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Rick Jerz's post was updated



Installing and upgrading help

Installing and Upgrading Moodle on VPS using cPanel Videos

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Installing and Upgrading Moodle on VPS using cPanel Videos

[Rick Jerz](#)

Tuesday, April 28, 2020, 7:14 AM



I decided to create a new post for this instead of piggybacking off of other posts.

About a month ago, I created a video showing how I would install Moodle on my VPS if I were only to use cPanel, given that your VPS already meets Moodle's minimum requirements. I actually do not use cPanel, I use [FTP](#) and SSH. I made this video surrounding some discussion that included Ken's help. Of course, not all VPSs are the same, so what I show in these videos may not work on other VPSs.

Ken asked if I could show how to upgrade a Moodle using only cPanel. I completed this video yesterday.

I am posting both videos in this topic. I am always seeking feedback, and since I produce my own videos, my thoughts are to try to keep these videos updated, based upon your suggestions. Both videos are each under 10 minutes. Some folks already made some suggestions to my first video, which I have already incorporated.

This post can be referenced, as needed. I have noticed a fair number of new folks using various one-step methods, and having problems with the install and upgrading. Perhaps these videos will encourage some folks to avoid the one-step methods. These videos also have "chapters" to help folks refer to a specific point within the video.

I am also hoping that these videos support some of the generic steps in managing your Moodle, and that people will find the more efficient ways of doing some of these steps. (These videos, for example, do not touch upon the [GIT](#) method.)

What other videos would be most helpful? For example:

- How to prepare your VPS for Moodle
- How to migrate your Moodle
- How to install Opcache
- How to begin tuning your [database](#)
- Some initial Moodle setup tasks

So, here they are.



Install Moodle on a VPS Using cPanel

from Rick Jerz

10:42



Upgrade Moodle on a VPS Using cPanel

from Rick Jerz

09:39



Average of ratings: [Useful \(7\)](#)

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[John Carey](#)

Sunday, May 17, 2020, 3:20 AM

Hi Rick

Thanks for the videos - I've just used the Upgrade one and it's great 😊

I can, and will, recommend it to anyone using cPanel - just do what Rick says and all will be well 😊)

Very Best

John

Average of ratings: Rate...



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Re: Installing and Upgrading Moodle on VPS using cPanel Videos



[Rick Jerz](#)

Sunday, May 17, 2020, 11:31 AM

Great! I always hope that I can help. (However, realistically, there are many kinds of servers and hosting companies so I am not sure if my video covers all situations. Oh well.)

Also, I plan to produce another video someday titled something like "When you are ready to learn more beyond cPanel" or something like that.

Average of ratings: [Useful\(1\)](#)

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[John Carey](#)

Monday, May 18, 2020, 3:47 AM

I'd be very interested in that 😊

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Henry Kurwahn](#)

Sunday, May 24, 2020, 5:21 AM

Rick

Thank you very much, I follow your video and great!!! we have Moodle now.

* I Used FTP to [upload](#) the Model...tar because the [CPanel](#) could not upload

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos



[Rick Jerz](#)

Sunday, May 24, 2020, 9:00 AM

Cool, Henry! Yes, when I do this I use FTP too.

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[IPA Egypt](#)

Monday, June 22, 2020, 3:04 AM

Hi Rick

Thanks for the videos - you helped me.

I have a Moodle on Shared Hosting. But I need to change the [host](#).

Do you recommend VPS or Cloud Hosting? and best provider?

Best regard

merth

Average of ratings: 

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos



[Rick Jerz](#)

Monday, June 22, 2020, 7:06 AM

I am not sure. In general, I would say a VPS but only because that is what I am familiar with right now. Yes, I have seen these "Cloud Hosting" plans being offered by various hosting companies, but I don't know what they are and whether one can do a Moodle install on them. So someone else might need to answer your question.

Also, I am not recommending one hosting company over another. This is your choice. All that I am able to say is that I have been using GoDaddy for many years, and they seem to work fine for what I need. But there are many other hosting companies. I am not affiliated with any hosting company, nor do I own stock in any of them.

Average of ratings: [Useful \(2\)](#)

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[IPA Egypt](#)

Tuesday, June 23, 2020, 8:15 AM

Thanks rick

Average of ratings: 

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Eno Otuokon](#)

Wednesday, December 9, 2020, 10:22 AM

Hello Rick,

Thanks for the video it was very helpful, however, I am wondering the best way to create a staging or sandbox environment for my production site considering if I backup the production site and create a sandbox from it, won't they both be pointing to the same database and won't that create a problem for my production site. I await your response on this.

