



Time Zone - GMT (UTC +00)

8 June, 2023

[17:04:50] **CELESTINE ACHI** : can remove wordpress on root directory and host node app.

I get the following error message form the Node.js section of the cPanel:

Error

Directory '/' not in user home ('/home/cihacesf')

hosting technical

[17:05:17] **CELESTINE ACHI** : ok

[17:06:03] [Mariia Khar joined the chat]

[17:06:36] **Mariia Khar** : Hello! Thank you for contacting our Live Chat Support!

[17:06:47] **Mariia Khar** : Please log in to your Namecheap account at <https://www.namecheap.com/myaccount/login/> to complete the account ownership verification automatically.

[17:07:19] **CELESTINE ACHI** : done

[17:07:22] [Contact details sent successfully.]

[17:07:55] **Mariia Khar** : Please specify the domain name in question.

[17:08:43] **CELESTINE ACHI** : I wish to move whats on <http://staging.educatial.store/> to the root domain

[17:09:07] **CELESTINE ACHI** : But I cannot make the root domain a node environment

[17:09:20] **CELESTINE ACHI** : I get the following error:

Error

Directory '/' not in user home ('/home/cihacesf')

[17:13:07] **Mariia Khar** : It seems that you wish to set up the NodeJS application for educatial.store and point the root folder of the domain to the app, am I right?

[17:14:26] **CELESTINE ACHI** : Sorry typo

[17:14:28] **CELESTINE ACHI** : I meant <http://staging.cihanmediacomms.com/>

[17:15:30] **CELESTINE ACHI** : apologies for the mixup

[17:17:45] **Mariia Khar** : Okay, no worries. So, am I right that you wish to set up the NodeJS application for the domain and point the root folder of the domain to the app?

[17:18:05] **CELESTINE ACHI** : correct

[17:19:58] **Mariia Khar** : Feel free to create staging as shown here: <https://www.namecheap.com/support/knowledgebase/article.aspx/1258/2182/how-to-work-with-scripts-in-softaculous/#staging>

[17:20:16] **Mariia Khar** : Then set up NodeJS per your needs: <https://www.namecheap.com/support/knowledgebase/article.aspx/10047/2182/how-to-work-with-nodejs-app/>

[17:20:53] **CELESTINE ACHI** : The first link shows for Wordpress

[17:22:20] **Mariia Khar** : I am sorry for the misunderstanding. It seems that you wish to create a subdomain staging.cihanmediacomms.com, not a staging itself.

[17:23:15] **Mariia Khar** : Try entering the 'staging.cihanmediacomms.com' in the application root field.

[17:23:29] **CELESTINE ACHI** : I already have that subdomain

[17:23:34] **Mariia Khar** : If the error persists, provide me with the screenshot.

[17:23:54] **CELESTINE ACHI** : <http://staging.cihanmediacomms.com/>

currently works fine

[17:23:59] **CELESTINE ACHI** : That is the node app

[17:24:08] **CELESTINE ACHI** : and it runs on that subdomain

[17:24:25] **CELESTINE ACHI** : However on the root domain, a wordpress app runs currently

[17:24:59] **CELESTINE ACHI** : I wish to remove the wordpress app entirely

[17:25:24] **CELESTINE ACHI** : and replace it with the node app (ie. whats currently running on <http://staging.cihanmediacomms.com/>)

[17:25:57] **CELESTINE ACHI** : But when i try to setup a node environment, it works for subdomain but not the root domain

[17:26:29] **CELESTINE ACHI** : I am unable to make my root directory a node environment (ie. <http://cihanmediacomms.com>)

[17:27:44] **CELESTINE ACHI** : Node running on sub domain works fine
[Screenshot 2023-06-08 at 18.27.24.png]

[17:28:26] **CELESTINE ACHI** : Attempting to make the root domain a node environment does not work
[Screenshot 2023-06-08 at 18.28.10.png]

[17:32:09] **Mariia Khar** : Let me know if you wish to set the root application directory to public_html or create/det another folder. The "/" folder does not exist so you received the error.

[17:32:39] **CELESTINE ACHI** : Yes i wish t set the public_html

[17:32:48] **CELESTINE ACHI** : what should i have typed in there?

[17:34:36] **Mariia Khar** : Try entering 'public_html' in this case. Make sure to delete/move data from the public_html folder to avoid messing up your data.

[17:35:29] **CELESTINE ACHI** : ok let me try it out

[17:37:44] **Mariia Khar** : Sure, take your time.

[17:37:46] **CELESTINE ACHI** : I get this error
[Screenshot 2023-06-08 at 18.37.35.png]

[17:39:44] **Mariia Khar** : May I try creating the application from my side?

[17:41:47] **CELESTINE ACHI** : yes please. thanks

[17:42:53] **Mariia Khar** : You are most welcome. Allow me 5-7 minutes to investigate it.

[17:43:25] **CELESTINE ACHI** : ok

[17:44:04] **CELESTINE ACHI** : i moved everything in the root directory into a folder called 'FILES'

[17:48:29] **Mariia Khar** : I'm afraid that you misconfigured cPanel by moving all folders from the home directory to the folder 'FILES'. Please move them back.

[17:51:49] **CELESTINE ACHI** : ok

[17:53:12] **CELESTINE ACHI** : done

[17:53:26] **Mariia Khar** : Thank you, checking further.

[17:59:16] **Mariia Khar** : I've just corrected the folders and permissions of the home folder. Let me try creating the application again.

[18:05:46] **Mariia Khar** : Regretfully, it appears that using the public_html directory as the application root is not allowed by the cPanel configuration and it cannot be changed. You may set any other desired folder as the application root. Feel free to refer to this guide:
<https://stackoverflow.com/questions/68288432/cpanel-directory-public-html-not-allowed-issue>

[18:09:22] **CELESTINE ACHI** : ok

[18:09:44] **Mariia Khar** : If you have any other questions, let me know.

[18:10:53] **CELESTINE ACHI** : how do i set it to
/home/cihacesf/cihanmediacomms

[18:11:25] **Mariia Khar** : You may enter the 'cihanmediacomms' value for the application root.

[18:13:20] **CELESTINE ACHI** : ok

[18:14:18] **CELESTINE ACHI** : where can i do that please?

[18:15:11] **Mariia Khar** : Here when creating a new application: <https://img.namecheap.com/bm3EszWxUDQAHjLjF7EeoD.png>

[18:17:33] **CELESTINE ACHI** : ok

[18:17:37] **CELESTINE ACHI** : will do

[18:19:37] **CELESTINE ACHI** : ok done

[18:20:09] **CELESTINE ACHI** : but how the domain " <https://cihanmediacomms.com/> " ; is not pointing to that folder yet

[18:21:28] **CELESTINE ACHI** : its still loading the wordpress site

[18:21:41] **CELESTINE ACHI** : how do i make it load the node app instead

[18:23:08] **Mariia Khar** : Give me a few minutes to check.

[18:23:24] **CELESTINE ACHI** : ok