (selected from a dropdown menu with options: Public, Registered, Special)
- ID:** `46`
- Description:** `uddeIM Notifier module`

**Parameters Section:**

- Module Class Suffix:** (empty text field)
- No output:** ☒ Yes ☐ No
- Show messages:** `Show names and teaser` (selected from a dropdown menu)
- Lines to display:** `10`
- Max characters:** `24`
- Enable popup:** `Enable popups` (selected from a dropdown menu)
- Enable AJAX:** `Do not use AJAX` (selected from a dropdown menu)
- AJAX refresh:** `5`
- Notification type:** `DHTML floating box` (selected from a dropdown menu)

## 10.2.2 How to configure popup notifications?

*How do I configure popup notifications?*

First you want to install the uddelM Notifier module that came with uddelM. When you do not want to have the notifications on a menu but you still want the user to get some sort of on screen notifications to a new private message do following:

- enable the module (the location of the module does not matter)
- open the uddelM Notifier module configuration
- for "No Output" select yes (so the Notifier module is hidden in its location from the front end and will not affect the menu or contents of the location you enabled the module)
- set "enable popups" = "yes" (now the user will get a popup indication of a new private message when logging in)
- set "notification type" = "DHTML Floating box" (if you choose to use java box there is no link to the inbox and every time the user changes the page they will get another aggravating popup box) the other upside to the floating box is that it is nice and small and contains a link to the inbox

**Figure 10.4 – Options for popup notifications**

▼ Module Parameters	
Module Class Suffix	<input type="text"/>
No output	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show messages	No <input type="button" value="v"/>
Lines to display	10 <input type="text"/>
Max characters	24 <input type="text"/>
Enable popup	Enable popups <input type="button" value="v"/>
Enable AJAX	Do not use AJAX <input type="button" value="v"/>
AJAX refresh	5 <input type="text"/>
Notification type	DHTML floating box <input type="button" value="v"/>
Displayed name	Realname <input type="button" value="v"/>

## 10.2.3 Popup notifications do not work

*I have installed the popup notification module but I do not see any notification?*

There are some issues which could cause this problem:

- Do you have enabled popup notifications in your user settings (you can also check this in the backend "userlist settings")?

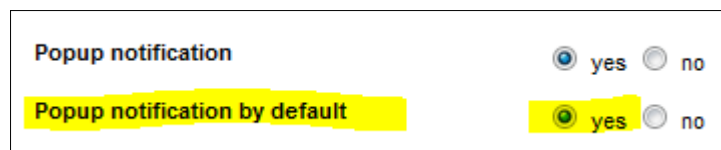
- Check the browser's Javascript error console. It is possible that another module interferes with uddeIM (this should not longer be the case in uddeIM 1.4 and later since).
- Are popup notifications in mod\_uddeim? There are three options: Javascript, DHTML and Floating Window. The best choice should be "Floating Window".
- uddeIM uses a z-index of 10000 so the floating box should be on top on all other elements of your template. Some templates also uses this (or a higher value) e.g. for menus so the floating box will be shown behind these elements.

#### 10.2.4 How to enable popup notifications for thousands of site members?

*I have a huge site with thousands of members. How can I enable popup notifications for all of them?*

uddeIM creates an user settings record when a user visits his mailbox the first time. So when you set "Popup notification by default" to "yes" the popup notification will be enabled for those users who visit their mailbox the first time after settings this option.

**Figure 10.5 – Options for popup notifications**



The screenshot shows a settings form with two rows. The first row is labeled 'Popup notification' and has two radio buttons: 'yes' (selected) and 'no'. The second row is labeled 'Popup notification by default' and also has two radio buttons: 'yes' (selected) and 'no'. The labels and the 'yes' radio buttons are highlighted in yellow.

You can also use following SQL command to enable popup notification for all users:

```
UPDATE jos_uddeim_emn SET popup=1
```



To modify popup notification settings for an individual site member use the "user settings" in uddeIM backend.

### 10.3 Email notifications

#### 10.3.1 E-Mail notifications are not sent

*uddeIM does not send any email notifications, what's wrong?*

There are a lot of issues which could cause this problem:

- Check if "Email stop" is still activated in backend (it is activated by default after a fresh installation of uddeIM).

- Check if you have enabled email notifications in backend (use "yes" when all users should be notified or "admin" when admins should be notified only).
- Check if you have set "Default email notifications" to "always". This is the default for the users' frontend setting. Existing user settings are not changed; this is used for new users only.
- Check if the user has enabled email notifications in frontend (you can do this using the backend "userlist settings").
- Check if the emails are not filtered by your or the recipient's ISP. When you are not using a smarthost sometimes it happens that your email server is on a remote blacklist which means the emails are sent but filtered.
- Check the mail settings in puddeIM and Joomla:

Usually "phpMail" should be the correct setting in puddeIM. This requires that PHP is correctly configured so it can send emails using the PHP command "mail". If you have problems you can try "mosMail" which uses a Joomla library function to send emails. This requires that Joomla is correctly installed and the mail system is configured correctly.

- You have to configure "mosMail" when you have configured "SMTP" or "Sendmail" in Joomla.

When "mosMail" is used, check if you have configured the full "E-mail sender address". Default is "webmaster" which does not work on most systems, so you have to configure "webmaster@yoursite.com". So when your site is "www.myclan.org" use "webmaster@myclan.org" (or another valid email address).

When "phpMail" is used, check if you have entered values for "E-mail sender name" (e.g. "Messaging") and "E-mail sender address" (e.g. "webmaster"). Without valid settings PHP does not send any emails.

- Some providers require that you use a known email address – an email address that already exists on your web space - when you send messages using phpMail.

### 10.3.2 Enabling email notification system

*What is the purpose of "Allow email notification"?*

This setting enables email notification for all users ("yes"), admins only or disables the notification system.

### 10.3.3 Where can I change the email notification text?

*Where can I change the text that is used for an email notification?*

Open the language file (ISO and/or UTF-8) and search for following strings:

<code>_UDDEIM_EMN_FORGETMENOT</code>	... used for the forgetmenot emails
<code>_UDDEIM_EMN_BODY_WITHMESSAGE</code>	... used for notifications with message

`_UDDEIM_EMN_BODY_NOMESSAGE` ... used for notifications without message

`_UDDEIM_EMN_BODY_PUBLICWITHMESSAGE`

... used for messages to public users

`_UDDEIM_EMN_SUBJECT`

... the subject used in notification emails

You will find the language files in

`\administrator\components\com_uddeim\language`

or

`\administrator\components\com_uddeim\language.utf8`

### 10.3.4 What placeholders can be used in notification emails?

*What are the placeholders that can be used in notification emails?*

Supported placeholders are:

#### UDDEIM\_EMN\_FORGETMENOT

<code>%livesite%</code>	- url to site
<code>%site%</code>	- your site name
<code>%you%</code>	- receiver's name
<code>%msglink%</code>	- full link to message

#### UDDEIM\_EMN\_BODY\_WITHMESSAGE

<code>%livesite%</code>	- url to site
<code>%site%</code>	- your site name
<code>%you%</code>	- receiver's name
<code>%user%</code>	- sender's name
<code>%msglink%</code>	- full link to message
<code>%pmessage%</code>	- message

#### UDDEIM\_EMN\_BODY\_NOMESSAGE

<code>%livesite%</code>	- url to site
<code>%site%</code>	- your site name
<code>%you%</code>	- receiver's name
<code>%user%</code>	- sender's name
<code>%msglink%</code>	- full link to message

### UDDEIM EMN BODY PUBLICWITHMESSAGE

%livesite%	- url to site
%site%	- your site name
%you%	- receiver's name
%user%	- sender's name
%pmessage%	- message

### UDDEIM EMN SUBJECT

%livesite%	- url to site
%site%	- your site name
%you%	- receiver's name
%user%	- sender's name

#### **10.3.5 Is it possible for the admin to get a copy of each notification sent by uddelM?**

*Is it possible for the admin to get a copy of each notification sent by uddelM?*

This topic is discussed in chapter 11.1.2 “Reading of stored messages in the backend”.

