

Why is RVSiteBuilder unable to create user folder within DirectAdmin?

Posted: **LicenseCube Support** [support@licensecube.com]

Online URL:

<http://kbase.licensecube.com/additional-licenses/why-is-rvsitebuilder-unable-to-create-user-folder-within-directadmin>

There are many reasons why your DirectAdmin installation might be having problems with getting RVSiteBuilder to create user folders within it. Nonetheless, our step-by-step tutorial should assist you in resolving this issue, please see below.

Correcting permissions on the Perl folder:

- Please login to your DirectAdmin Virtual/Dedicated server via SSH
- Next, please run the following command within Linux:

```
# chmod 755 /usr/bin/perl
```

- Then, please try to run the following command via SSH:

```
# /usr/local/rvglobalsoft/rvsitebuilder/rvbin/rvswrapper
```

Should the above-mentioned command fail to set the UID that is necessary, please proceed with the next steps indicated below.

Adjusting the RVSiteBuilder files:

- Please login to your DirectAdmin Virtual/Dedicated server via Linux
- Next, please run the following command within SSH:

```
mkdir /home/rvsitebuilder/ &&  
cd /usr/local/rvglobalsoft/rvsitebuilder &&  
mv /usr/local/rvglobalsoft/rvsitebuilder/rvbin /usr/rvsitebuilder/ &&  
ln -s /usr/rvsitebuilder/rvbin
```

Upon the successful completion of the above-mentioned process, your RVSiteBuilder server will now be able to create the user folder it needs to function correctly.

If you have any further questions pertaining to your [RVSiteBuilder license](#), please feel free to get in contact with the LicenseCube support team for extra help.