Switching Shared to Dedicated Server 500 Error

Posted by slboone - 2010/01/21 21:33

Hi Edwin,

I was zipping along using your wonderful product when I ran into an issue with my hosting provider. It appeared that the length of time required to run the processes to deploy the slave site was longer that the server cache time out and so I was urged to upgrade to their dedicated server....which I did.

Now that i am finally transferred to their server and opertaing my sites, I now receive a 500 Internal Server Error when trying to access the newly deployed slave site. I read on the forum that this is a permissions error and Siteground is eager to work with me to correct the problem but I cannot find the information as to which files need to be set to which permissions so that the new slave site can be accessed automatically upon creation. Can you please tell me what files should be corrected and what their permissions should be?

Thank you so much,

Sondra

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Re: Switching Shared to Dedicated Server 500 Error

Posted by edwin2win - 2010/01/21 23:02

Internal Server Error occurs sometimes when the root directory has a permission 777 or 775.
Some server requires to have their root directory like 755.
So check your root document directory (ie. public_html) permission.

When you create a domain or subdomain, you can check if the hosting server is correctly configured with the "hello world".
Install the hello.php and check if you also have the Internal Error.
This can be tested without joomla.

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Re: Switching Shared to Dedicated Server 500 Error

Posted by slboone - 2010/01/21 23:19

When you speak of root directory, do you mean the directory of the Master site or the public_html directory?

Also, I have requested an email for the download link to update my files at least 5 times within the past two hours and I still have not received the email. Are you having problems with your mail server today? I'm stuck dead in the water without this.

Thanks,

Sondra

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Re: Switching Shared to Dedicated Server 500 Error

Posted by slboone - 2010/01/21 23:30

I also followed the instructions for the "hello world" file and it created the symbolic link with no problems. What I found was that the new index.php had permissions set for 666 instead of 644. when I changed them to 644 the file loaded correctly. Why is this being set to 666 and how to I correct it so that the slave site can be accessed immediately after creation?

Thanks,

Sondra

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Re: Switching Shared to Dedicated Server 500 Error

Posted by edwin2win - 2010/01/22 09:54

The permission of this files is the one either attribute by your FTP account when using the FTP layer or the permission attribute by your system when creating any files when FTP layer is not enable.

JMS does not modify the permission of this files like it can do it with the directory when using the multisites.cfg.php configuration MULTISITES_DIR_RIGHTS parameter.

The only current possibility would be to add a "chmod" when creating a slave site from the front-end. In this case, when billable website is enable and quota is available, you can execute addition script and therefore add the "chmod".

Perhaps you should check the default permission attributes using by your unix system when creating a file.
Contact your server administrator to ask him how to change that on your system.

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