

---

## how do I access the admin?

Posted by JLGECVolunteer - 2007/08/12 18:19

---

I don't seem to be able to access the admin function for my blast chat installation from the frontend or the backend of Joomla. The instructions on the "

More settings right here under Server menu as well as inside chat itself under Admin menu (You must be logged in to your global blastchat account, one that was used to register this server, to have access to Admin area)" Make no sense to me.

---

## Re:how do I access the admin?

Posted by Prutkar - 2007/08/13 04:59

---

Go to [www.blastchat.com](http://www.blastchat.com), login, select "Your registration" menu, select your website -> assign one user as Super Admin (this user then will see "Admin" menu directly inside chat which will bring him to same area).

Same access is available in your admin backend under Components/BlastChat client/Configuration menu/Configuration submenu.

---

## Re:how do I access the admin?

Posted by Mercs - 2007/08/27 09:15

---

What if your list isn't showing any users?

Keeps telling me "No records found". Says the same thing when I log in at either front or back end.

Thanks

---

## Re:how do I access the admin?

Posted by Prutkar - 2007/08/28 01:48

---

1. go to frontend of your chat as logged in member (this will create user in blastchat server)
  2. go to [www.blastchat.com](http://www.blastchat.com) "Your registration" menu link and find Users area, there you will see your member which you can assign as SuperAdmin (after that this member will see Admin area directly inside chat)
  - 2a. you can find same "Users area" in your admin backend under BlastChat configuration or Blastchat registration" menu (inside chat window, find "Configuration" menu link)
- 

## Re:how do I access the admin?

Posted by andreao - 2007/09/15 16:20

---

Mine does the same thing and no matter what I do, the list is empty.

Andrea  
[www.pampermeplace.net](http://www.pampermeplace.net)

---

## Re:how do I access the admin?

Posted by Prutkar - 2007/09/16 05:12

---

Users list is empty till logged in member of your website enters chat.

---

---

## Re:how do I access the admin?

Posted by Shadrac - 2007/10/05 18:47

---

Same here ... I have logged into my website as a user (not as admin)  
Even if I log onto chat, it shows no users present so I can't make any admins :/  
If I try to goto users in my mambo administration ... it says 'Not yet implemented'

Also ... when I select 'rooms' in my admin options at blastchat, if I select 'no' to all 4 guest options ... noone can get into the chat ... even tho they are registered members.

Frustrating ...  
:angry:

Post edited by: Shadrac, at: 2007/10/05 19:02

---

## Re:how do I access the admin?

Posted by Prutkar - 2007/10/06 01:41

---

1. Access to chat on your website is not public, so I am unable to verify your installation, PLEASE make access to BlastChat component PUBLIC and we will resolve this within minutes.

(Your members are unable to enter chat most probably because your current blastchat installation private key and security keys are invalid due database change or reinstallation)

2. Have you ever been in your room and submitted a message? If not, your chat is not working yet properly (see number 1.)

3. "Not implemented yet" message in your admin backend is irrelevant, what is not implemented is only a presentation of data. Important part is users on server side (blastchat side)

---

## Re:how do I access the admin?

Posted by Shadrac - 2007/10/06 05:11

---

I am attempting to attach a screenshot of my settings for you to see ... and it is set to public view now - sry. :whistle:  
A friend and I were both in the chat last night using it, but could never see any users in the admin area. In fact once I logged out, and attempted to return I could no longer enter.

I deleted all cache in my browser to see if this would help, but to no avail. I am sure this is something I have set wrong, and really want to get this fixed. Thanks for any help :)

[http://www.blastchat.com/components/com\\_joomlaboard/uploaded/images/blastchat-9e3191dba1d65965dd3d51b35b2bb437.jpg](http://www.blastchat.com/components/com_joomlaboard/uploaded/images/blastchat-9e3191dba1d65965dd3d51b35b2bb437.jpg)

Post edited by: Shadrac, at: 2007/10/06 07:48

Post edited by: Shadrac, at: 2007/10/06 07:51

---

## Re:how do I access the admin?

Posted by Prutkar - 2007/10/06 12:52

---

Fixed now, problem was the apostrophe in your website name.

---

## Re:how do I access the admin?

Posted by Shadrac - 2007/10/06 14:19

---

ok thank you the chat now works again.

Should I take out the apostrophe from the site?

2nd question - When I click on the live chat, I only enter as a guest. I am sitting in my chat room, and still see no users in the admin section to make myself an admin of the chat room.

How do I get it to see me and all other members as members of the site when we enter the chat? and not just guests?

=====

## Re:how do I access the admin?

Posted by Prutkar - 2007/10/07 04:30

---

1. No need to remove apostrophe

2. Go to your website, login as member A, enter chat -> this will create new user A on blastchat server side; after that when you go to "Your registration" link on blastchat server, you will be able to assign user A as SuperAdmin (after that you will have 'Admin' menu directly inside chat when you eneter as user A)

=====

## Re:how do I access the admin?

Posted by Shadrac - 2007/10/07 06:47

---

ok me thinks I have something wrong.... cuz I did exactly what u said and it dont work. I have screens thru the whole thing.