#### **10.3.6 Email notification received but no message in Inbox**

*I have received an email notification but when I visit my Inbox there is no new message?*

There are two issues:

1. Do you have *unread* messages in you inbox? Maybe you have received a “forgetmenot” reminder that you have still unread messages in your inbox.
2. Maybe someone has sent you a message and then has recalled the message. In that case you get an email notification but you will not find the message in your inbox.

#### **10.3.7 uddelM uses the wrong reply address in a notification email**

*When a message is send the reply address in the email is the own email address instead of the senders email address?*

uddelM protects the email address of the sender, so this address is never used in email notifications.

Earlier versions of uddelM used the address of the site admin as sender address only but some people where careless and send a reply so the admin got the message.



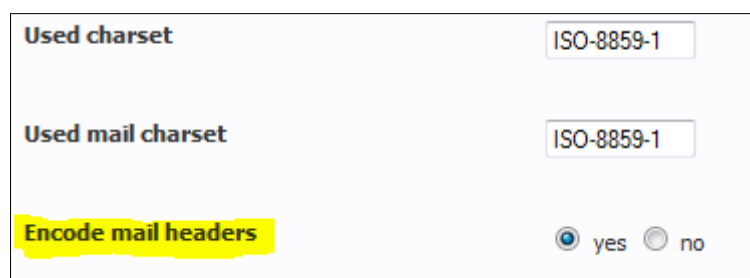
Current versions of uddelM add a reply-to with the address of the recipient(!) so when the recipient tries to send a reply he will receive his own reply and knows that something was wrong.

### 10.3.8 Wrong character encoding in email subject

*When a notification is sent the message contains wired characters in the subject line instead of special characters.*

Usually uddelM sends messages in the encoding specified by “Used mail encoding” on the system tab. Some email readers (mainly Outlook clients) have problems with UTF-8 encoding so when you use special characters in your site name (or when special characters are used in the language string used for the subject) these characters might not be displayed correctly. You can force uddelM to use RFC 2047 encoding for that (System tab → Encode mail headers, see Figure 10.6).

**Figure 10.6 – Encode mail headers**



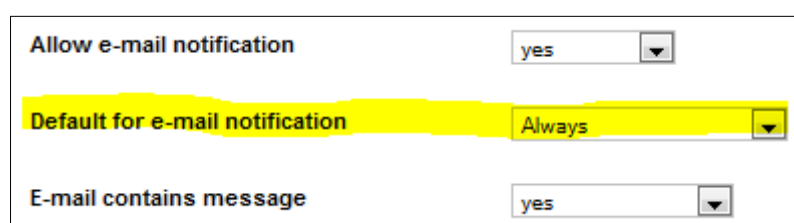
Used charset	ISO-8859-1
Used mail charset	ISO-8859-1
Encode mail headers	<input checked="" type="radio"/> yes <input type="radio"/> no

### 10.3.9 How to enable e-mail notifications for thousands of site members?

*I have a huge site with thousands of members. How can I enable e-mail notifications for all of them?*

uddelM creates an user settings record when a user visits his mailbox the first time. So when you set “Default for e-mail notification” to “Always” the email notification will be enabled for those users who visit their mailbox the first time after settings this option.

**Figure 10.7 – Options for email notifications**



Allow e-mail notification	yes ▼
Default for e-mail notification	Always ▼
E-mail contains message	yes ▼

You can also use following SQL command to enable e-mail notification for all users:

```
UPDATE jos_uddeim_emn SET status=1
```



To modify email notification settings for an individual site member use the “user settings” in uddelM backend.

### 10.3.10 What does the warning “E-Mail stop” in uddelM backend mean?

*What does the note “E-Mail stop” in uddelM backend mean?*

This warning is shown when the option “Stop e-mail” (on e-mail tab) is still active.

After installation, all uddelM e-mail traffic (e-mail notifications, fotgetmenot e-mails) is disabled so that no e-mails are sent as long as you are testing.

**Figure 10.8 – Option “Stop e-mail”**

## 10.4 UTF-8

### 10.4.1 Receiver gets wired characters

*When I send a message using UTF-8 characters (e.g. Greek, Chinese etc.), the receiver gets "?????" only?*

There are several known issues with UTF-8 encoded characters:

1. The most important issue with UTF-8 encodings is that **you are connected to MySQL using an UTF-8 connection and the database and tables are UTF-8 encoded.**

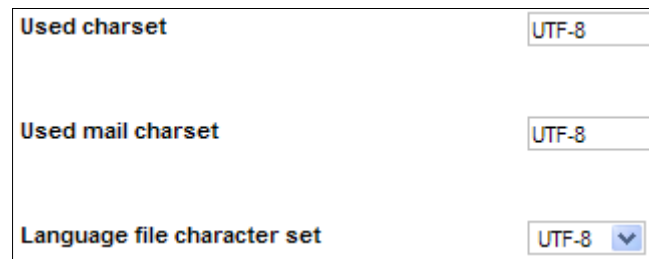
Check a message in your database: When UTF-8 characters are not stored properly in the database (so the database do only contain "?????") then your Hoster (or you) have not configured the database correctly.

Some hosters have problems with this issue, but you can use uddelM encryption feature to store messages encoded in the database: "encrypt" and "obfuscate" use a weak algorithm to encrypt a message and store it base64 encoded in the database. "base64" stores it base64 encoded in the database without any encryption. Because of the base64 encoding only ASCII characters are stored.

2. When the database contains UTF-8 characters (so the messages are stored correctly), then check the system tab in uddelM backend. **Check if you have entered**

**"UTF-8" in "Used charset". And you should use the UTF-8 language file (should be automatically selected on Joomla 1.5+).**

**Figure 10.9 – Character set and email character set options**



The image shows a screenshot of a Joomla! configuration interface. It contains three rows of settings, each with a label on the left and a value on the right. The first row is labeled 'Used charset' and has 'UTF-8' in a text box. The second row is labeled 'Used mail charset' and also has 'UTF-8' in a text box. The third row is labeled 'Language file character set' and has 'UTF-8' in a dropdown menu with a downward arrow.

Used charset	UTF-8
Used mail charset	UTF-8
Language file character set	UTF-8 ▼

#### 10.4.2 uddelM shows wired characters in messages

*When I write a message using UTF-8 characters (e.g. Greek, Chinese etc.) uddelM shows "?????" or wired characters only? I have previously backup'ed and restored my database and after that this problem occurs.*

This might be a known MySQL / phpMyAdmin problem:

By default MySQL backup will export \*.sql using "ansi as utf-8" that means MySQL backup will export Latin-1 by default no matter if you have already set your server to utf-8.