Thank you.

Average of ratings: 

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos



[Rick Jerz](#)

Wednesday, December 9, 2020, 11:17 AM

For a "sandbox" moodle, I gave this presentation at a MoodleMoot a few years ago.

[MoodleMoot2019 \(Global and Mountain\), "How to Install a "Sandbox" Moodle on Your Windows PC/Mac"](#)

Yes, I somewhat regularly move my production Moodle to my Sandbox. I do this by making copies of my production Moodle database ([SQL](#)) and moodledata folders. Then I manually install these (delete old, install new) into my sandbox. Typically, your sandbox Moodle will point to your sandbox's database, not your production Moodle database. The sandbox Moodle is completely separate from your production (unless you know how to connect the two, which I do not know how to do. Yep, perhaps rsync, but I don't do this.)

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Eno Otuokon](#)

Thursday, December 10, 2020, 3:06 AM

Hello Rick,

Thanks for the feedback, this would mean I can create a sandbox on my VPS with an alternate [domain](#) name (example: mymoodlesandbox.com) and run all my update test there without interfering with the live Moodle install. I await your feedback on this scenario.

Thank you.

Eno Otuokon.

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Rick Jerz](#)

Thursday, December 10, 2020, 8:59 AM



Sure, your sandbox can be on your VPS almost identically to how it can be on your local computer. A general recommendation is to use a consistent naming pattern, like what you suggest. You could even install a second moodle in its own folder, such as moodle_exp, make a second database called moodle_exp, and a second moodledata folder, called moodledata_exp. Of course, you can pick whatever names you want. I am just giving you an example. Some of this depends upon how your production moodle is installed (is it in its own folder?) When I do this, my main moodle is in <https://mydomainname/moodle>, then my experimental moodle is in https://mydomainname/moodle_exp. I wouldn't suggest putting your experimental moodle in your other moodle's folder, or things could get messy. When I do this, no, I do not need a new domain name.

Others here in Moodle.org might be able to provide some other alternatives.

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Visvanath Ratnaweera](#)

Thursday, December 10, 2020, 3:24 AM



You are right. Two Moodle instances can not point to the same database. That will destroy both.

That said, there are special provisions like the two sites using different database prefixes. But that is not worth the trouble.

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Eno Otuokon](#)

Thursday, December 10, 2020, 4:44 AM

Hello Visvanath,

Thanks for the feedback, I guessed as much it may be an issue, hence, having the sandbox run on a different domain to avoid the complexity. Thank you.

Eno Otuokon

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Anand Karna](#)

Saturday, December 19, 2020, 8:16 PM

Thank You @Rick

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Dan O'Reilly](#)

Friday, February 5, 2021, 5:41 PM

Hi Rick,

Thanks for the detailed video instructions on upgrading a Moodle install. I upgraded (on February 5, 2021) Moodle 3.10.1 to a newer build. I am working on a shared host service; nevertheless, your instructions for a VPS upgrade work the same.

Dan O'Reilly

Average of ratings: Rate...

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Rick Jerz](#)

Saturday, February 6, 2021, 7:49 AM



Out of curiosity, Dan, are you able to mention where you host your "shared hosting" Moodle?

Average of ratings:

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Dan O'Reilly](#)

Saturday, February 6, 2021, 9:22 AM

Hi Rick,

I am setting up a non-production Moodle site on NoSupportLinuxHosting.com. From what I can determine, NoSupportLinuxHosting.com would not be a good host for a production site of Moodle; nonetheless, one can experiment on the service cheaply. I plan to eventually move my site to a production [server](#). So, currently, I am building the Moodle site on a lap top; I transfer the results to NoHost to test out (with no load). And, when I have finished the Moodle build, I will search out a production server to deliver the course. I still have not decided upon the final host service to use.

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Marie Waterhouse](#)

Thursday, February 18, 2021, 8:47 AM

The best 'Non-update' i've ever done

Rick - this is incredible support. Thank you. Upgrading MOODLE has been a constant disaster for me. Following your instructions I have got further with updating than I ever have done before. The site didn't crash which is a major advance for me.

However, the site didn't actually update to the new version and I do not understand why.

