admin side of slave returns internal server error

Posted by chrissy6930 - 2010/04/20 17:00

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hi there,

I recently changed host (from shared hosting to managed dedi server) and might be overlooking something obvious

Installation: J!1.5.15, JMS 1.2.26 and patches 1.2.32

I have set up the following subdomains in Parallel's Confixx:

www.test.tas.net -> target: public_html/test
www.testslave.tas.net -> target: public_html/test-creators/slave0

my J!session is installed in public_html/test, the slaves shall go into public_html/test-creators/slaveXX

all, master and slaves, shall share the same db

so far all is well with the master site

the first slave is set up with
domain:
http://www.testslave.tas.net
deployed directory:
/public_html/test-creators/slave0

after installing joomla I have no probs accessing the user side of the slave
however accessing the admin side of the slave's subdomain is returning an internal server error
to access the admin side anyways I would need to go to www.tas.net/test-creators/slave0/administrator

any chance you would have an idea what I'm doing wrong?

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Re: admin side of slave returns internal server error

Posted by edwin2win - 2010/04/20 23:21

An internal server error may be due to a "higher" permission of a file.
Some server that are using for example suPHP does not allow execute PHP files that would have a chmod 777.

So perhaps this is the reason.

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Re: admin side of slave returns internal server error

Posted by chrissy6930 - 2010/04/22 11:12

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ahhh! what you are saying appears to being appliccable:

my server runs on Debian Lenny and suPHP is in use.

would you mind a hint on what I could do/ check myself provided I have the necessary priviledges or what to mention to my host for getting this sorted?

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Re: admin side of slave returns internal server error

Posted by edwin2win - 2010/04/22 14:16

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suPHP is very good.
So you perhaps have an error log somewhere in you HTTP Server that would give you additional information of the files that is not autorised.

In my previous reply, I told you to test if another files that you create from scratch (ie using hello.php) can be run in place of the "installation/index.php" file.

If you don't have error log file in your HTTP Server, I have no magic solution except try and test.

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Re: admin side of slave returns internal server error

Posted by chrissy6930 - 2010/04/22 16:52

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yes I do! the error_log lists something that might help:

SoftException in Application.cpp:217: File "/user/public_html/test/administrator/index.php" is not in document root of Vhost "/user/public_html/test-creators/slave0"
Premature end of script headers: index.php

I wouldn't want to attach todays complete error log entries here. but if you don't mind me emailing it to you I will gladly do so.

I did the hello test prior to setting up the slave and this was working fine
i.e. with an empty folder public_html/test-creators/slave0

would you suggest to doing it again now that the slave is installed?

ETA: I just did the hello test again:
when opening www.test.tas.net/hello.php I can see symbolic links as present

after entering the full path to the slave the following message appears:
The creation of the 'master_link' directory is successfull
You have now a link ->
You can try to use the URL like http://www.slave.com/master_link/hello.txt

www.testslave.tas.net/master_link/hello.txt -> works
www.tas.net/test-creators/slave0/master_link/hello.txt -> works
www.tas.net/test-creators/slave0/master_link/hello.php -> works
www.testslave.tas.net/master_link/hello.php -> internal server error

and a related error in the error_log:
SoftException in Application.cpp:217: File "/user/public_html/test/hello.php" is not in document root of Vhost "/user/public_html/test-creators/slave0"
Premature end of script headers: hello.php

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Re: admin side of slave returns internal server error

Posted by chrissy6930 - 2010/05/18 11:59

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over the last week I was talking back and forth with my host with the following result:

the master site has open_basedir set as:

php_admin_value open_basedir /user/public_html/test:/usr/bin:/user/phptmp

the slave site has it set as:

php_admin_value open_basedir
/user/public_html/test-creators/dummy1:/usr/bin:/user/phptmp:/user/public_html/test/

which according to my host is correct

however when trying to access the admin side of the slave site (via subdomain) I still get an internal server error and the soft exception is still being thrown:

SoftException in Application.cpp:217: File "/user/public_html/test/administrator/index.php" is not in document root of Vhost "/user/public_html/test-creators/dummy1"
Premature end of script headers: index.php

my host also checked both suPHP and Confixx if any modification would be necessary

according to my host there must be an incompatibility of JMS with suPHP as everything else is properly set up

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Re: admin side of slave returns internal server error

Posted by edwin2win - 2010/05/18 16:54

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JMS is working perfectly with suPHP and this is also recommended to have appropriate behavior.
So the problem is not from the suPHP.
Try to put the open_basedir with novalue to check if this is the path define there.
I thing the problem is there but I don't see it.

This will help you identify if the problem come from the open_basedir.

If the open_basedir with novalue still does not work, check also the owner of the files and folders that may be incompatible. Perhaps you need to put "world" access.
In this case that mean that the owner of the file you are executing is not the same that the target one or is not in the same group.
suPHP use the owner of the file execute to perform all the access and this is what is expected.
If you are runing on Plesk environment, you also have to check the owner of the directories. Sometime you have directories that are owned by the "root" and this does not give you the access.

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Re: admin side of slave returns internal server error
Posted by chrissy6930 - 2010/05/19 15:13

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thanks for getting back to me!

I checked what you said and have also talked to my host:

clearing open_basedir does not make any difference whatsoever. I still get the internal server error and the soft exception

regarding ownership and permissions my host got back to me in writing with this:

die Besitzer und Gruppen der Dateien und Ordner von web1 stimmen soweit. Was auffällig ist, das Symlinks eingesetzt werden, hier ist fraglich wie diese angelegt wurden da dies generell per PHP nicht möglich ist beim Einsatz von suPHP.

Weiterhin haben diese symlinks einen chmod von 777 was ein Problem darstellen könnte da als chmod maximal 755 vergeben werden darf, für Dateien sowie Ordner.

since its a German host I will translate it here:

the owners and groups of files and folders of web1 (the user) are ok. what is unusual is that symlinks are in place. its not clear how these are being created as this is generally not possible with PHP when suPHP is in use

also symlinks have a chmod of 777 which could cause problems as for folders and files a chmod of max 755 may be assigned

could you please advice?

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Re: admin side of slave returns internal server error
Posted by edwin2win - 2010/05/19 23:39

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For me, I think the open_basedir is NOT correct and you should provide bi-directional path.
Master should also see the slave and not only the slave see the master.

I suggest you to check if that works when you put the open_basedir with "novalue".
This will help you confirm the hypothesis that the problem effectivelly comes from the open_basedir.

suPHP is working perfectly with JMS and is strongly recommended by JMS.
So this is not suPHP that provide correct and consistent permissions

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Re: admin side of slave returns internal server error

Posted by chrissy6930 - 2010/05/20 11:28

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thanks again for getting back to me!

- I tried your suggestion making the master also seeing the slave(s)

master site:
php_admin_value open_basedir
/user/public_html/test:/usr/bin:/user/phptmp:user/public_html/test-creators/dummy1:user/public_html/test-creators/chrissy

slave dummy1:
php_admin_value open_basedir
/user/public_html/test-creators/dummy1:/usr/bin:/user/phptmp:/user/public_html/test/

slave chrissy:
php_admin_value open_basedir
/user/public_html/test-creators/chrissy:/usr/bin:/user/phptmp:/user/public_html/test/

same result : internal server error and soft exception

- I also tried setting open_basedir to no value with all, master and both slaves, but still the same result: internal server error and soft exception

- I also had another chat on the phone with my host and again was told that server side all is ok. they do however wonder how symlinks are being created and why they come with permissions of 777 instead of 755

since server side in general all is ok, suPHP is not being the prob, owners and groups are properly set and open_basedir not being the prob either - no value still returns the errors - what else could it be?

could you please advise?

