problem getting slve site contents

Posted by nikhilb - 2012/05/09 16:50

Hi,

I have created one slave site using JMS multisites.
After creation, joomla is installed as per regular setup. Configuaration file and other symbolic links are also successfully created automatically.
But when I try to open the subdomain url , it just display the site name, that's it, no contents.
And for administrator url it gives 500, Internal Server Error.
I am not getting what the issue is.
In symbolic links the path to master site is also correct.

Please help me out with this issue.

Thanks in advance.

Nikhil.

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Re: problem getting slve site contents

Posted by edwin2win - 2012/05/10 12:55

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500 Internal Server Error can be due to several things.

Possible reason are:
- Permission error. If your server is using suPHP, check that you don't files and folders with permission = 777
Try using the hello.php file to check if you have correct folder permission. (see video 7 - hello world).

- .htaccess content that has an error. If the .htaccess is present, try removing it temporarly (rename it) to check if the error is located in the htaccess.

- Perhaps that your server does not allow to follow the symbolic links.

If you are using a VPS or dedicated server, try to find more information in the server log file to have more details concerning the reason of the "internal server error".

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Re:problem getting slave site contents

Posted by nikhilb - 2012/05/10 13:59

Thanks Edwin for the reply.

I have checked using hello.php . Symbolic link generated using hello.phph is working correctly.

I also tried by renaming htaccess.txt file , but no luck.
Do I need to set permissions for symblic links as well to 755, right now they are set to 777.
For the subdomain front end it just shows the site name.
this is the subdomain url - http://ultimateopenhouse.onsite2online.com

Thanks,
Nikhil.

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Re:problem getting slave site contents

Posted by edwin2win - 2012/05/11 12:00

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The Symbolic Link permission can not be changed.

Check the joomla default template selected.
Perhaps you don't have the template installed or you have removed it or there are permission issue inside the "/templates" directory.

I don't see any "500 Internal Error" at that point.
Just a joomla template without any content but when you have a look in the source, you can see that the html is correctly closed.
So I suspect an problem in the template selected or the DB content that has nothing to display.

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Re:problem getting slave site contents

Posted by nikhilb - 2012/05/11 13:38

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Hi,

Thanks for reply. I checked /templates directory of slave site. It has copied all the templates from master site. But in new database for slave site it's having just two templates one for front-end(rhuk_milkyway) and one for admin(Khepari). Then I copied the rhuk_milkyway template from my local joomla setup into slave sites /templates directory. Now it's showing template on ultimateopenhouse.onsite2online.com

But for ultimateopenhouse.onsite2online.com/administrator it's still giving 500 internal server error. I checked server's error_log file. In that i get
SoftException in Application.cpp:221: File "/var/www/vhosts/onsite2online.com/httpdocs/administrator/index.php" is not in document root of Vhost "/var/www/vhosts/onsite2online.com/subdomains/ultimateopenhouse/httpdocs".
I checked solution for suPHP as well, but my domain is not using suPHP, it's a normal PHP Version 5.2.14
So is there any other solution for this issue.

Actually, i want like slave sites may have different templates and contents.
Each slave site will have different deploy directory than the master site and will have one separate database for all the slave sites with different table prefixes.
I have followed many JMS video tutos but i am still confused.

Can you please provide me the step by step way to configure JMS to meet my requirement.

Thanking you,
Nikhil.

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Re:problem getting slave site contents

Posted by edwin2win - 2012/05/14 10:07

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Based on the error message that you mentioned ("file not in document root") and the path (httpdocs), it seems that you are using a Plesk environment with an open_basedir enabled.

Check the open_basedir value because. When a value is present, you must ensure that the path to the master is also present. Otherwise, you will not be able to share the files and folder on the disk. This will be rejected by your "open_basedir".

Your problem is located in the Plesk configuration and not in JMS.
You need to provide the permission to share the files and folders between the slave sites and the master.

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Re:problem getting slave site contents

Posted by nikhilb - 2012/05/17 13:54

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Hi,

I checked with my hosting server support guys, but they are not allowing to make any changes in config files as our domain is on shared hosting server. So changes in config files may affect their other clients.

Now what we can do. Is there any other option, that will work for my scenerio(i.e. slave site deploy directory should be different than for the master site)

Thanking you,
Nikhil.

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Re:problem getting slave site contents

Posted by edwin2win - 2012/05/17 17:43

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Does that mean that the Symbolic Link functionality is not working on your hosting company.

If yes, the only solution is to do the same as for windows platform.
Share the same directory for all the websites and therefore not deploy the slave site in a specific directory.

The other solution is to change of hosting provider or perhaps hosting plan (if that give you the permission).

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Re:problem getting slave site contents

Posted by nikhilb - 2012/05/30 10:55

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Hi,

Thanks for your valuable support. :) Now the site is moved to VPS server and I have the root access. So i have changed the permissions to access master site dir's from slave site. Now I am able to access frontend and admin properly.

But, when i am trying to install components on fresh slave site it's giving error as
'Warning! Failed to move file'. So , I want to know, how can I install new compoents/extensions on slave site or can I share/duplicate the components from master site ?
What procedure i need to follow for that.

As it's a fresh slave site , it's having different database than the master site database.

Thank you,
Nikhil.

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Re:problem getting slave site contents

Posted by edwin2win - 2012/05/31 08:47

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"Failed to move file" let me suspect that you have a problem of ownership of the files and folder

As you are using a VPS, verify the ownership of the files and folder.
Check also that WHM is configured to use shPHP so that the owner of a file will be the owner of the created files. In other words, the ownership will be the same as the one runing a php file.

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Re:problem getting slave site contents

Posted by nikhilb - 2012/05/31 14:43

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As the site was mifrated from old server to new server , it was having different users.

Now i have installed joomla and jms into subfolder under master domain.
Then i have created one slave site with new DB replicating master site DB.
But i can not access the administrator part of slave site and it's showing blank page for front end.

I am getting this error :

Forbidden
You do not have permission to access this document.

I tried by setting permissions of administrator dir to 777/775, but no difference.

For the front end, the templates dir is exists, but showing blank page.

Any solution on this ?

Thank you,
Nikhil

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Re:problem getting slave site contents

Posted by edwin2win - 2012/06/01 10:25

Except a problem of permission or ownership, I don't see other reason.

Verify the parent directories permissions.
Try to put a "hello.php" into the directories and verify its ownership.
This will help you to test the permission of the directories and after that you will be able to verify the permission of the files.

Try also to have a look in the "error_log" file. Perhaps you will get info concerning the files that have a wrong permission.

Blank page is frequently due to a PHP fatal error.
Verify the "error_log" file to get more info on the file that get an error.
Perhaps you are trying to include a file that has a wrong permission.

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