If you restore this file ("ansi as utf-8") into the database and then install a new component all new installed tables will become Latin-1 and the collation is "latin\_swedish\_ci" (it does not matter if you change it to utf-8, the utf-8 encoded text will not be displayed properly).

You can fix this problem as follows:

Use MySQL administrator to backup the database, then use Notepad++ (or another utf-8 capable editor) to open it. You will see that the encoding is "ansi as utf-8". Change the format to "utf-8 only" and then save the file. Now restore the database using MySQL administrator with default settings. New added component tables should be utf-8 now.

### 10.4.3 puddeIM shows wired characters in the frontend and/or backend

*When I call puddeIM the frontend (and/or backend) shows "?????" or other wired characters.*

puddeIM holds two sets of language files: UTF-8 encoded for Joomla 1.5+ and usually ISO encoded for Joomla 1.0.

1. Some people use **Joomla 1.0 with UTF-8 encoding** (which is quite uncommon). In that case you have force puddeIM to use the UTF-8 language file.
2. When you using **Joomla 1.0 with ISO encoding**, please ensure that your language file exists in that encoding (see chapter 14.2). Some language files are only available in UTF-8 encoding, so even on Joomla 1.0 systems (and the selection "Language file character set" = "default") UTF-8 is used. When you are unsure you can open the language file from

[/administrator/components/com\\_puddeim/language/<file>.php](/administrator/components/com_puddeim/language/<file>.php)

and check if it is UTF-8 or ISO encoded. When it is UTF-8 encoded you have to convert it to the character encoding you are using on your site.

## 10.5 Autocompleter and MooTools

### 10.5.1 Using MooTools 1.2 with Joomla 1.0 / 1.5 / 1.6

*How can I use MooTools 1.2 with Joomla 1.0/1.5/1.6?*

The puddeIM Autocompleter can use MooTools 1.2, which supports multiple selections. You can specify the version of MooTools which puddeIM should use in the admin backend:

"do not load MooTools":

MooTools is NOT loaded by puddeIM (so when your template loads MooTools, puddeIM does not load it twice). puddeIM assumes that MooTools 1.1 is loaded, so the Autocompleter for MooTools 1.1 is used.

"auto":

Same behavior as in puddeIM 1.2. puddeIM loads MooTools 1.11 when running under Joomla 1.0 and uses the internal MooTools library when running under Joomla 1.5+.

"force loading MooTools 1.1":

Loads MooTools 1.11 library.

Note that there is no check if MooTools is already loaded!

"force loading MooTools 1.2":

Loads MooTools 1.2 library.

Note that there is no check if MooTools is already loaded!

### "do not load MooTools (1.1 is used)":

MooTools is NOT loaded by puddeIM (so when your template loads MooTools, puddeIM does not load it twice). puddeIM assumes that MooTools 1.1 is loaded, so the Autocompleter for MooTools 1.1 is used.

### "do not load MooTools (1.2 is used)":

MooTools is NOT loaded by puddeIM (so when your template loads MooTools, puddeIM does not load it twice). puddeIM assumes that MooTools 1.2 is loaded, so the Autocompleter for MooTools 1.2 is used.

**Figure 10.10 – System – Load MooTools**

Load MooTools	auto ▼
---------------	--------



Joomla 1.5 users cannot use "MooTools 1.2" setting since Joomla 1.5 always loads MooTools 1.11. Joomla 1.5 users have to use "auto" or "do not load MooTools". As soon as Joomla 1.5 uses MooTools 1.2 by default, J1.5 support for MooTools 1.2 will be added to puddeIM.

For compatibility reasons "do not load MooTools" and "do not load MooTools (1.1 is used)" are identical.

## 10.5.2 The Autocompleter does not work

*Why does the Autocompleter not work on my site?*

There are several issues that could cause problems with the Autocompleter:

The Autocompleter uses MooTools. Some templates include MooTools, so there are two scripts loaded. Check the javascript error console if functions are double defined.

Sometimes wrong SEF settings or a wrong base path in the `.htaccess` files prevents the Autocompleter to work. Log into your site and call

```
http://yoursite.com/index.php?option=com_uddeim&task=completeUserName&no_html=1&value=x
```

(some usernames that start with "x")

This should return a list of persons starting with "x" (example):

```
[ "xuser1", "xuser2" ]
```

When no user is found it returns: `[ ]`

Turn off site debugging. The Autocompleter uses AJAX requests to return values. When another component displays data or an error is displayed (and returned) the Autocompleter fails (see 2. to test it).

Ensure that no mambot/plugin modifies the output or displays additional output.

### 10.5.3 I cannot select any users with the mouse

*The Autocompleter works fine, but I cannot select any users with the mouse?*

Do you use the Shoutbox module? It checks new entries very often and so you cannot select any Autocompleter entries with the mouse.

### 10.5.4 The Autocompleter does only find the first user

*Why does the Autocompleter do only “autocomplete” the first user typed in?*

This is a limitation of MooTools 1.1 which is used in Joomla 1.5 and also delivered with puddeIM for Joomla 1.0 systems. When you use Joomla 1.0 you can switch puddeIM to MooTools 1.2 which autocompletes multiple users (this is NOT compatible to Joomla 1.5).

## 10.6 Blocking

### 10.6.1 How to block users?

*How do I block users?*

Open a message from a user you like to block. In the header you will find the link “Block user”. You can also install `cb_plug_pms_uddeim_blocking` which adds a tab to the CB profile.

### 10.6.2 Do blocked users receive general messages?

*Do blocked users receive general messages?*

No, blocked users do not receive general messages, nor system messages.

### 10.6.3 I cannot send messages to a user list because I am blocked?

*When I send a message to a user list, it claims that I am blocked. How can I send a message to this list?*

When

- one user has blocked you (by adding you to his personal block list),
- one user on the list is globally blocked (in Joomla), or
- a group is blocked and a user of this list is member of the blocked group,

you are not able to send a message. You will get a warning instead and see the blocked name written in parenthesis in the To:-field. Remove this name and send the message again.

## 11 Using uddelM

---

This section contains some questions how to use uddelM.

### 11.1 General questions

#### 11.1.1 Two users share the same realname in our community

*We have two users which share the same realname. How it is possible to distinguish between these names?*

There is no way for uddelM to distinguish between both names. Either you ensure that also the realnames are unique (e.g. the second user can shorten his first name or maybe add a middle name) or you have to switch to usernames only instead.

#### 11.1.2 Reading of stored messages in the backend

*Is it possible to read messages in the backend?*

No, I do not support this and this is not discussible!

I have been asked several times if I can implement a way to display messages written by users in the backend (some other PMS allow this).

Since uddelM respects a users' privacy - this is why uddelM also implements features like message obfuscating, so an admin cannot read messages by accident - I will never support features which allows third persons to read messages without the knowledge of the user.

