



Problem

You're getting one of the following error message:

- Can't create or write into the data directory
- Can't write into config directory!
- Data directory (/mnt/data) is invalid (/mnt/data is an example here)

Solutions

The messages basically means that ownCloud can't access and write into the mentioned directories (as the messages are telling). There are a few issues which are showing up quite often:

Missing permissions

You have permission issues that the users which is running your webserver has no access to this folders. If you're on e.g. Ubuntu/Debian this can be checked by running the following command:

```
sudo -u www-data ls -la /path/to/folder
```

this command should return a list of files / folders instead of a "Permission denied" message.

If the command is failing you need to make sure to setup the correct permission. How to setup the correct permissions needed are described here:

https://doc.owncloud.org/server/9.1/admin_manual/installation/installation_wizard.html#setting-strong-directory-permissions 2.2k

open_basedir

Within PHP it is possible to configure a `open_basedir` to restrict access of PHP to specific files and folders. If this setting doesn't contain the folder where ownCloud needs to write into it will fail. Please see the PHP manual available here how to configure this correctly:

<https://secure.php.net/manual/en/ini.core.php#ini.open-basedir> 764

SELinux

On systems running SELinux a correctly configured policy is needed. The ownCloud documentation available here provides basic infos for this:

https://doc.owncloud.org/server/9.1/admin_manual/installation/selinux_configuration.html 637

If you need further help with SELinux please contact a support community dedicated to your used linux distro as SELinux is a quite complex topic.

Wrong mount permissions

If ownCloud itself or one of the mentioned directories are placed on an external hard disc which is mounted automatically or manually into your system it might be possible that the permissions were setup incorrectly during mount time. This happens especially if the external hard disc is formatted with e.g. NTFS.

It is important that the user running your webserver (e.g. www-data, apache or httpd) has full read and write permissions to that mount point. As giving linux basics are out of the scope of this forum please have a look at tutorials / answers like:

[askubuntu.com 261](http://askubuntu.com/261)



Mount NTFS partition at startup, with non-root user as owner

mount, permissions, ntfs, fstab

asked by [Tomas Lycken](#) on [09:50PM - 04 Jan 12](#)
[askubuntu.com 254](http://askubuntu.com/254)



Automount ext4 partition with user permission/ownership (fstab?)

partitioning, permissions, fstab, automount

asked by [Christophe](#) on [01:57AM - 26 Dec 12](#)
etc.

An example /etc/fstab line which might also work on your system could be:

```
//192.168.0.1/ownCloud /mnt/owncloud cifs  
credentials=/home/username/.smbcredowncloud,rw,uid=33,gid=33,dir_mode=0770,iocharset=utf8,sec=ntlm  
0 0
```