



Dane Fjelstad <merlin2288@gmail.com>

[#246469] Conversation Transcript

1 message

Notifications from Hosting.Com <livechat@mysecurecloudhost.com>
To: merlin2288@gmail.com

Sun, Jan 18, 2026 at 9:42 PM

merlin2288

I'm having an issue with Composer as it doesn't appear to be installed on in my server space.

Is there something I need to do to enable Composer? It was my understanding when I chatted with the customer support person before I purchased a hosting package earlier this evening that Composer would be setup as this is an essential piece to managing a modern Drupal site.

Thanks

Dec 26, 06:12 AM UTC

Xerxes

Thanks! I can help you with Composer. It needs to be installed via SSH. So I can provide you with the correct steps, could you tell me what type of hosting package you have (e.g., Shared, VPS, Dedicated)?

Dec 26, 06:13 AM UTC

merlin2288

I have a Shared hosting package.

Dec 26, 06:13 AM UTC

Xerxes

Thanks for confirming you have a Shared hosting package! Here are the steps to install Composer via SSH:

1. Log in to your account using SSH. If you need help with this, let me know.
2. Once logged in, type the following commands:

```
cd ~
mkdir -p ~/bin
wget https://getcomposer.org/installer -O composer-setup.php
php ~/composer-setup.php --install-dir=$HOME/bin --
filename=composer.phar
```

To confirm the installation, you can type `ls -lh ~/bin/composer.phar`. You should see the `composer.phar` file listed.

3. To create a helper script to run Composer, type:

```
cat > ~/bin/composer << 'EOF'
#!/bin/bash
php $HOME/bin/composer.phar "$@"
EOF
```

4. To make the helper script executable, type:

```
chmod +x ~/bin/composer
```

5. To configure your shell environment to run Composer from any directory, type:

```
echo 'export PATH=$HOME/bin:$PATH' >> ~/.bash_profile
source ~/.bash_profile
```

You can confirm Composer is configured by typing `composer -V` from any directory; it should display the version number.

Let me know if you need any help with these steps!

Dec 26, 06:14 AM UTC

merlin2288

I found a KB article on your site so I've setup the keys and installed the private key locally on my Mac. Terminal is giving me grief and won't let me login to the site using SSH. I'm getting an error that says my key is being ignored as it is not secure. My username and password are also not being accepted.

Dec 26, 06:16 AM UTC

Xerxes

It sounds like you're encountering a common SSH key permissions issue on your Mac. The 'key is being ignored' error usually means the private key file on your Mac has incorrect permissions. Here's how to set stricter permissions for it:

1. Open your Terminal application.

2. Navigate to where your private key is stored. (It's often in ~/.ssh/)
3. Run this command (replace your_private_key with your actual private key file name, e.g., id_rsa):

```
chmod 400 ~/.ssh/your_private_key
```

Try connecting via SSH again after adjusting these permissions. What happens when you try?

Dec 26, 06:16 AM UTC

Xerxes

Regarding your password login not being accepted, once you've tried connecting with your key, let me know if you're still unable to log in. We can then focus on troubleshooting that separately, as well as looking at configuring SSH keys via cPanel.

Dec 26, 06:16 AM UTC

merlin2288

I'm getting asked for a passphrase which I did not setup when I created my key.

Now I'm seeing in the Terminal app on my Mac:

Last failed login: Fri Dec 26 06:17:51 UTC 2025 from 172.220.74.21 on ssh:notty There were 5 failed login attempts since the last successful login. [n3xtleve@s5531 ~]\$

Dec 26, 06:23 AM UTC

Xerxes

You're being asked for a passphrase you didn't set, and also seeing repeated login failures.

For the passphrase issue, we can reset your SSH keys. To avoid the login failures that might be blocking your IP, let's start by resetting your SSH keys through cPanel.

Would you like me to guide you through resetting your SSH keys in cPanel?

Dec 26, 06:23 AM UTC

merlin2288

Before we get going with resetting the keys... is there a reason I can't use the Terminal application in the cPanel? I'm asking as I'm just trying to learn about Drupal. I understand that working on the live server has risk, but I do want to get started. I feel like setting up a

local environment and then deploying changes to the live server is beyond my capability at this point. I just want to learn Drupal for now.

Dec 26, 06:26 AM UTC

Xerxes

You can use the Terminal application in cPanel for learning Drupal. To enable this, you'll need to activate SSH access for your account. Here's how to do that:

1. Log in to cPanel.
2. In the **Advanced** section, click **Terminal**.

This will give you direct command-line access. Let me know if you need help logging into cPanel or finding the Terminal!