I am running Moodle 3.8+ (Build: 20191220) and tried to update it to Moodle 3.9.4+ (Build: 20210211) Version 2020061504.04

Following your upgrade (second) video there were two things which differed on my set up.

- 1) In my production moodle (under public_html) I only had one empty moodle folder called 'moodle'
- 2) My config.php file was not in this 'moodle' folder it was just listed under public_html

So I downloaded Moodle 3.8+ (Build: 20191220) again and renamed the moodle file 'moodle38plus' and added it to my public_html I then added the config.php into this folder. I am now inline with your set up and instructions.

Then I created my moodletmp folder. Downloaded the next version Moodle 3.9.4+ (Build: 20210211) Version 2020061504.04 renamed the 'moodle' folder moodle38plus and copied the config.php file (from public_html) into the moodletmp/moodle38plus

I followed all the rest of the instructions. Went back to my site /admin and was asked to confirm the database settings (name, username, pword) which I got from the config.php file

But no updates were triggered and the site still shows the old version Moodle 3.8+ (Build: 20191220)

Your thoughts or advice would be very much appreciated if there is anything blindingly obvious. Like I say - even though the site didn't upgrade this is still the most progress I have ever made due to your excellent video.

Thank you

Marie

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Rick Jerz](#)

Thursday, February 18, 2021, 9:32 AM



Thanks for your comments, Marie. Nope, I can't make a video that covers every way that a Moodle might be installed. So sometimes you have to step back, look at the big picture of what I am doing, and modify my method for your own Moodle.

#1. Typically, the "moodle" folder is not empty. You need to find the location of your production Moodle. Some Moodles are installed in other folders, and some Moodle's are installed right in "public_html" meaning no individual folder. When you go into your current working production Moodle, what do you see in the [URL](#)? I see "www.(my domain).com/moodle/." This tells me that my Moodle is in its own folder. What does yours say?

#2. Since your config.php file is right in "public_html" my guess is that that is where your Moodle is installed. In public_html, do you see a bunch of folders, like admin, blocks, enrollment, install, themes, etc. If so, your moodle is not in its own folder.

If you go to cPanel, Filemanger, and then public_html, take a screenshot and post it here.

When Moodle is installed in public_html, and not in its own folder in public_html, things can get messy. For example, someone might also have Wordpress in public_html, and other stuff. This is why I prefer putting Moodle into its own folder. Then, all moodle

stuff is in one place, and I can keep my head screwed on correctly when I update.

Average of ratings: [Useful\(1\)](#)

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Marie Waterhouse](#)

Thursday, February 18, 2021, 5:50 PM

Hello Rick,

Thank you for your reply. Your questions made us look again at the set up. You were correct - the Moodle is installed in public_html, and not in its own folder in public_html.

We moved the 'old' version into a 'folder' and moved the 'new' version into public_html. The upgrade went ahead as expected until we got to the final save changes screen upon which we get a 403 error. We are still very happy to have got this far and have learnt so much in the process.! Any thoughts on that pesky 403 error?

Best wishes

Marie

<https://homeeducated.org.uk/admin/upgradesettings.php>

403

Forbidden

Access to this resource on the server is denied!

logininfoinsecurelayout If enabled, the logged-in user's full name will be displayed in the navigation bar when attempting a quiz or other activity using secure layout.

New settings - HTTP

ignore reverse proxies Default: Empty
reverseproxignore

If your server is behind multiple reverse proxies that append to the X-Forwarded-For header, then specify a comma-separated list of IP addresses or subnets of the reverse proxies to be ignored in order to find the user's correct IP address.

New settings - Mobile authentication

QR code access Default: QR code with automatic login
tool_mobile | qrcode type

A QR code can be provided for mobile app users to scan. This can be used to fill in the site URL, or where the site is secured using HTTPS, to automatically log the user in without having to enter their username and password.

New settings - MoodleNet settings

Enable MoodleNet integration Default: No
tool_moodlenet | enablemoodlenet

If enabled, a user with the capability to create and manage activities can browse MoodleNet via the activity chooser and import MoodleNet resources into their course. In addition, a user with the capability to restore backups can select a backup file on MoodleNet and restore it into Moodle.

MoodleNet instance name Default: MoodleNet Central
tool_moodlenet | defaultmoodlenetname

The name of the MoodleNet instance available via the activity chooser.

MoodleNet URL Default: https://moodle.net
tool_moodlenet | defaultmoodlenet

The URL of the MoodleNet instance available via the activity chooser.