1st I logged in

<http://www.poundnails.com/temp/logged.jpg>

Next I logged into the chatroom on my site. You will see it says to enter a desired guest nickname.

<http://www.poundnails.com/temp/chat.jpg>

I join the chatroom, but as a guest (cuz I dont see another way of getting in here)

<http://www.poundnails.com/temp/chat2.jpg>

So now while in the chatroom, I open another window and log into my account at blastchat.

<http://www.poundnails.com/temp/admin.jpg>

And all I see in the users area is empty space.

<http://www.poundnails.com/temp/empty.jpg>

So I ask .... am I overlooking something very simple, and just keep missing it? I have to be a bother, and sound like such a n00b in here. Believe it or not I have been running websites for 10 years ... mostly phpnuke ... so Mambo is very new to me, but it sure seems like this should be easier for me.:unsure:

I do truly appreciate all the help you are giving me tho :)

=====

## Re:how do I access the admin?

Posted by Prutkar - 2007/10/07 07:45

---

You must be running some new Mambo version that BlastChat client 2.2 is not fully compatible with. It seems like Mambo changed some crucial variables that hold necessary information.

If you could create temporary testing account and email to me username+password so I can login to your website, I

---

would be able to detect exactly what is wrong.

Post edited by: Prutkar, at: 2007/10/07 07:49

=====

### Re:how do I access the admin?

Posted by Shadrac - 2007/10/07 10:09

---

Is your email linked in the forums somewhere?  
If not please post it for me.  
I have account all set up.  
Do you need just registered member, or admin access of mambo site?

Mambo version is 4.6.2

Post edited by: Shadrac, at: 2007/10/07 10:14

=====

### Re:how do I access the admin?

Posted by Prutkar - 2007/10/07 11:50

---

Just a simple member, click "contact us" menu link on blastchat site for email.

=====

### Re:how do I access the admin?

Posted by Shadrac - 2007/10/07 12:24

---

sent  
and ty :)

=====

### Re:how do I access the admin?

Posted by Shadrac - 2007/10/11 15:27

---

Prutkar thank you for the support you gave and the quick patch/fix to my problem. The chat works perfectly now.  
I really appreciate the effort you put forth.  
Shows alot of integrity in you and your chat :)

Shadrac B)

=====

### Re:how do I access the admin?

Posted by gman - 2008/01/30 12:13

---

Help. I think i also have this same problem.

I am running mambo 4.6.2 and I have these same symptoms I can only get to chat as a guest etc.....

=====

### Re:how do I access the admin?

---

Posted by Prutkar - 2008/01/30 12:53

Try to read Mambo 4.6 member access problem

=====

## Re:how do I access the admin?

Posted by gman - 2008/01/30 13:03

I uploaded that that new php file blastchatc.php

And now my smiley face turns yellow which is good

but so far i have been unable to access admin at this site  
so i can make myself an admin at the chat room.

Also i have maybe another problem. At my mambo site i am gman1964  
but at blast chat i am gman. So when i log into mambo as gman1964  
it shows me in blast chat module as gman1964. but my blast chat account  
id is really gman.

is this part of my problem?

=====

## Re:how do I access the admin?

Posted by Prutkar - 2008/01/30 13:18

To access admin area, login to gman at [www.blastchat.com](http://www.blastchat.com) and click "Your registration" link

Your described "problem" is not a problem but properly working features as designed.

=====

## Re:how do I access the admin?

Posted by gman - 2008/01/30 15:06

I am still having problems. I went into admin and made myself a super administrator.  
Also, I now have the admin selection in the chat room.

After I log into mambo and then go into chat the yellow face does not light up?

But, I logged into mambo under an old test account and the yellow light worked?

Then I made a new test account and when I log into mambo and I try to go into chat  
I get this following error >>

```
Error 0005 : Error has occured, contact your webmasterDB function failed with error  
number 1062 Duplicate entry 'x' for key 2 SQL=INSERT  
INTO mos_blastchatc_users (userid, serverid, sec_code, logged, last_update, session_id) VALUES ('71', '0', 'x',1, 'x',  
'x')SQL = INSERT INTO mos_blastchatc_users (userid, serverid, sec_code, logged, last_update, session_id) VALUES  
('71', '0', 'x', 1, 'x', 'x')
```

What is my next step? Thank you for all the help!

=====

## Re:how do I access the admin?

Posted by gman - 2008/01/30 15:26

---

I didn't want to waste your time on this post since I found the problem which is ME lol. I was trying to log in and out in the same browser window so now i think it is working great!

=====

## Re:how do I access the admin?

Posted by Prutkar - 2008/01/30 15:43

---

that most probably is a bug, which I already solved in upcoming 2.3 client (single session\_id and two different user accounts)

=====

## Re:how do I access the admin?

Posted by gman - 2008/01/30 19:05

---

Okay I have new scenario for you.

The yellow smiley comes on when you go into blast chat

but.....

it doesn't stay on but briefly then goes off?

Can I make it stay on?

Thank you for the help!

=====

## Re:how do I access the admin?

Posted by Prutkar - 2008/01/30 20:02

---

If you are inside chat, it should stay on.  
What is your dynamic module refresh set to?  
(probably best to start new topic)

=====