

[Initial Question] Provider: Bluehost - My Domain is: "vcvivo.com.br" Hi, I am trying to install a script, with no success.
Script is Sent, from codecanyon, to allow me send email from a form on a HTML static website.

I went to cpanel and crated a DB, and assign a user to it, with all privileges.

Sent Script has a install file that asks me to type the DB name and credentials. I did several times, but I am getting the message: "The database could not be created, please verify your settings."

Script documentions says:

To be able to install Sent API, you must have the following:

- Apache2 server

- PHP 5.1.6+

- MySQL (mysqli support)

- (Windows/IIS is experimental)

- Server capable of sending mail (i.e. sendmail) OR

- Access to a STMP server (ie gmail or your own server)

Before continuing with the installation of Sent API, please make sure your hosting is capable of hosting CodeIgniter 2.1.4. In 99% of the cases, this won't be a be a problem :)

Please note that the web server will need to be able to write to the database configuration file located in application/config/database.php. In most cases, this will work as is. If the installation script detects a problem, it will show an error message when first loading the installation script.

Is there anything I should do?

Any help?

Thanks

(13:42) [System] Customer has entered chat and is waiting for an agent.

(13:42) [ChatAutoAssigned] {"staffId":"449"}

(13:44) [ChatAssigned]

(13:44) [ChatAutoAssigned] {"staffId":"631"}

(13:44) [Dimitar R.] Hi, welcome to our live chat. During your time with me, please keep in mind we work with several people at once so responses might be delayed. How can I help you today?

(13:45) [Mauro] Case already explained below.

(13:45) [Mauro] I mean, above.

(13:45) [Dimitar R.] Yes it is

(13:45) [Dimitar R.] Before we can provide any specific account information or work on this issue, please validate your ownership of the account by giving us 1 of the following:

- The last four characters of password on your account.
- The last four digits of the credit card used for the most recent web hosting payment.
- An Invoice # (not Transaction ID) and date of a PayPal payment to your hosting account.
- Your full pin number (this can be created in the profile/billing tab of your cpanel).

Please note this chat is protected by SSL(HTTPS)

(13:46) [Mauro] ****

(13:46) [Dimitar R.] thanks

(13:46) [Dimitar R.] what is the link to the Script to install

(13:47) [Mauro] [http://codecanyon.net/item/self-hosted-form-submit-api/7356482?](http://codecanyon.net/item/self-hosted-form-submit-api/7356482?WT.ac=search_item&WT.oss_phrase=sent&WT.oss_rank=1&WT.z_author=chilly_orange)

[WT.ac=search_item&WT.oss_phrase=sent&WT.oss_rank=1&WT.z_author=chilly_orange](http://codecanyon.net/item/self-hosted-form-submit-api/7356482?WT.ac=search_item&WT.oss_phrase=sent&WT.oss_rank=1&WT.z_author=chilly_orange)

(13:48) [Dimitar R.] Is that in Mojo?

(13:49) [Mauro] No. CodeCanion.net

(13:49) [Mauro] I mean, canyon

(13:50) [Dimitar R.] what is the database and db username

(13:51) [Mauro] vcvivoco_primoweb (db) vcvivoco_primo (user)

(13:51) [Dimitar R.] ok

(13:51) [Dimitar R.] So everything that you post above you have on your server

(13:51) [Dimitar R.] so it should let you install it

(13:51) [Dimitar R.] I have no idea why it is not working

(13:52) [Mauro] Script Doc is saying: Step 2: make sure you have ROOT access to your MySQL server

Again, the easiest would be to simply contact your hosting provider and ask them. If you are using a shared hosting environment, usually you won't be able to access your MySQL server as ROOT and Databased can not be used.

(13:54) [Dimitar R.] Step 2: make sure you have ROOT access to your MySQL server YES you do have root access

(13:54) [Dimitar R.] You have VPS account

(13:54) [Mauro] But do I have ROOT access with vivoco_primo user (created yesterday)?

(13:55) [Mauro] I mean, when I use **bluehost** wizard to create DB and user, do I have root access?

(13:57) [Dimitar R.] Yes you do

(13:58) [Mauro] So, is there anything else I should check?

(13:58) [Dimitar R.] No

(13:59) [Mauro] I guess I should show the chat transcription to the script author, right?

(14:1) [Dimitar R.] It really doesn't matter. It is not like there is much we said here

(14:1) [Dimitar R.] You can if you want to

(14:2) [Mauro] The only thing left I didn't ask you is the Hostname, but I guess it is obvious: vcvivo.com.br

(14:3) [Mauro] see here: <http://www.primowebdev.com.br/teste/Sent/install/index.php>

(14:4) [Dimitar R.] Yes the hostname is the domain

(14:5) [Mauro] but the script is installed on a folder inside the main. Does that matter?

(14:5) [Dimitar R.] i don't know

(14:5) [Dimitar R.] I have never used it

(14:6) [Mauro] I mean, my hostname is always the same, no matter how many websites I have in this account, right?

(14:6) [Dimitar R.] Yes

(14:7) [Mauro] Ok. I think there is nothing left to add. Thanks

(14:7) [Dimitar R.] welcome