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Leon Stringer](#)

Friday, February 19, 2021, 3:27 AM

While Rick's sleeping here are some things to check:

1. In the old Moodle 3.8 folder is there an **admin** subfolder?
2. Have you still got the old **config.php**, in the old Moodle 3.8 folder perhaps? Can you tell us what it says for **\$CFG->admin**?
3. Can you see a file call **.htaccess** either in **public_html** or **public_html/admin**?
4. Do you have access to the web server logs? If you can see the 403 responses can you share these with us? If there are separate error logs available, do these show anything at the same time that the 403 responses occur?

Average of ratings: [Useful\(1\)](#) [Report to moderator](#)[Permalink](#)[Show parent](#)[Reply](#)

Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Marie Waterhouse](#)

Friday, February 19, 2021, 4:24 AM

Hello Leon, thank you for your help.

#1 Yes - the old moodle3.8 has an admin subfolder and the new (failed) version does also

#2 The old config.php says \$CFG->admin = 'admin'; and the new config file says \$CFG->admin = 'admin'; I did notice the new config file is much smaller than the old with some elements missing - I noticed the '\$CFG->passwordsaltmain = ...' is missing on the New Config file. I did make a copy of the old config file. I could rename the current one config.phpx and copy the old config.php into public_html .

#3 I had to search files for this. I have .htaccess at top level (/home/homeeduc) I have htaccess in my moodle data folder and in various places where I have made old copies and back ups. The only instance of htaccess within

public_html is within a folder we created while we were moving things around. Shall I move this htaccess out of the subfolder public_html/folder and into public_html ?

#4 I paste server error logs below. At least I think these are the error logs - not confident I am looking at correct thing here.

Thank you so much for your help - really appreciated. Shall I add htaccess file and see if that solves problem? Then try copying saved config file into current (failed) version?

Best wishes

Marie

2021-02-19 09:58:43.909244 [INFO] [119275] [185.191.171.1:18624#APVH_homeeducated.org.uk] File not found [/home/homeeduc/public_html/404.shtml]
2021-02-19 09:58:43.909177 [INFO] [119275] [185.191.171.1:18624#APVH_homeeducated.org.uk] File not found [/home/homeeduc/public_html/robots.txt]
2021-02-19 09:40:38.480956 [INFO] [119275] [54.36.148.83:35250:HTTP2-1#APVH_homeeducated.org.uk:443] File not found [/home/homeeduc/public_html/404.shtml]
2021-02-19 09:40:38.480913 [INFO] [119275] [54.36.148.83:35250:HTTP2-1#APVH_homeeducated.org.uk:443] File not found [/home/homeeduc/public_html/robots.txt]
2021-02-19 09:27:58.227995 [INFO] [122736] [86.161.169.247:60800:HTTP2-37#APVH_homeeducated.org.uk:443] File not found [/home/homeeduc/public_html/403.shtml]
2021-02-19 08:57:33.873737 [INFO] [122736] [86.161.169.247:60473:HTTP2-19#APVH_homeeducated.org.uk:443] File not found [/home/homeeduc/public_html/403.shtml]
2021-02-19 08:53:46.303685 [INFO] [122736] [114.119.130.199:11138#APVH_homeeducated.org.uk] File not found [/home/homeeduc/public_html/404.shtml]
2021-02-19 08:53:46.303651 [INFO] [122736] [114.119.130.199:11138#APVH_homeeducated.org.uk] File not found [/home/homeeduc/public_html/robots.txt]
2021-02-19 08:53:23.853798 [INFO] [122736] [81.106.179.209:55576:HTTP2-19#APVH_homeeducated.org.uk:443] File not found [/home/homeeduc/public_html/404.shtml]
2021-02-19 08:53:23.853759 [INFO] [122736] [81.106.179.209:55576:HTTP2-19#APVH_homeeducated.org.uk:443] File not found [/home/homeeduc/public_html/admin_moodle]
2021-02-19 08:53:05.209639 [INFO] [122736] [81.106.179.209:55576:HTTP2-15#APVH_homeeducated.org.uk:443] File not found [/home/homeeduc/public_html/404.shtml]
2021-02-19 08:53:05.209599 [INFO] [122736] [81.106.179.209:55576:HTTP2-15#APVH_homeeducated.org.uk:443] File not found [/home/homeeduc/public_html/admin_moodle]
2021-02-19 08:44:33.398526 [INFO] [122736] [86.161.169.247:60316:HTTP2-119#APVH_homeeducated.org.uk:443] File not found [/home/homeeduc/public_html/403.shtml]
2021-02-19 08:07:38.831375 [INFO] [122736] [185.191.171.40:5866#APVH_homeeducated.org.uk] File not found [/home/homeeduc/public_html/404.shtml]
2021-02-19 08:07:38.831332 [INFO] [122736] [185.191.171.40:5866#APVH_homeeducated.org.uk] File not found [/home/homeeduc/public_html/robots.txt]
2021-02-19 07:10:58.374579 [INFO] [122736] [5.255.231.187:55392#APVH_homeeducated.org.uk:443] File not found [/home/homeeduc/public_html/404.shtml]
2021-02-19 07:10:58.374538 [INFO] [122736] [5.255.231.187:55392#APVH_homeeducated.org.uk:443] File not found [/home/homeeduc/public_html/robots.txt]
2021-02-19 06:42:54.193565 [INFO] [122736] [114.119.142.140:10870#APVH_homeeducated.org.uk] File not found [/home/homeeduc/public_html/404.shtml]
2021-02-19 06:42:54.193528 [INFO] [122736] [114.119.142.140:10870#APVH_homeeducated.org.uk] File not found [/home/homeeduc/public_html/robots.txt]
2021-02-19 06:35:34.937304 [INFO] [122736] [40.77.167.66:64512#APVH_homeeducated.org.uk] File not found [/home/homeeduc/public_html/404.shtml]
2021-02-19 06:35:34.937267 [INFO] [122736] [40.77.167.66:64512#APVH_homeeducated.org.uk] File not found [/home/homeeduc/public_html/robots.txt]
2021-02-19 06:22:02.671205 [INFO] [3053] [54.178.182.46:26853#APVH_homeeducated.org.uk] File not found [/home/homeeduc/public_html/404.shtml]
2021-02-19 06:22:02.671184 [INFO] [3053] [54.178.182.46:26853#APVH_homeeducated.org.uk] File not found [/home/homeeduc/public_html/wp/wp-login.php]
2021-02-19 06:22:02.179892 [INFO] [3053] [54.178.182.46:58741#APVH_homeeducated.org.uk] File not found

