Can't login since creating slave site

Posted by NicholasJohn16 - 2010/10/19 18:05

I just deployed my first slave site. Since doing so, user aren't able to log into the front or backend of the site from http://mysite.com, but you can still login at http://www.mysite.com.

Do you have any ideas what could cause such a problem or how to fix it?

Thanks.

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Re:Can't login since creating slave site

Posted by NicholasJohn16 - 2010/10/19 18:12

Actually, this is happening for all domains I have directed to that site, except for the main address; www.mysite.com.

A lot of the users are reporting that, when they try to login, they get a page that says "Welcome to the registered user area of our site." but they're still logged out.

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Re:Can't login since creating slave site

Posted by edwin2win - 2010/10/19 19:55

See joomla bug tracker and also the post here that comment this case
http://www.jms2win.com/forum/26-bugs-errors-reporting/4701-backend-acess-problem#4708

This might be due to Joomla that introduce a duplication of session starting with joomla 1.5.16 and that seems have site effect reported by few person.

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Re:Can't login since creating slave site

Posted by NicholasJohn16 - 2010/10/19 23:38

I read the thread and attempted the fix that was described by commenting out that section of application.php. I waited an hour for the sessions to reset and attempted to log in, but still couldn't log in. I got the page that I previously mentioned.

Is the bug fixed in Joomla! 1.5.21?

Let me explain the problem a little more.

I have 4 domains pointed to my joomla folder:

www.stonewallfleet.com
www.knightsofstonewall.com
www.stonewallfleet.nicholasjohn16.com
www.knightsofstonewall.nicholasjohn16.com

Stonewallfleet.com is my master site and knightsofstonewall.com is my slave site.

Currently, www.knightsofstonewall.com and www.knightsofstonewall.nicholasjohn16.com will allow me to log into the front and backend of the site, with or without the www, with no problem.

The problem only presents itself with the master site, www.stonewallfleet.com. If I try to log in at stonewallfleet.com, www.stonewallfleet.nicholasjohn16.com, or stonewallfleet.nicholasjohn16.com, I get the aforementioned "Registered Area" page and I'm still not logged in. I can only log in at www.stonewallfleet.com. The same is true if I try to log into the backend.

From what I read in that other thread was that most people are having problems with their slave sites; for me its the opposite.

My database structure is pretty simple. I'm using the same database for both sites, with different prefixes.

Do you still think this bug applies to me or could something else be the cause? Do you have any other ideas on how to fix this?

You're help and assistance is greatly appreciated.

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Re:Can't login since creating slave site

Posted by edwin2win - 2010/10/20 15:20

If you can login in the slave and not in the master , I suppose you have a PHP error somewhere to does not allow to login.
Perhaps you have a plugin that is enabled and that cause the error.
Try to see if you have a "error_log" file that could give you more detailled info.

Normally after 15 minutes the session timeout should be resetted and the fix that I provided you does not seems related to your problem.

Perhaps you are sharing the users between the website and the master website.
Did you checked that you can login in the master with www.something or without www
Perhaps you need to use the www.....

Check also that you don't have a live_url in your master configuration.php file that may redirect somewhere else.

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Re:Can't login since creating slave site

Posted by NicholasJohn16 - 2010/10/20 22:33

I don't have an error_log file.

I am sharing users between the master and slave site. I'm also sharing JomSocial 1.8, Kunena 1.6, and AcyMailing. I did this by using my main site as a template. Currently, the slave site is an exact copy of the master, with the only difference being the Site Name.

If there was a PHP Error or a plugin was preventing logins, then why would it only affect the master site and not the slave that's an exact duplicate?

As I stated above, of the two domains pointed to my master site, only one works and only with www. It will not allow logins without www or at all from the secondary domain.

This problem only presented itself after I created the slave site and as soon as I remove the slave site, I can login from any of the domains. This makes me believe the problems lies within JMS.

The live_site variable defined in the configuration file is set as follows:
var $live_site = '';

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Re:Can't login since creating slave site

Posted by edwin2win - 2010/10/20 23:25

My suggestion was hypothesis to verify that you don't have specific plugin that would be installed in the master and not in the slave site.

Based on your reply, it seems (not sure) that you don't have any PHP error or they are not reported in an cPanel "error_log" file.

If you are able to login in the master with the www. and not without www this mean that you have manage the master website from the www and therefore that you have decided to only accept the www. as the master website.
The domain is save in the multisites master index and when the sharing is defined with a domain, this force to use this one as the master.
So as you have decided to use the www to access and share it, you are now obliged to use the WWW to manage it.
If you had decided to manage the master with the www, you would have both possibiltiies.

The problem is that you are sharing the users with the WWW.master website.
If you had decided to share the users without the www master website, you would be able to login with both the www and without the www.
The reason is the session is defined using the domain used by the master.
So use the most generic master that you want (here probably without www)

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Re:Can't login since creating slave site

Posted by NicholasJohn16 - 2010/10/21 00:32

Yes! That fixed it, for the most part.

I deleted the slave site and recreated it from stonewallfleet.com and now I can log in with or without the www.

Thank you so much!! I didn't realize that would affect it like that.

My only other issue is that the secondary domain, www.stonewallfleet.nicholasjohn16.com, still doesn't work. Is there anyway that I can still have this domain work for the master site?

Doesn't the component direct domains, not listed to a slave site, to the master site?

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Re:Can't login since creating slave site

Posted by edwin2win - 2010/10/21 09:43

If you want to share the users between the several master domain and slave site, this will not work.
The reason is that you can only have one domain value that can share the session.
This is a limitation of the apache server (or other) that accept only one session.cookie_domain value. So you can not share it with different domain.

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