### 11.2 Sending messages

#### 11.2.1 There is no "Subject" field visible

*In uddelM I don't get the option "subject" when I'm trying to send a PM to another user. Is this correct or is there anything that I miss?*

There is no subject field. In my opinion a PM system should be as easy as possible (like SMS) and that is why uddelM does not have a subject field (most people do not fill in a subject at all, so why implementing needless ballast?).

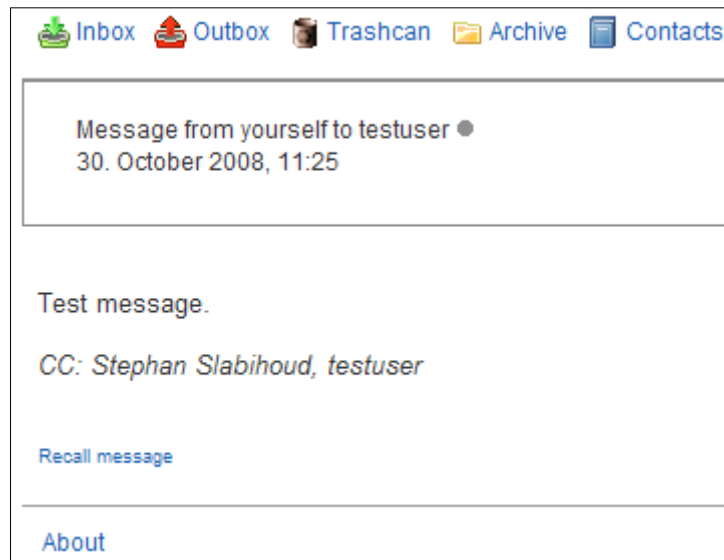
#### 11.2.2 "Add cc: line" has no effect

*I am wondering what I need to do to enable the "add cc: line checkbox"? It is there but nothing happens when its being checked*

"Add cc: line" adds an additional line to your message containing all recipients when you have entered more than one recipient in the To-box.

Maybe I should rename this to "Add additional line that contains all message recipients" but there is not enough space for that.

**Figure 11.1 – CC line in a PM**



## 11.3 Userlists

### 11.3.1 How can registered users create global or restricted user lists?

*How can registered users create global or restricted user lists?*

Only administrators can create "global" or "restricted" user lists. Registered users can only create "private" lists.

All users can see

- his own lists (private lists)
- restricted lists, when he is a list member
- global lists



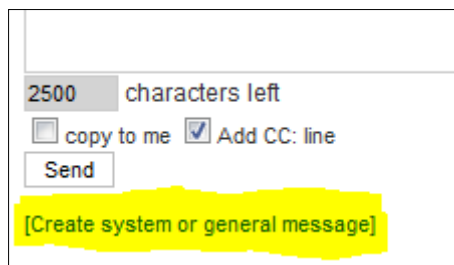
## 11.4 System- and General messages

### 11.4.1 How to send general or system messages to multiple users

*How can I send a system message to a certain user group?*

When you are admin you can send a general or system messages to certain user groups when going to compose message and selecting “[Create system or general message]”.

**Figure 11.2 – Sending a general or system message**

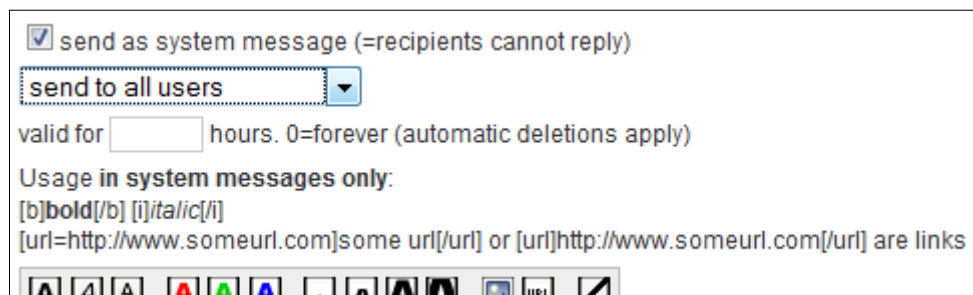


2500 characters left

☐ copy to me ☒ Add CC: line

[Create system or general message]

**Figure 11.3 – Select recipients**



☒ send as system message (=recipients cannot reply)

send to all users

valid for  hours. 0=forever (automatic deletions apply)

Usage in system messages only:

[b]bold[/b] [i]italic[/i]

[url=http://www.someurl.com]some url[/url] or [url]http://www.someurl.com[/url] are links

Rich text editor toolbar with icons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, and insert image.

### 11.4.2 Blank screen when sending multiple messages

*I do only see a blank screen when I send multiple messages.*

Sending multiple messages need some time. When the list is quite huge the script may die because the execution time of PHP scripts is usually limited. When you are on a shared server there is in most cases no way to increase this limit, when you are operating your own server you can increase this value in your PHP configuration.

## 11.5 Miscellaneous questions

### 11.5.1 Obfuscation and Encryption

*What is "obfuscate messages", and what is the difference between "obfuscate" and "encryption"?*

All known PMS for Joomla store messages as plain text in the database, so when you backup your database or use phpMyAdmin to access it you can read all messages without any problems.

When you "obfuscate" a message, this message is encrypted in the database using a key the admin configures in the backend. It is comparable to ROT13 (see <http://en.wikipedia.org/wiki/Rot13>), so a human user cannot read the message but since the key is known the admin could decrypt the message with some effort (the PMS user does not recognize the obfuscating of messages).

When you "encrypt" a message, this message is encrypted with a key the PMS user enters in the frontend (it is called "password" in the frontend which is actually wrong because it is a key but users usually do not know the difference so it is easier for them to understand what to do). Since this key is only known by the sender and the receiver the admin cannot decrypt the message (with major effort it is still possible because uddelM does not use strong encryption in that mode).

When "strong encryption" is chosen uddelM uses 3-DES algorithm to encrypt the message. The encrypted text cannot be broken without major effort.

"Base64 encoded" is not an encryption at all. This stores messages without using the crypt key base64 encoded in the database. This option has been implemented so help people who have problems with UTF-8 encoded characters because of a wrong database configuration.

**Figure 11.4 – Message obfuscating and encryption**

Use encryption	None
Key used for obfuscating	Base64 encoded
	Encrypt messages
	Obfuscate messages
	None

## 12 CSS related questions

---

### 12.1 Change width of text area

*How can I change the width of the textarea where the user enters his message?*

Edit the corresponding CSS files. Look for

```
#uddeim-writeform textarea {  
  
    ...  
    width: 450px;  
    ...  
}
```

and change the width.

In uddeIM 1.5+ you can specify the columns, rows and width of the message box in the backend.

**Figure 12.1 – Message box options in uddeIM 1.5+ and above**

Message box (cols/rows)	<input type="text" value="60"/> / <input type="text" value="10"/>
Message box (width)	<input type="text" value="0"/>

### 12.2 How to style the message line above of the uddeIM box

*When I send a message or do other operations I see a message line above uddeIM box, e.g. "Message has been sent". Is there a way to style this message?*

Yes, uddeIM uses standard Joomla messages. So change the CSS class "message" in your site's CSS file.

