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## Unable to export test file

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### **Error message/code:**

Unable to export test file. HTMLDOC exits with the code (1 - HTMLDOC(13501) INFO: HTMLDOC 1.8.27 starting in CGI mode... )

### **Description:**

Starting with v1.8.24, HTMLDOC now provides a native "CGI" mode which allows it to handle HTML-to-PDF conversion requests directly. This mode may cause problems with some scripting language as PHP.

### **Solution:**

To disable the CGI mode, set the HTMLDOC\_NOCGI environment variable before invoking the HTMLDOC program using the following command:

SetEnv HTMLDOC\_NOCGI yes

You can set this environment variable in .htaccess file or globally in your httpd.conf file (for Apache) or in the system environment (for IIS).

## SMTP Error: Data not accepted.

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### **Error message/code:**

SMTP Error: Data not accepted.

### **Description:**

The "Data not accepted" error message is coming from your SMTP server.  
Usually when you get this message, your email shouldn't be sent, because it's being rejected by your SMTP server.

### **Solution:**

Contact your host tech support and ask them regarding this. They should be able to fix it from their side.

**Error message/code:**

TCPDF ERROR: [Image] No such file or directory in...

**Description:**

It means that article has link to image <img src=....> but image does not exists.

**Solution:**

Update article, remove or make link to the image correct.

**Error message/code:**

TCPDF ERROR: Could not include font definition file: [font name]

**Description:**

By some reason TCPDF could not find required font.

**Solution:**

Install required font.

Unable to add/update remote user. The email address for the user exists within our database.

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**Error message/code:**

Unable to add/update remote user. The email address for the user exists within our database.

**Description:**

Remote authentication trying to authenticate remote user and add him to KBPublisher database but user with the same email exists. Remote user identified by "remote\_user\_id" field. if there is no user with this "remote\_user\_id" - new user created in KBPublisher database.

**Solution:**

1. Remove this user from KBPublisher database and login again.
2. Change email for this user in KBPublisher database and login again.
3. Change email for this user in your system and login again.

**Error message/code:**

Content Encoding Error..., The page you are trying to view cannot be shown because it uses an invalid or unsupported form of compression.

**Description:**

Browser does not support gzip compression.

**Solution:**

Set `$conf['use_ob_gzhandler'] = 0;` in file `admin/config.inc.php`



Warning: date(): It is not safe to rely on the system's timezone settings...

---

**Error message/code:**

Warning: date(): It is not safe to rely on the system's timezone settings...

**Description:**

Since PHP 5.1.0 (when the date/time functions were rewritten), every call to a date/time function will generate a E\_NOTICE if the timezone isn't valid, and/or a E\_WARNING message if using the system settings or the TZ environment variable.

**Solution:**

In file admin/config.inc.php set value for \$conf['timezone']  
available timezones see at <http://www.php.net/manual/en/timezones.php>

## SMTP Error: Could not connect to SMTP host

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### Error message/code:

SMTP Error: Could not connect to SMTP host

### Description:

Script can't connect to SMTP server

### Solution:

1. Make sure SMTP credential are correct.
2. If you on Linux check to see if SELinux is preventing the connection

```
[root@webserver ~]# sestatus -b | grep sendmail
```

If the result is httpd\_can\_sendmail off ... SELinux is preventing the connection. Allow it by:

```
setsebool httpd_can_sendmail=1
```

...and check again to make sure the change was applied:

```
[root@webserver ~]# sestatus -b | grep sendmail
```

The result should be

```
httpd_can_sendmail on
```

Restart Apache

### Error message/code:

Warning: require\_once(...client/inc/common.inc.php): failed to open stream: Invalid argument in ...index.php(28)  
Fatal error: require\_once(): Failed opening required '...client/inc/common.inc.php' (include\_path='...adminlib;...adminlib/Pear') in ...index.php(28)

### Description:

You can see this error after KBPublisher installatrion

### Solution:

Open file kbp\_dir/admin/config.inc.php and check paths values, make sure they area correct, update if nesessary.  
\$\_SERVER['DOCUMENT\_ROOT'] variable, it should look like this

```
$_SERVER['DOCUMENT_ROOT'] = '/home/www/user/www'; // linux  
$_SERVER['DOCUMENT_ROOT'] = 'c:/interpub/wwwroot'; // windows
```

Example:

```
/* PATHS */  
$_SERVER['DOCUMENT_ROOT'] = '/home/www/user/www';  
$_SERVER['HTTP_HOST']    = 'localhost';  
  
// admin path  
$conf['admin_home_dir'] = '/kb/admin/';      // path to kb admin dir, relative to DOCUMENT_ROOT  
  
// client path  
$conf['client_home_dir'] = '/kb/';           // path to kb dir, relative to DOCUMENT_ROOT
```

**Error message/code example:**

```
[2014-01-01 00:01:01 critical] Inconsistent database.  
Array (  
  [entry_id] => 1  
  [hits] => 1  
  [h_entry_id] => 1  
  [h_hits] => 2  
)
```

**Description:**

This is a message about articles hits/clicks synchronization error. It may happen if your previous schedule tasks skipped by some reasons.

**Solution:**

It will be synchronized on next run. No actions required from your side.

It is possible server is overloaded. Try again or come back later.

---

**Error message/code:**

It is possible server is overloaded. Try again or come back later.

**Description:**

Normally it means database error.

**Solution:**

To see more descriptive message, set `$conf['debug_db_error'] = 2`, in file `/kbp_dir/admin/config.inc.php`.

Unable to process your request. Please retry shortly.

---

**Error message/code:**

Unable to process your request. Please retry shortly.

**Description:**

It means that server is unable to send an email.

**Solution:**

Set up correct email settings under "*Settings -> Email*" menu in Admin Area.

**Error message/code:**

Database error!  
SQL ERROR: Connection refused  
CODE: 2002

**Description:**

The MySQL error (2002) Can't connect to ... normally means that there is no MySQL server running on the system or that you are using an incorrect Unix socket file name or TCP/IP port number when trying to connect to the server. You should also check that the TCP/IP port you are using has not been blocked by a firewall or port blocking service.

**Solution:**

In file /kbp\_dir/admin/config.inc.php

change  
\$conf['db\_host'] = "localhost";

to  
\$conf['db\_host'] = "127.0.0.1"

**Error message/code:**

Warning: stream\_socket\_enable\_crypto(): SSL operation failed with code 1.  
OpenSSL Error messages: error:14090086:SSL routines:SSL3\_GET\_SERVER\_CERTIFICATE:certificate verify failed

**Description:**

PHP versions since 5.6 verify certificates on SSL connections.  
If there's a problem relating to the certificate, you will get an error like this.

**Solution:**

See [this article](#)