[/home/homeeduc/public_html/404.shtml]
2021-02-19 06:22:02.179850 [INFO] [3053] [54.178.182.46:58741#APVH_homeeducated.org.uk] File not found
[/home/homeeduc/public_html/blog/wp-login.php]
2021-02-19 06:22:01.695809 [INFO] [3053] [54.178.182.46:17342#APVH_homeeducated.org.uk] File not found
[/home/homeeduc/public_html/404.shtml]
2021-02-19 06:22:01.695779 [INFO] [3053] [54.178.182.46:17342#APVH_homeeducated.org.uk] File not found
[/home/homeeduc/public_html/wordpress/wp-login.php]
2021-02-19 06:22:00.471075 [INFO] [3053] [54.178.182.46:42251#APVH_homeeducated.org.uk] File not found
[/home/homeeduc/public_html/404.shtml]
2021-02-19 06:22:00.471039 [INFO] [3053] [54.178.182.46:42251#APVH_homeeducated.org.uk] File not found
[/home/homeeduc/public_html/wp-login.php]
2021-02-19 06:18:10.728379 [INFO] [3053] [185.191.171.2:22466#APVH_homeeducated.org.uk:443] File not found
[/home/homeeduc/public_html/404.shtml]
2021-02-19 06:18:10.728353 [INFO] [3053] [185.191.171.2:22466#APVH_homeeducated.org.uk:443] File not found
[/home/homeeduc/public_html/robots.txt]
2021-02-19 05:26:05.061014 [INFO] [57543] [95.217.251.235:63738#APVH_homeeducated.org.uk:443] File not found
[/home/homeeduc/public_html/403.shtml]
2021-02-19 05:03:04.516553 [INFO] [57543] [185.191.171.2:59780#APVH_homeeducated.org.uk:443] File not found
[/home/homeeduc/public_html/404.shtml]
2021-02-19 05:03:04.516504 [INFO] [57543] [185.191.171.2:59780#APVH_homeeducated.org.uk:443] File not found
[/home/homeeduc/public_html/robots.txt]
2021-02-19 04:57:54.370528 [INFO] [57543] [216.18.204.204:23626#APVH_homeeducated.org.uk:443] File not found
[/home/homeeduc/public_html/404.shtml]
2021-02-19 04:57:54.370450 [INFO] [57543] [216.18.204.204:23626#APVH_homeeducated.org.uk:443] File not found
[/home/homeeduc/public_html/robots.txt]
2021-02-19 04:55:10.997821 [INFO] [57543] [216.18.204.204:63152#APVH_homeeducated.org.uk] File not found
[/home/homeeduc/public_html/404.shtml]
2021-02-19 04:55:10.997767 [INFO] [57543] [216.18.204.204:63152#APVH_homeeducated.org.uk] File not found
[/home/homeeduc/public_html/robots.txt]
2021-02-19 04:26:43.859796 [INFO] [40759] [5.255.231.9:34148#APVH_homeeducated.org.uk:443] File not found
[/home/homeeduc/public_html/404.shtml]
2021-02-19 04:26:43.859768 [INFO] [40759] [5.255.231.9:34148#APVH_homeeducated.org.uk:443] File not found
[/home/homeeduc/public_html/robots.txt]
2021-02-19 04:05:05.047827 [INFO] [95642] [34.74.20.92:52890#APVH_homeeducated.org.uk] File not found
[/home/homeeduc/public_html/404.shtml]
2021-02-19 04:05:05.047775 [INFO] [95642] [34.74.20.92:52890#APVH_homeeducated.org.uk] File not found
[/home/homeeduc/public_html/robots.txt]
2021-02-19 03:56:45.961406 [INFO] [93238] [34.74.20.92:55402#APVH_homeeducated.org.uk:443] File not found
[/home/homeeduc/public_html/404.shtml]
2021-02-19 03:56:45.961362 [INFO] [93238] [34.74.20.92:55402#APVH_homeeducated.org.uk:443] File not found
[/home/homeeduc/public_html/robots.txt]
2021-02-19 03:56:45.263349 [INFO] [93238] [34.74.20.92:54780#APVH_homeeducated.org.uk] File not found
[/home/homeeduc/public_html/404.shtml]
2021-02-19 03:56:45.263300 [INFO] [93238] [34.74.20.92:54780#APVH_homeeducated.org.uk] File not found
[/home/homeeduc/public_html/robots.txt]