### 12.3 "Send" button is not visible

*I cannot see the "Send" button.*

This happens when the main template CSS sets the text and background to the same color. Check "uddeim.css" (and all corresponding browser CSS files) and set the background (or text color) to e.g. blue:

```
#uddeim-writeform input.button {
```

```
font-family: Arial, Helv, Helvetica, "MS Sans Serif", "Sans Serif";
font-size: 11px;
background: blue;
border: 1px solid #c0c0c0;
}
```

## 12.4 Changing of CSS files not possible

*I cannot change uddeIM's CSS files. Seems like I do not have permission to do that. The way I try to this is by downloading the CSS file, mod it, and then upload it again. But then I get the message that I can't overwrite the original CSS file.*

When you upload components using ftp the owner of the file is usually the user (e.g. ftpuser), when you use the Joomla components installer the owner is usually the webserver (e.g. wwwrun). So you cannot change these files using ftp. Use JoomlaXplorer to modify the access rights when the owner is wwwrun.

## 12.5 Using separate CSS files for each browser

*Can I use separate CSS files for each browser, e.g. I want to use a separate file for Safari browsers?*

Yes, that's possible.

First check `uddeim.css` in the default template to see which CSS IDs and classes are used by uddeIM. uddeIM has a browser switch. So you can use specific CSS files for different browsers. If such a specific file is not found, it will try to load `uddeim.css` from the current template and when this fails uddeIM reverts to `uddeim.css` from the default template.

Recognized filenames are:

- `uddeim-opera.css`
- `uddeim-ie4.css`
- `uddeim-ie6.css`
- `uddeim-ie7.css`
- `uddeim-ie5win.css`
- `uddeim-ie5mac.css`
- `uddeim-ie.css` (all Internet Explorer)
- `uddeim-safari100.css`
- `uddeim-safari85.css`
- `uddeim-safari.css` (all Safari)
- `uddeim-konq2.css`

- `uddeim-konq3.css`
- `uddeim-konq.css` (all Konqueror)

The test is cascading. For an Internet Explorer 5.5 on Windows, uddeIM will first search for the file `uddeim-ie5win.css`, then for the file `uddeim-ie.css`, then for `uddeim.css` in the current template, and then for `uddeim.css` in the default template.

## 13 3<sup>rd</sup> party programs

---

Some of the solutions in this chapter have been collected from several forums and have been edited for this FAQ.



puddelM development does not offer additional support for programs mentioned in this chapter.

Please contact the author of the component in order to get support!

### 13.1 Calling puddelM from a 3<sup>rd</sup> party program

*How can I call puddelM from my own component/module?*

You can use following links to call puddelM from your component or module:

Call settings dialog when "show settings" is off in backend (no menu link is shown in puddelM):

[http://yoursite/index.php?option=com\\_puddeim&task=settings](http://yoursite/index.php?option=com_puddeim&task=settings)

Open new message dialog to user with userid XX:

[http://yoursite/index.php?option=com\\_puddeim&task=new&recip=XX\[&nouserlist=Y\]](http://yoursite/index.php?option=com_puddeim&task=new&recip=XX[&nouserlist=Y])

Open new message dialog to user with username XX (this is independent from realname/username setting):

[http://yoursite/index.php?option=com\\_puddeim&task=new&runame=XX\[&nouserlist=Y\]](http://yoursite/index.php?option=com_puddeim&task=new&runame=XX[&nouserlist=Y])

when a user with username XX does not exist, XX is used untranslated in the input field, so you can also use "name 1,name 2" or "#userlist" as parameter (note: multiple recipients feature do not work with SEF).

nouserlist parameter (optional):

1 = suppress user list, 2 = suppress connection list, 3 = suppress both lists

add +4 when the TO field should be disabled

e.g. 4 = disable TO field only, 5 = suppress user list AND disable TO field, and so on

## 13.2 Pass a message text to puddeIM from a 3<sup>rd</sup> party program

*I want to pass a message along with the "recip" in a URL call that opens a message to that "recip".*

```
<a href='/index.php?option=com_uddeim&task=new&recip=63
```

*So something like above, but add*

```
&message="this is the message to the recipient"
```

I am sorry, this is not possible. There are several issues why I do not implement this feature:

- Spammers might use it to send thousands of emails, and
- It will bypass CSRF and CAPTCHA protections.

## 13.3 Joomfish component

*I use Joomfish 2.0 Beta. When I compose a message I get following error "There is no user with this username!". It seems that the same problem appears with Fireboard and Joomfish.*

Upgrade to JoomFish 2.0 Beta2. You have to disable the JoomFish Basic Router to make puddeIM and FB work.

## 13.4 AdsManager plugin

*AdsManager does not send messages/shows error messages (AddManager plugin is installed).*

It seems that the plugin does not work with Joomla 1.5. You can use following fix:

In components/com\_adsmanager/adsmanager.html.php (on line 818) replace

```
echo '<a href="'. $pmsForm. '">'. $pmsText. '</a><br />';
```

with

```
echo '<a href="index.php?option=com_uddeim&task=new&recip='.  
$row->userid. '">'. $pmsText. '</a><br />';
```

So puddeIM is called without the need to install a plugin.

## 13.5 JDirectory component

*How can I add puddeIM support to JDirectory?*

Since the existing plugin does work with Joomla 1.0 only, you can use following fix:

In "/components/com\_jdirectory/template/default/content.php" replace:

```
<?php
    if ($this->countFieldsInGroup("GroupDetails1"))
        $this->loadFieldsInGroup($content,"GroupDetails1","<br/>");
?>
```

with

```
<?php
    if ($this->countFieldsInGroup("GroupDetails1"))
        $this->loadFieldsInGroup($content,"GroupDetails1",
            "<br/>","",1);
    echo '<a href="index.php?option=com_uddeim&task=new&recip=' .
        $content->userid.'">'.JDIRECTORY_CONTACT_BY_PMS.'</a>';
?>
```

So puddeIM is called without the need to install a plugin.

## 13.6 Clickheat & Rokbox plugin

See chapters

- 6.3.1 “Javascript is displayed under the “To” field” and
- 6.3.2 “Javascript is displayed in the format menu”.

## 13.7 yvBBCode plugin

See chapters

- 6.3.1 “Javascript is displayed under the “To” field” and
- 6.3.2 “Javascript is displayed in the format menu”.

## 13.8 IE PNG Fix

*The "delete" buttons in inbox, outbox and archive do not work.*

This problem might be caused by a Javascript plugin. When you use the "IE PNG Fix" try to disable this plugin/mambot.

## 13.9 Joomla template “rt\_refraction\_j1.5”

*"Delete" checkboxes in inbox, outbox and archive are not shown.*

This template allows to style checkboxes in the admin panel. You need to set it off.



## 13.10 SOBI2

*Is there any way to contact the entry/listing owner through uddeIM?*

Copy the URL for sending a PMS to a member and replace the recipient member ID with:

```
<?php echo $mySobi->owner ?>
```

You can then make a link in SOBI2 to send PMS to the listing owner.

Using uddeIM the link is:

```
<a href="index.php?option=com_uddeim&task=new&recip=<?php echo $mySobi->owner ?>">Send PM</a>
```

Put it in the details view template wherever you wish the "Send PM" link to appear.

