

ProcessForm 3.0

PHP form processing script by Nate Baldwin, www.mindpalette.com

Because every web server is different, it's always possible to run into problems and inconsistencies. This FAQ list should cover most of the basic problems, but if you need additional help, please visit our online support forum at www.mindpalette.com/forum

Frequently Asked Questions

Why does the script seem to run successfully, but the email is never sent or received?

In order for this script to work, your server will need to be configured properly to use PHP to send out emails. If you're sure the configuration is correct, keep in mind that some servers do not allow you to specify who an email is being sent from, so try NOT using a sender_email or sender_name field (if you are using either). To double check that the server is configured correctly, try using the test utility in the Extras folder included with this download... / Extras / Test PHP Email / php_mail_text.php

Why do I get a "method not allowed" error when testing the script?

...or...

Why do I just get a page full of PHP code in the browser when testing the script?

First, make sure you're testing the script on an actual web server and not your local computer. PHP is a server language and won't run on most workstation machines. If you are testing on the uploaded server files already, make sure your server does support PHP - it's acting as though it doesn't recognize what a PHP script is. Your web host may require that your PHP scripts have a different extension, such as .php3 or .phtml, or they may require that they be uploaded to a certain folder.

Why am I getting an error that the script must be on the same server as the form?

This is due to a built-in security feature to keep unauthorized people (and spammers) from accessing your script from their own forms. If your form is on the same server as the script and you're still getting the error message, it may be that your server has a non-standard URL. You can disable this check by opening ProcessForm.php and changing the value of \$referrerCheck to false (no quotes) on (approximately) line 45.

When uploading file attachments, why do I keep getting an error that there aren't enough privileges to access the uploaded file?

This is a server configuration problem. Your web server either has file_uploads set to Off in their PHP configuration, or they have the upload_tmp_dir in the configuration set to a directory that doesn't allow PHP enough permissions to access the uploaded files. Your web host will need to make this correction in their PHP configuration file.