Error code 500 - Template Site - Database mapping

Posted by hassanali20 - 2009/07/29 14:27

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we are getting this msg "Error code 500" when trying to create a new template and choose database as the template to be replicated for slave site. what is causing this, please give some inputs here, we are stuck.

waiting for your quick response.

regards
hassan http://www.jms2win.com/images/fbfiles/images/error500.JPG

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Re:Error code 500 - Template Site - Database mapping

Posted by hassanali20 - 2009/07/29 14:32

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just to let you know that our database is on a different server than the application server. i hope this should not cause any issues.

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Re:Error code 500 - Template Site - Database mapping

Posted by edwin2win - 2009/07/29 14:34

I don't know.
I need to have access to your website to investigate.

At my knowledge an error 500 is an "internal server error" and I don't know why your server would replies with such error.

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Re:Error code 500 - Template Site - Database mapping

Posted by edwin2win - 2009/07/29 14:35

You can have DB on another server.
This is the configuration that we are also using with our hosting provider.
So this is not the reason.

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Re:Error code 500 - Template Site - Database mapping

Posted by hassanali20 - 2009/07/29 14:41

Password removed.

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Re:Error code 500 - Template Site - Database mapping

Posted by edwin2win - 2009/07/29 15:06

I have not found the reason immediatelly and I think this will take a litte time.

This seems to be specific to your environment but I have not yet located the reason.
I have tried to re-use the standard Joomla admin template instead of your very specific one and that has not changed anything.

I think that could take more than 1 day to identify the reason.

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Re:Error code 500 - Template Site - Database mapping

Posted by edwin2win - 2009/07/29 21:16

Can you tell me what you have done to solve the problem.
I have tried to reproduce your problem on your server and it seems it has disappear.

All I see is that when you enable you administrator template, there are bugs in javascript of this template that may disturb the javascript used by JMS to referesh data upon screen.µ

Perhaps also that the problem comes from GoogleGears because the javascript error concern a variable

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Re:Error code 500 - Template Site - Database mapping

Posted by hassanali20 - 2009/07/30 06:59

1st we created the site and then created then template. problem sloved.

now am getting other issue.

while creating 2nd slave site, i wanted to create new database, so i selected and enter the new database details.while creating it gave message as unable to connect to database.then i changed to site(http://eportaltwo.printreplica.com) is created with separate database, but its not working.

Please help me in this

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Re:Error code 500 - Template Site - Database mapping
Posted by edwin2win - 2009/07/30 11:30

Create a DB dynamically is only possible if the MySQL user that you have provided in your master DB or in the multisites.cfg.php file has enough privileges.

If you are working with a hosting provider, may be you have to create the DB with the hosting server interface like cPanel before using it into a website.

When the DB does not exists, JMS try to create one using the MySQL login defined in multisites.cfg.php file see User Manual page 14.
If there is no "root" mySQL user provided in the multisites.cfg.php file, it uses the MySQL login and password that is present in the website to replicate (here in your case the master_db or slave1 DB).
If those user have not enough privileges to create a new DB, this will return the kind of error message that you have mentionned.

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Re:Error code 500 - Template Site - Database mapping
Posted by hassanali20 - 2009/07/30 12:39

Thank you very much edwin.

After giving 755 permissions to multisites.cfg.php, database created and site deployed properly, can you please let me know is there any other files i have to give permissions.

i am getting message as Zero Sized Reply or blank page while browsing the new slave(http://eportaltwo.printreplica.com).

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Re:Error code 500 - Template Site - Database mapping
Posted by edwin2win - 2009/07/30 17:34

I don't understand your reply with the 755 permission to the multisites.cfg.php.
I don't know if this is the file itself to which you give the permission or if this is in the content of this file that contain a variable with 0755.
If this is the variable, I don't understand because the default value is already 0755.

You have to check in the directory associated to the url http://eportaltwo.printreplica.com the files themselve.
Normally, you should have an index.php files with something inside and not a zeo size length.

Perhaps again you have permission issue to access some directories or files that may explain your blank page.

If this is a test websites I suggest that you put a chmod 777 recursivelly on all your websites to verify this

hypothesis.
I suspect that you have problem with owner or group of file that are not unique for all your website and that may does not give your website access all the files.

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Re:Error code 500 - Template Site - Database mapping
Posted by hassanali20 - 2009/07/31 06:30

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i had given chmod 777 to full directory. and while am browsing its coming inside the configuration.php in side the multsites/slave2/configuration.php, still site is not working.

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Re:Error code 500 - Template Site - Database mapping
Posted by edwin2win - 2009/07/31 07:14

I have tried to create a slave1 website on your server and it seems to be a success.
I just see that you deleted each time I have created.

The installation was OK, and was able to have the adminsitration.

So I don't know what you have done with the other domain.

I suspect that you have an error in your hosting configuration.

In my test, I have used the procedure as described in the video of tutorila step 9 to avoid the hosting configuration.
This will help you check the JMS functionality.

To setup correctly your hosting server, you can use the "hello world" procedure.
This will help you identify which directory is used in your hosting server

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Re:Error code 500 - Template Site - Database mapping
Posted by hassanali20 - 2009/07/31 07:29

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i don't know that your working on my site. i am also working by mistake i deleted

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Re:Error code 500 - Template Site - Database mapping
Posted by hassanali20 - 2009/07/31 07:35

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it seems that you did normal joomla installation on slave site, if am not wrong i don't want to do joomla installation on slave site.

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Re:Error code 500 - Template Site - Database mapping

Posted by edwin2win - 2009/07/31 07:53

You can also replicate website.
I have just created a fresh slave site to check that everything is OK.

What I see is that you are using very sophisticated administrator template and many modules or plugins.

I told you that I have already see bugs in those other extension (ie GoogleGear).

I suggest that you start learning JMS with standard template and module.
Just to well understand what you need to configure and how to setup your hosting server.

Have a look in the video present in the tutorial.
I have added recently some video like the tutorial step 16 that use almost all the features of JMS.
If will help you configure the JMS template in aim to replicate website if this is your question.

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Re:Error code 500 - Template Site - Database mapping

Posted by hassanali20 - 2009/08/01 12:42

Thanks for your support Ediwin

It was the joobi plugins causing the problem, i uninstalled all joobi plugins and site working properly.

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