## 13.11 sh404SEF

### 13.11.1 "item=0" appended to links

*The sh404SEF plugin creates links having always an ItemId=0 afterwards. Is there a way to fix that?*

The "ItemId=0" problem is simply an item ID problem which can be changed in sh404SEF setup. Go to the Advanced tab and open the Item ID management. Set all options to "no" except "Insert default ItemId if none". This will prevent sh404DEF to add the ItemId to links. Don't forget to purge the URL database after changing the configuration.

### 13.11.2 Hot to get the current version of sh404SEF plugin

*Where do I get the current version of the sh404SEF plugin?*

Please check this page:

[http://joomlancode.org/gf/project/sh404\\_plugins](http://joomlancode.org/gf/project/sh404_plugins)

## 13.12 Marketplace

*Is there a way to use uddeIM with Marketplace?*

Yes, with a few simple changes (tested with Marketplace 1.4.5):

First, a couple notes: uddeIM does not use a subject, so we are not passing that when creating a new message.

Step 1. decide what graphic you want to use to represent "Send a PM". I used the forward.gif that comes with the default uddeIM template found at [/components/com\\_uddeim/templates/default/images/forward.gif](/components/com_uddeim/templates/default/images/forward.gif)

Step 2. Make the following changes to `/components/com_marketplace/show_ad.php`

Step 2a) We change the lookup of the menu ID from primezilla to uddeIM. Change line 357 from

```
$database->setQuery ( "SELECT id FROM #__menu WHERE link
LIKE '%com_primezilla%' AND published='1' " );
```

to

```
$database->setQuery( "SELECT id FROM #__menu WHERE link
LIKE '%com_uddeim%' AND published='1' " );
```

Step 2b) Modify the linked URL to uddeIM. Change line 368 from

```
$linkPrimezilla = sefRelToAbs( "index.php?option=com_primezilla&p
age=write&uname=".$ad_user."&subject=".$sSubject.$pzItemidLin
k);
```

to

```
$linkPrimezilla = sefRelToAbs( "index.php?option=com_uddeim&task=
new&runame=".$ad_user."&lang=en&nouserlist=3".$pzItemidLi
nk);
```

Remember, we are not including the subject, just send a PM to the creator of the ad.

Step 2c) Change the image to whatever you chose. Change line 370 from

```
echo "<img src='".$mosConfig_live_site."/components/com_primezilla/im
ages/messagenew.gif' align='center' border='0' alt='$sAltTag $ad_user
' title='$sAltTag $ad_user' >";
```

to

```
echo "<img src='".$mosConfig_live_site."/components/com_uddeim/templa
tes/default/images/forward.gif' align='center' border='0' alt='$sAltT
ag $ad_user' title='$sAltTag $ad_user' >";
```

Step 2d) Repeat 2b and 2c respectively for lines 709 and 711. These lines are used if you select to sue PM instead of email for contact.

Step 3). Change the Marketplace backend configuration to us Primezilla. Keep in mind that the line numbers are for Marketplace 1.4.5.

### 13.13 JReviews

*Is there a way that members can contact the author by clicking on an uddeIM link.*

Yes, there is:

- Download and publish uddeIM mambot plug\_uddeim\_pms\_contentlink (after JReviews content mambot)
- Insert one of the following code in detail.thtml

For icon link:

```
{pmslink:id=<?php echo $listing['User']['user_id'];?>}
```

For text link (send message):

```
{pmslink:id=<?php echo $listing['User']['user_id'];?>,Send Message}
```

Or regarding a fixed Section ID:

```
<?php if($listing['Section']['section_id']==10):?>
For ICON:
{pmslink:id=<?php echo $listing['User']['user_id'];?>}
For Text ("Send message"):
{pmslink:id=<?php echo $listing['User']['user_id'];?>,Send Message}
<?php endif;?>
```

### 13.14 Shoutbox

*When I enable the Shoutbox module I cannot select any users in the Autocompleter with the mouse?*

Shoutbox checks new entries very often and so you cannot select any Autocompleter entries with the mouse. Use a setting which does fewer requests, remove the Shoutbox module or disable the Autocompleter.

### 13.15 Eventlist

*Is there a way that members can contact the author by clicking on an uddeIM link.*

Yes, add this to views/details/tmpl/default.php:

```
echo '<a href="index.php?option=com_uddeim&task=new&recip=' .
(int)$this->row->created_by.'">Email</a>';
```

## 14 Developer information

---

### 14.1 How do I write a new message into uddelM database?

Any component can insert messages into the uddelM database, e.g. to notify about events (example: "Action required, someone wants to save you as buddy"). System messages can have a virtual sender (for example 'Buddy System') and the reply must be disabled.

There are following rules you should know:

- All messages must have a valid user ID as sender (except messages from Public Users which have the user ID set to "0").
- The virtual sender name is stored in the "systemmessage" field and set the "disablereply" should be set to "1" (otherwise the user with the given user ID will get replies).
- The username of the the sender ID will not be displayed when a virtual sender name is set.
- Messages may contain BB codes.
- Messages from invalid user IDs will be show up as "Deleted user" in the system.
- Messages from public users will be show up as "Public user" in the system when no sender name has been given.

#### Example:

To send the message

*"Someone wants to add you as a buddy. Go to the [url=index.php?option=com\_buddysystem] buddy system[/url] and approve this request."*

to user "lonelyboy" with user ID "69" where an admin of the system has "63" as ID but "Buddy System" should be used as virtual sender enter the following:

```
INSERT INTO #__uddeim (fromid, toid, message, datum, disablereply,
systemmessage) VALUES (63, 69, '(message as above)', (timestamp
now), 1, 'Buddy System')
```

If you do not have an admin ID available, you can use the same user ID for fromid and toid. This will change the headline on the 'show message' page from 'Message from Buddy System' to only 'Buddy System' but should otherwise be O.K. if you have "disablereply" set.

The database format has been touched several times since uddelM 0.5 but old modules and components which have worked with uddelM 0.5 should still work with the current version of uddelM.



From uddelM 1.9+ you should use the API (see 14.7).

## 14.2 What languages and codebases are supported?

*What languages are supported by uddeIM and what codebases are used?*

uddeIM supports Joomla 1.0, Joomla 1.5, and Joomla 1.6, so there are two sets of language files (a native language file and a UTF-8 based language file). A very few language files are only available in UTF-8 (mentioned under “UTF-8 only” in the table below).

