White screen for slave site

Posted by jakeknight - 2011/03/04 14:42

I've searched but only found resolutions to white screens when deploying a slave site from the master.

I've set up my slave site and installed all of the features that I believe are necessary for my slave site.

Problem is, I get a white screen on the front end.

I've tried to reconfigure my .htaccess, deleting it, disabling mod_rewrite, and more. I installed my front end template and published it, tried other templates, all stil have a white screen... The admin portion works flawlessly.

One thing I noticed is that the index.php of my master site is around 2mb. The one on the slave site is 500k.

This file shouldn't be any different, so could i just copy over the one from the master manually? And could there be another issue i'm not seeing?

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Re:White screen for slave site

Posted by jakeknight - 2011/03/04 17:52

I just deleted and recreated the site. The thing I'm encountering now that's different than before is that I was getting errors on directory creation. Various forms of errors with and without ftp layer enabled.

I was able to manually create the cache, tmp, installation, and template directories and it seemed to execute reasonably well. I have admin access and can share components, modules, and plugins.

But the problem still stands that the front end just will not respond. The site has a single menu item: HOME directed to the frontpage component, but it just will not load.

I did find a command in my .htaccess that indicated a nofollow for symbolic links. At this point in time, there's no .htaccess files on the master or the slave site.

Very frustrated on this and not sure what to do.

http://master.scoutingpro.net
http://slave.scoutingpro.net

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Re: White screen for slave site

Posted by edwin2win - 2011/03/04 18:01

First, the size of the "index.php" file is not correct.

A normal joomla should have an index.php file in the root that has a size of 3KB and not 2MB.

When you create a slave site, Jms Multi Sites create a very small "index.php" 500 bytes (and not KB).

So have different size for the "index.php" file is totally normal.

White screen is the symptom of a PHP Fatal Error somewhere.
If you are runing under cPanel, check if you have "error_log" file that would give you more information on the reason of the fatal error.

This might be plenty of thing.
Directory not present,
File not found,
Problem of permissions, ...

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Re:White screen for slave site

Posted by jakeknight - 2011/03/09 19:26

I would really like to get this component functional very soon and it's frustrating the hell out of me. Do I need to purchase premium support time for you to take a look at it? If I do that, will you actually perform the steps to make it work and guide me as to what to do in the future, or will it be up to me to make any corrections necessary?

Essentially, I want to know that I can even get this up and running before dumping more cash into it.

Thanks a lot for your dedication to your product.

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Re:White screen for slave site

Posted by edwin2win - 2011/03/10 18:29

If you want that we have a look on your environment and identifying the reason, yes you can buy our billable support that is there for that.
http://www.jms2win.com/en/joomla-multisite?page=shop.product_details&flypage=flypage_multisites.tpl&product_id=35&category_id=1

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