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Marie Waterhouse](#)

Friday, February 19, 2021, 4:35 AM

Leon - It is now working!

I also raised a helpdesk ticket with my [hosting provider](#) and asked them to check for any server side errors. They came back with this 'There was a ModSecurity rule that was being triggered and causing the 403 error. I have now

whitelisted this for you.'

I have asked them for further details of this and will update the thread in case it helps anyone else.

Do you think I need to tidy anything up regarding the config file and the htaccess file?

Many thanks - I am thrilled that we have finally managed to do an update.

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Leon Stringer](#)

Friday, February 19, 2021, 5:10 AM



That's great news.

.htaccess – don't worry about this. If one was present in **public_html** or **public_html/admin** it could have been causing these issues but now we know that's not the cause we can forget it. However the **.htaccess** in Moodledata is supposed to be there.

config.php – normally this would be copied from the old Moodle folder (step 3 in Rick's video) so would not get changed during the upgrade. But if everything seems to be working I'd be tempted to leave well alone but keep the old **config.php** just in case. Settings such as **\$CFG->passwordsaltmain** are no longer used so are ignored anyway but if you were concerned you could share any entries that were different (remove passwords and other sensitive information before sharing these on the Internet).

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Marie Waterhouse](#)

Friday, February 19, 2021, 2:53 AM

Thank you for the guidance above.

#1 - Sorry - I don't see any urls when I go into my current production in cpanel - I don't think I understand you correctly.

Should I be looking in cpael for this info or on my website?

#2 -Yes - You are correct - I think this is where it is at. We swapped all the files out of public_html for the new version and managed to get through all the upgrade process except for the final point 'save changes' upon which we get a 403 error.

Thank you so much for your help. It feels like we are very close to solving the mystery of upgrades.