Codebase	Language	Notes
ISO-8859-1 (Latin-1)	brazilian_portuguese.php	
	catalan.php	
	danish.php	
	dutch.php	
	english.php	
	finnish.php	
	french.php	
	germanf.php	
	germani.php	
	italian.php	
	norwegian.php	
	romanian.php	
	spanish.php	
	swedish.php	
	turkish.php	
ISO-8859-2 (Latin-2)	polish.php	
	hungarian.php	
Windows-1250 (CP1250)	hrvatski.php	
Windows-1251 (CP1251)	bulgarian.php	
	russian.php	
Windows-1255 (CP1255)	hebrew.php	
UTF-8 only	arabic.php	These language files are available in UTF-8 only and also used with Joomla 1.0.
	czech.php	
	serbian.php	
	serbian_lat.php	
	simplified_chinese.php	
	traditional_chinese.php	
	ukrainian.php	
	vietnamese.php	

## 14.3 Where does uddelM store its language files?

*Where does uddelM store its language files?*

uddelM stores its language files in following folders:

```
/administrator/components/com_uddeim/language/  
/administrator/components/com_uddeim/language.utf8/
```

## 14.4 What BB code tags are supported?

*What BB codes does uddelM support in messages?*

uddelM supports following BB code tags:

```
[b]bold[/b]  
[i]italic[/i]  
[u]underline[/u]  
[color=#123456]coloured text[/color]  
[size=1][size]  
[size=2][size]  
[size=4][size]  
[size=5][size]  
[ul]unordered list[/ul]  
[ol]ordered list[/ol]  
[li]list item[/li]  
[url=http://www.domain.com]Domain[/url]  
[url]http://www.domain.com[/url]  
[img]http://www.domain.com/picture.jpg[/img]  
[img size=120]http://www.domain.com/picture.jpg[/img]
```

Additionally following uddelM specific tags are supported:

```
[topurl=http://www.domain.com]Domain[/topurl]  
[topurl]http://www.domain.com[/topurl]
```

## 14.5 Database tables and fields uddelM uses

The following sections describe the tables uddelM uses.



When puddeIM development started in 2005 Benjamin specified the database fields using a mixture of German and English field identifiers.

To be compatible to existing modules and mambots I decided to keep these identifier and adding new ones using English field identifier.

### 14.5.1 #\_\_uddeim

#\_\_uddeim stores messages and message flags

``id` int(10) unsigned NOT NULL auto_increment`  
primary key

``fromid` int(11) NOT NULL default '0'`

UserID (as in #\_\_users) of the person sending the message.

Please note: If the 'systemmessage' field is filled, then the sending user will not be shown regardless of the ID used here.

Might be "0" if the sender is a "public user" (in that case publicname and publicemail are valid).

``toid` int(11) NOT NULL default '0'`

UserID of recipient

``replyid` int(11) NOT NULL default '0'`

ID of the original message or 0 if this is not a reply to.

``message` text NOT NULL`

Contains the message. If replying to a message, puddeIM appends the message history after inserting a linebreak, followed by "\_\_\_\_\_" and one more linebreak (10 underscores).

``datum` int(11) default NULL,`

Unix time stamp when message sent

``toread` int(1) NOT NULL default '0'`

1 = Recipient has read the message

``totrash` int(1) NOT NULL default '0'`

1 = Recipient has trashed the message

``totrashdate` int(11) default NULL`

Unix time stamp when the message was trashed by the recipient

``totrashoutbox` int(1) NOT NULL default '0'`

1 = Sender has trashed the message

``totrashdateoutbox` int(11) default NULL`

Unix time stamp when the message was trashed by the sender

``expires` int(11) NOT NULL default '0'`

Message will expire at this time (unix time stamp) and will be erased from the database next time message pruning is invoked

```
`disablereply` int(1) NOT NULL default '0'
```

1 = uddeIM will not display a reply form when the message is displayed

```
`systemmessage` varchar(60)
```

System message can contain an inexistent username like "System", "Support" or "Buddy System" etc. If the field `systemmessage` contains a value, the message is presented to the user as an anonymous system message sent from the name mentioned in this field (e.g. the user will see "Support" or "Message from Support").

The user does not know who has send the message.

```
`archived` int(1) NOT NULL default '0'
```

Message is stored in archive (but will be deleted if trash set to 1).

```
`cryptmode` int(1) NOT NULL default '0'
```

0 = messages is stored unencrypted

1 = message has been obfuscated (key is stored in config->cryptkey, `crypthash` contains a MD5 hash over the key)

2 = message has been encrypted (`crypthash` contains a MD5 hash over the key to ensure that only a valid key is used to encrypt the message)

3 = message is base64 encoded stored in database

```
`flagged` int(1) NOT NULL default '0'
```

1 = Message has been flagged by the recipient (inbox and archive only)

```
`crypthash` varchar(32) default NULL
```

Contains the MD5 hash over the key used to encrypt/obfuscate the message.

```
`publicname` text
```

The name of a public user with has send the message.

```
`publicemail` text
```

The email of a public user with has send the message.

### 14.5.2 #\_\_uddeim\_emn

#\_\_uddeim\_emn stores user flags

```
`id` int(11) unsigned NOT NULL auto_increment  
primary key
```

```
`userid` int(11) NOT NULL default '0'
```

UserID of the user

```
`status` int(1) NOT NULL default '0'
```



0 = will not receive email notifications

1 = will receive email notifications (notifications must be enabled in the backend)

2 = will receive email notifications when not logged in

10 = like 1, but not on replies

20 = like 2, but not on replies

``popup` int(1) NOT NULL default '0'`

User want to see a popup notification

``public` int(1) NOT NULL default '0'`

User allows public users to contact him

``remindersent` int(11) NOT NULL default '0'`

Used by the forgetmenot feature to check when a reminder has been sent to the user.

``remindersent`` is reset to Now() when a user visits the inbox.

``lastsent` int(11) NOT NULL default '0'`

Last time the user has sent a message

``autoresponder` int(1) NOT NULL default '0'`

Specifies if the user has enabled the autoresponder.

``autorespondertext` TEXT NOT NULL`

The autoresponder text specified by the user.

``autoforward` int(1) NOT NULL default '0'`

Specifies if the user has enabled the autoforward feature.

``autoforwardid` int(1) NOT NULL default '0'`

Specifies the recipient for the autoforwarder.

``locked` int(1) default '0' NOT NULL`

Locks the uddeIM account, so the user cannot access the PMS.

### 14.5.3 #\_\_uddeim\_blocks

#\_\_uddeim\_blocks stores information about blocked users

``id` int(10) unsigned NOT NULL auto_increment`

primary key

``blocker` int(11) NOT NULL default '0'`

The user with this ID has blocked...

``blocked` int(11) NOT NULL default '0'`

...this user. But these blocks will only be used when the admin has enabled the blocking system in the backend

#### 14.5.4 #\_\_uddeim\_config

`#__uddeim_config` stores a backup of uddeIM's configuration

``varname` tinytext NOT NULL`

The name of the configuration field...

``value` tinytext NOT NULL`

...and its value. Names starting with the prefix "\_" have only informative character and are not stored in the config class.

#### 14.5.5 #\_\_uddeim\_userlists

`#__uddeim_userlists` stores contact lists off all users

``id` int(11) NOT NULL auto_increment`

primary key

``userid` int(11) NOT NULL default '0'`

The owner of the contacts list.

``name` varchar(40) NOT NULL default ''`

The name of the list. Must not contain spaces and special characters.

``description` text NOT NULL`

A short description.

``userids` text NOT NULL`

A comma separated list of userIDs.

``global` int(1) NOT NULL DEFAULT '0'`

Specifies if the list is normal (0), global (1) or restricted (2).

#### 14.5.6 #\_\_uddeim\_spam

`#__uddeim_spam` stores reported messages

``id` int(10) unsigned NOT NULL auto_increment`

primary key

``mid` int(11) NOT NULL default '0'`

The ID of the reported message.

```
`datum` int(11) default NULL
```

The message date (copy from jos\_uddeim).

```
`reported` int(11) default NULL
```

The date the message has been reported.

```
`fromid` int(1) NOT NULL default '0'
```

The sender of the message that has been reported.

```
`toid` int(1) NOT NULL default '0'
```

The recipient of the message that has been reported (this is identical with the reporter) of the message.

```
`message` TEXT NOT NULL
```

The message that has been reported (encrypted messages cannot be displayed).