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Re: admin side of slave returns internal server error

Posted by abemedia - 2011/04/06 16:19

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Hi.

I have exactly the same problem. Also an internal error when trying to access the admin of the slave sites and a soft exception in the error log.
I'm using the most up to date versions of Joomla and MultiSite.

Did you manage to resolve this issue in the end?

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Re: admin side of slave returns internal server error

Posted by edwin2win - 2011/04/07 10:16

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The problemm is not in Jms Multi Sites but located in the configuration of the server.
So analyze the error_log to identify the orign of the problem.

In most case, this is a permission problem.

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Re: admin side of slave returns internal server error

Posted by artcop - 2011/06/20 16:14

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In case anyone finds this thread seeking a solution, here's what worked for me- I wrote my host and told them about what I'd learned in this discussion. They wrote back with this reply:

"This is actually a security feature of suphp. I have gone ahead and disabled it by modifying your suphp.conf file to include the line:

check_vhost_docroot=false

As you can see, when this is enabled, you will not be able to execute PHP scripts external to their appropriate document roots. Please consider whether or not you actually want this disabled; if not, we can simply turn it back on for you and we'll find another solution for your needs."

So, it is both suPHP related, and indeed a permissions issue, but a simple fix.

Good luck, and I hope this saves someone a headache :-)

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Re: admin side of slave returns internal server error

Posted by edwin2win - 2011/06/21 09:27

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Thank you for your contribution.

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Re: admin side of slave returns internal server error
Posted by ujfoldi - 2011/07/14 12:05

Hi,

I've purchased the multisite component last night and installed it on a J!1.6.5 site. Everything went well, until I wanted to access the admin site of the first slave site. I received an internal server error, and found out, that the service provider is indeed using suphp, as suggested in the previous message, but unfortunately they can't turn off the mentioned check_vhost_docroot to false, because of security issues.

Because of the service provider I must put the slave site to the same level in the directory tree as the master, I can't put it into a subfolder.

Do you have any workarounds for this problem?
I desperately need some help with this...

Thanks in advance,
Dave

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Re: admin side of slave returns internal server error
Posted by edwin2win - 2011/07/16 21:34

Internal Server Error can be due to plenty of things and amoung them, the permission of the files and folders.

I suggest that you start to test the permission with the "hello world" to verify that youc an create symbolic link and directories and so on.

If the hello world is working and that you can also access PHP in a linked directory then perhaps you should also check if you have a "error_log" that would provide you more info.

Perhaps you have a log file that give more info on the reason of the "Internal Server Error".

Internal Server Error can also be due to htaccess that is not correctly setup.

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Re: admin side of slave returns internal server error
Posted by ujfoldi - 2011/07/19 18:43

The log says:
SoftException in Application.cpp:221: File "/web/sites/mainsite/administrator/index.php" is not in document root of Vhost "/web/sites/slave"

I'm able to access php files within the "sites" directories, and from the error it's obvious the problem is

with the "check_vhost_docroot" as artcop wrote.

Solution?

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Re: admin side of slave returns internal server error

Posted by edwin2win - 2011/07/21 12:51

No - I don't see any solution if you do not accept to follow the symbolic links.

The only solution that I see is to not used the symbolic link and assign the other domain with the same directory as the master.
The limitation would be the "images", "templates" directories that will be more difficult to make specific for each slave sites.

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Re: admin side of slave returns internal server error

Posted by kiph - 2011/08/10 15:45

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how we should follow the symbolic links? of course sym links are on most hosts disabled because of security reasons.

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Re: admin side of slave returns internal server error

Posted by edwin2win - 2011/08/14 10:05

As we are frequently connected on plenty customer hosting environment, I can tell you that most of the hosting companies accept the symbolic links.
So this is not true that the "symbolic link" is disabled by most hosts.
Most of them are OK with "symbolic link" and you can check that with our "hello world" procedure. See tutorial video 7
http://www.jms2win.com/en/tutorial#jms12x-7

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