



Time Zone - GMT (UTC +00)

11 May, 2023

[21:13:55] **Hello Who** : I am trying to install postgres with `./installpostgres` in `usr/local/cpanel/scripts/` because `libpq` is a a Postgres library required to install `psycpg2-binary` when I try `pip install psycpg2-binary`

cPanel/WHM apps Python

[21:14:10] [Svetlana Mamchenko joined the chat]

[21:14:59] **Svetlana Mamchenko** : Hello, you've contacted Live Support!

[21:15:36] **Hello Who** : Good day Svetlana, I am just asking for a bit of help because I have a bit of an issue running "installpostgres" in the terminal on cPanel.

[21:18:10] **Svetlana Mamchenko** : Please specify if you navigated in Terminal to a specific root directory. For what website do you try running SSH commands?

[21:21:28] **Hello Who** : I navigated to `usr/local/cpanel/scripts` and `installpostgres` is one of the files there. I am trying to install `psycpg2-binary` for a test app hosted on: <https://shortcollabs.yjohnzhang.com/app/pyTest/>

[21:24:10] **Svetlana Mamchenko** : Please specify if you tried entering your virtual environment before running the commands for this Python app.

This command stands for entering your virtual environment for this app:

```
source /home/yjohkppf/virtualenv/apps/00_test/3.7/bin/activate && cd /home/yjohkppf/apps/00_test
```

[21:25:53] **Hello Who** : yes, I have run `pip install -r requirements.txt` in the virtual environment and it failed to install `psycpg2-binary` because I was missing `libpq`; so I did a bit of digging and found that I needed to install postgres first

[21:26:15] **Hello Who** : in the specified path that you just provided (copy pasted it)

[21:28:44] **Hello Who** : wait. are you saying that I have to install postgres in the virtual env?

[21:31:41] **Svetlana Mamchenko** : I see that you have created this database: `yjohkppf_demo_shortcollabs` in cPanel >> the PostgreSQL Databases menu.

Concerning the commands, I have found this source, you can check it: <https://stackoverflow.com/questions/61054203/cant-install-libpq-dev>

You can provide us with a screenshot from the Terminal menu where you tried running commands and have got an error.

[21:32:54] **Svetlana Mamchenko** : Please let me transfer our chat session to another our representative for the further assistance on your question.

[21:33:19] **Hello Who** : sounds good

[21:34:45] [Oksana Makhnyk joined the chat]

[21:34:46] [Svetlana Mamchenko left the chat]

[21:36:33] **Oksana Makhnyk** : Hello, I will assist you further. Would you please allow me a few minutes to look through your previous conversation?

[21:36:47] **Hello Who** : Sure

[21:36:59] **Oksana Makhnyk** : Have you tried the commands mentioned here: <https://stackoverflow.com/questions/61054203/cant-install-libpq-dev> ?

[21:40:12] **Hello Who** : yes; I am not sure how the first one will work since this isn't a personal machine (not sure what package manager the server uses) but I have tried the second command (`pip install psycpg2-binary`) and it needs `libpq`, specifically:
In file included from `psycpg/psycpgmodule.c:28`:
`./psycpg/psycpg.h:31:2: error: #error "Psycpg requires PostgreSQL client library (libpq) >= 9.1"`
`psycpg/psycpgmodule.c: In function 'libpq_version':`
`psycpg/psycpgmodule.c:372: warning: implicit declaration of function 'PQlibVersion'`
At top level:

[21:42:19] **Oksana Makhnyk** : It seems that it requires a higher version of PostgreSQL - `>= 9.1`. The PostgreSQL release on our Shared hosting accounts is 8.4.20: <https://www.namecheap.com/support/knowledgebase/article.aspx/129/22/what-version-of-the-software-is-used-on-your-servers/>

[21:43:49] **Hello Who** : ah, cool

[21:44:31] **Hello Who** : so I was just messing around with the version of `psycpg2-binary` to install and it just successfully installed!

[21:45:13] **Oksana Makhnyk** : Great!

[21:45:21] **Oksana Makhnyk** : To rate your experience with our Support team, please fill in our feedback form.

Thank you for choosing Namecheap services.

Is there anything else I can help you with?

[21:45:21] **Hello Who** : Thank you!

[21:45:29] **Oksana Makhnyk** : You are welcome!

[21:45:39] [Thank you for your feedback]

[21:45:56] **Hello Who** : Yeah, I think that is all I have for now, once again, thank you!

[21:46:17] **Oksana Makhnyk** : It's been a pleasure to help you. Thank you for contacting us. Goodbye!

[21:55:33] [Oksana Makhnyk left the chat]