#### 14.5.7 #\_\_uddeim\_attachment

`#__uddeim_attachment` stores references to file attachments

```
`id` int(10) unsigned NOT NULL auto_increment
```

primary key

```
`mid` int(1) NOT NULL default '0'
```

Message ID to which this file attachment refers to. Might be “-1” when filenames are temporary stored.

```
`tempname` TEXT NOT NULL
```

Temporary filename used to store the file.

```
`filename` TEXT NOT NULL
```

Original filename.

```
`fileid` varchar(32) NOT NULL
```

Key to access this file (internal use only)

```
`size` int(1) NOT NULL default '0'
```

Size of the attachment.

```
`datum` int(11) default NULL
```

Date the attachment has been sent.

## 14.6 Useful SQL queries

*Are there some useful SQL queries when I want to integrate uddeIM in my own component?*

Yes indeed, see the following subchapters or check the `mod_uddeim_statistics` module for more queries.

#### 14.6.1 How many messages have been sent totally?

```
SELECT MAX( id ) AS count_items FROM #__uddeim
```

#### 14.6.2 How many messages are stored on the server?

```
SELECT COUNT( id ) FROM #__uddeim
```

### 14.7 Using the uddelM API

uddeIM 1.9+ comes with an API that can be used by third party components to invoke uddelM functions.

#### 14.7.1 Include the API

To use the API in a Joomla 1.0 environment use:

```
global $mainframe;
require_once( $mainframe->getCfg('absolute_path').
    "/components/com_uddeim/uddeim.api.php" );
```

To use the API in a Joomla 1.5+ environment use:

```
require_once( JPATH_SITE."/components/com_uddeim/uddeim.api.php" );
```

#### 14.7.2 Compatibility

The following table states which API version is required for a certain function.

Function	API version
<code>version()</code>	1+
<code>isInboxLimitReached()</code>	1+
<code>sendNewMessage()</code>	1+
<code>isAttachmentAvailable()</code>	2+
<code>appendAttachment()</code>	2+
<code>sendNewSysMessage()</code>	1+
<code>getLinkToBox()</code>	1+

#### 14.7.3 Create an instance of uddelM API object

The `uddeIMAPI` object is used to invoke API functions. To create an instance of the object:

```
$uddeim = new uddeIMAPI();
```

#### 14.7.4 version()

Method:	<code>bool \$uddeim-&gt;version();</code>
Description:	Returns the API version number. See chapter 14.7.2.
Parameters:	none
Returns:	(int) API version

#### 14.7.5 isInboxLimitReached()

Method:	<code>bool \$uddeim-&gt;isInboxLimitReached(\$userid);</code>
Description:	Tests if the Inbox limit has been reached. You should not create a new message when this limit has been reached.
Parameters:	(int) userid of recipient
Returns:	(bool) [true: Inbox limit has been reached   false]

#### 14.7.6 sendNewMessage()

Method:	<code>void \$uddeim-&gt;sendNewMessage(\$fromid, \$toid, \$message, \$sendnotification=0, \$updatelastsent=0);</code>
Description:	Creates a message “message” from sender “fromid” to recipient “toid”. Special features supported: Autoforward Special features not supported: Copy2me, Autoresponder
Parameters:	(int) fromid (sender) (int) toid (recipient) (string) message (may contain BB codes) (bool) sendnotifications = [true: send email notification   false] (bool) updatelastsent = [true: update lastsent pointer   false]
Returns:	(int) MessageID

#### 14.7.7 isAttachmentAvailable()

Method:	<code>int isAttachmentAvailable();</code>
Description:	Checks if attachments feature is available.
Parameters:	none
Returns:	(int) error code = [0: not available   1: attachments available]

### 14.7.8 appendAttachment()

Method:	<code>void appendAttachment(\$messageID, \$filename, \$originalname, \$id);</code>
Description:	Appends attachments to messages. Before calling this function check if attachments are available.
Parameters:	(int) messageID (this is returned by sendNewMessage()) (string) filename (filename of a file stored in “uddeimfiles” folder) (string) originalname (filename that is used when the file is downloaded) (string) id (unique id for each file, e.g. use “md5(rand() * time())”)
Returns:	none

### 14.7.9 sendNewSysMessage()

Method:	<code>int sendNewSysMessage(\$fromid, \$recipients, \$message, \$systemmsg=0, \$validfor=0, \$sendnotification=0, \$forceembedded=0);</code>
Description:	Creates a system or general message “message” from sender “fromid” to recipients “sysgm_universe”.
Parameters:	(int) fromid (sender) (int) recipients = [all: all users   online: all logged in users   special: all special users   admins: all admins   <groupid>: all members of group <groupid> ] (string) message (may contain BB codes) (bool) systemmsg = [ true: system message, no replies allowed   false ] (int) validfor = [ time in hours the message is valid for ] (bool) sendnotifications = [true: send email notification   false] (bool) forceembedded = [true: embed message in email notification   false]
Returns:	(int) error code = [0: OK   1: no recipients found]

### 14.7.10 getLinkToBox()

Method:	<code>bool \$uddeim-&gt;getLinkToBox(\$box, \$sef=0);</code>
Description:	Returns the URL for a given box. This URL can be used, e.g. in a <code>&lt;a href="URL"&gt; tag.</code>
Parameters:	(string) box = [inbox outbox archive trashcan settings compose contacts] (bool) sef = [false: no SEF   true: SEF]
Returns:	(string) returns URL to given box

### 14.7.11 Sample usage

To create a message from user 62 to user 97 use following code:

```
$fromid = 62;
$toid    = 97;
$message = "This is the PM that will appear in the uddeIM
            inbox\nYou can use [url=index.php]BBcode[/url]";
$uddeim = new uddeIMAPI();
$uddeim->sendNewMessage( $fromid, $toid, $message, 1, 1 );
```

To create messages from user 62 to users 97 and 99 with two attachments use following code:

```
$message = "This is the PM that will appear in the uddeIM
            inbox\nYou can use [url=index.php]BBcode[/url]";
$uddeim = new uddeIMAPI();
$mid1 = $uddeim->sendNewMessage( 62, 97, $message, 1, 1 );
$mid2 = $uddeim->sendNewMessage( 62, 99, $message, 1, 1 );
if (isAttachmentAvailable()) {
    // Append first file to each message
    $file1 = JPATH_SITE."/images/uddeimfiles/file_d961e14106073b.jpg";
    $sid1 = md5(rand() * time())
    $uddeim->appendAttachment( $mid1, $file1, "picture1.jpg", $sid1 );
    $uddeim->appendAttachment( $mid2, $file1, "picture1.jpg", $sid1 );
    // Append second file to each message
    $file2 = JPATH_SITE."/images/uddeimfiles/file_346dd13346223c.jpg";
    $sid2 = md5(rand() * time())
    $uddeim->appendAttachment( $mid1, $file2, "picture2.jpg", $sid2 );
    $uddeim->appendAttachment( $mid2, $file2, "picture2.jpg", $sid2 );
}
```