Dec 26, 06:27 AM UTC

merlin2288

I've located and started the Terminal application. Here is where I believe I determined that Composer is not installed. I ran the command:

```
composer -V
```

I'm receiving the following message:

```
bash: composer: command not found
```

Dec 26, 06:29 AM UTC

Xerxes

Thanks for confirming you've started the Terminal application in cPanel and ran `composer -V`! The "bash: composer: command not found" message confirms Composer isn't yet configured in your shell environment. Now that you're in the cPanel Terminal, are you ready to proceed with installing Composer using the commands I previously shared? I can guide you through each step if you like, or you can try them on your own. Just let me know what works best for you!

Dec 26, 06:29 AM UTC

merlin2288

I'll give things a shot... give me a few minutes and we'll see how things go.

Dec 26, 06:31 AM UTC

merlin2288

Thank you for your help.

Dec 26, 06:31 AM UTC

Xerxes

Sounds good! Take your time, and let me know how it goes or if you need any further assistance. I'm here to help.

Dec 26, 06:31 AM UTC

merlin2288

I can see that I have Composer installed V 2.9.2

I don't understand what you mean regarding "helping script"

I have Drupal installed in my hosting space... it can be verified/viewed at:

<https://n3xtleveltech.com>

I would like to install a new theme or module which requires Composer. The command for the Admin Toolbar is below:

```
composer require drupal/admin_toolbar
```

When I run this command I'm getting the following message...

Dec 26, 06:40 AM UTC

Xerxes

That's great you have Composer installed and confirmed the version! I understand your confusion about the "helper script" I mentioned earlier. You can actually skip steps 3 and 4 of the installation instructions. That helper script is just a convenience to let you run composer as a shorter command directly; it's not strictly necessary for Composer to function.

Since you have Composer installed and Drupal at <https://n3xtleveltech.com>, let's get that Admin Toolbar module installed. What message are you seeing when you run `composer require drupal/admin_toolbar`?

Dec 26, 06:40 AM UTC

merlin2288

Attachments:

[Screenshot 2025-12-26 at 00.40.39.png](#)

Dec 26, 06:41 AM UTC

Xerxes

Thanks for providing the error! The key message here is "Could not find a matching version of package drupal/admin_toolbar." This means Composer isn't able to locate a compatible version of the module for your current Drupal setup.

This often happens if Composer isn't aware of your Drupal site's specific version or if the module itself has strict compatibility requirements.

What version of Drupal are you currently running on n3xtleveltech.com? Knowing this will help us find a compatible version or adjust the command.

Dec 26, 06:41 AM UTC

merlin2288

I'm running Drupal 11.3.1

Dec 26, 06:42 AM UTC

Xerxes

It looks like Composer is unable to find the `composer.json` file in your current directory. This file is essential for Composer to manage your Drupal site's modules and dependencies. You need to run the `composer require` command from the root directory of your Drupal installation where the `composer.json` file is located. If your Drupal site is at n3xtleveltech.com, you'll likely need to navigate to its public HTML directory. What's the full path to your Drupal installation on your server? For example, is it in `~/public_html/drupal` or `~/public_html`?

Dec 26, 06:42 AM UTC

merlin2288

~/public_html

Dec 26, 06:44 AM UTC

Xerxes

Thanks for confirming your Drupal installation is in ~/public_html! The error "No composer.json present in the current directory" means we need to run the Composer command from that public_html directory.

Please navigate to your Drupal root directory by typing this command in the cPanel Terminal:

```
cd ~/public_html
```

Once you are in that directory, try running the Composer command again:

```
composer require drupal/admin_toolbar
```

Let me know what happens after you try this!

Dec 26, 06:44 AM UTC

merlin2288

Nailed it! I just installed the Admin Toolbar.

Dec 26, 06:47 AM UTC

Xerxes

That's fantastic news! I'm glad to hear you successfully installed the Admin Toolbar. Is there anything else I can help you with today regarding your Drupal site or other [hosting.com](#) services?

Dec 26, 06:47 AM UTC

merlin2288

I think we're good. I'm going to install a new theme next... wish me luck!

Dec 26, 06:47 AM UTC

Xerxes

That's great! Good luck with your new theme installation. If you run into any questions or issues, feel free to ask!

Dec 26, 06:47 AM UTC

merlin2288

And thank you again for your help. Very much appreciated!

Dec 26, 06:48 AM UTC

Xerxes

I'm glad I could help! If you need anything else down the line, don't hesitate to reach out.
Happy Drupal theming!

Dec 26, 06:48 AM UTC

Like our service ? Refer a friend and get rewarded. Click here:

<https://go.hosting.com/Cb8XW9>

Dec 26, 06:48 AM UTC

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