Best wishes

Marie

- └─ muc
- └─ temp
- └─ trashdir
- └─ PluginTool
- └─ public_ftp
- └─ incoming
- └─ public_html
- └─ .github
- └─ .well-known
- └─ admin
- └─ analytics
- └─ auth
- └─ availability
- └─ backup
- └─ badges
- └─ blocks
- └─ blog
- └─ cache
- └─ calendar
- └─ cohort
- └─ comment
- └─ competency
- └─ completion
- └─ contentbank
- └─ course
- └─ customfield
- └─ dataformat
- └─ enrol

Home
Up One Level
Back
Forward
Reload
Select All
Unselect All
View Trash
Empty Trash

Name	Size	Last Modified	Type	Permission
local	212 bytes	Today, 10:40 PM	httpd/unix-directory	0755
login	4 KB	Feb 19, 2021, 8:43 AM	httpd/unix-directory	0755
media	70 bytes	Today, 10:28 PM	httpd/unix-directory	0755
message	4 KB	Today, 10:28 PM	httpd/unix-directory	0755
mnet	203 bytes	Today, 10:28 PM	httpd/unix-directory	0755
mod	4 KB	Today, 10:28 PM	httpd/unix-directory	0755
moodle	10 bytes	Jan 3, 2020, 3:07 PM	httpd/unix-directory	0755
moodle38plus	10 bytes	Today, 10:29 PM	httpd/unix-directory	0777
moodle38plusx	4 KB	Dec 20, 2019, 12:11 PM	httpd/unix-directory	0755
moodle38plusY	4 KB	Today, 1:18 PM	httpd/unix-directory	0755
my	110 bytes	Today, 10:28 PM	httpd/unix-directory	0755
notes	203 bytes	Today, 10:28 PM	httpd/unix-directory	0755
pix	4 KB	Today, 10:28 PM	httpd/unix-directory	0755
plagiarism	88 bytes	Today, 10:28 PM	httpd/unix-directory	0755
portfolio	222 bytes	Today, 10:28 PM	httpd/unix-directory	0755
privacy	91 bytes	Today, 10:28 PM	httpd/unix-directory	0755
question	4 KB	Today, 10:28 PM	httpd/unix-directory	0755
ratino	152 bytes	Today, 10:28 PM	httpd/unix-directory	0755

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Marie Waterhouse](#)
Friday, February 19, 2021, 4:38 AM

Hello Rick - The site is now working and updated. I can't thank you enough for your brilliant videos. I feel for the first time in years that we can actually move forward with confidence and do upgrades.

With regards to the 403 error

I also raised a helpdesk ticket with my hosting provider and asked them to check for any server side errors. They came back with this 'There was a ModSecurity rule that was being triggered and causing the 403 error. I have now whitelisted this for you.'

I have asked them for further details of this and will update the thread in case it helps anyone else.

Thank you so much - I was at the point of ditching MOODLE because we could not do updates. Your help has been brilliant.

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Re: Installing and Upgrading Moodle on VPS using cPanel Videos

[Rick Jerz](#)
Friday, February 19, 2021, 8:36 AM




A lot has happened since "I have been sleeping." Good things happen in dreams!!! (Marie, update your profile so that we get a sense of where you are from, and your time zone.)

Okay, you got it figured out. You probably also see the differences between installing Moodle in the root public_html folder and in its own folder.

I would have guessed two things about that 403 error: 1) some files might not have had the correct permissions, or owners, and 2) maybe the file "upgradesettings.php" did not exist? That htaccess file can be a little tricky, especially that it is in public_html. I think that this file is often created by the server, and it is not normally in a "moodle" folder. This is an example for it being hard to say "delete everything in public_html." But when moodle is installed in its own directory, saying "delete the moodle folder" becomes easier.

Whenever you do these upgrades, and as a general suggestion, make sure to backup your moodle, moodledata, and

https://moodle.org/mod/forum/discuss.php?d=401983#p1686710

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moodle database before you do anything upgrading.

Another thing to consider is to have an experimental moodle, somewhere, to practice. For example, I have my regular production moodle in its own folder "../public_html/moodle" and then another moodle in another folder "../public_html/moodle_exp." To do this, you have to establish each moodle's own database and moodledata folders, so that your experimental moodle doesn't clobber your production moodle. On your server, where you have your moodle in public_html, this gets a little trickier.

Well, you have had success. Great!

Since this upgrade is fresh in your mind, start planning on upgrading again in a few weeks. Find a time when students are not active in your moodle, and then upgrade. The more that you practice, the easier it gets. (Again, always start with a backup.)

Thanks for helping, Leon. (I am now somewhat awake.)

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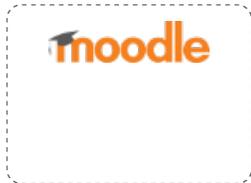
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