Help With First Use

Posted by Rocket - 2011/01/07 18:37

Hi all,

Firstly, apologies if this question has been asked before, but I've already searched the forums as much as possible, as well as other Google sources, and either can't find the answer or the answers I have found I've tried and don't seem to bear fruit.

Firstly, some background. I have a fresh installation of Joomla 1.5 with the 1.2 Multisites plugin sitting on a Server 2003 box. The server is running XAMPP 1.7, which combines Apache ASP, Pear 5.10.1, Pear 1.9.0, PHP 5.3.1. All of this is a fresh install and reporting no errors. All data is held in MySQL.

I am trying to create a suite of sites that have various special offers and savings available for users. This should be manifested in one master website that contains all my data, articles, and so on where users can log in. As a former Joomla 1.X user, this main site is easily created and I've already done a basic template and design for it, which all works correctly.

The problem now is that I want to create the series of other sites that share the same database and thus can access the same users and some of the main content as the master site. Each child site has its own domain that points to the same server box.
So, for example, let's say I have:

MASTER SITE (www.mainsite.com) - Contains offers for shopping, swimming and skiing.
SITE-A (www.sitea.com) - Contains offers for just shopping
SITE-B (www.siteb.com) - Offers for just swimming
SITE-C (www.sitec.com) - Just skiing

Now let's say Mr Bloggs might join SITE-B which is a child of the master site, and Mr Bloggs' details are logged in the master database when he joins.
SITE-B users are entitled to receive only the swimming offers on the master site, so SITE-B should be able to pull that content in from the master. Mr Bloggs logs into SITE-B and sees only those offers.

However, if Mr Bloggs also buys the shopping package, he can then access SITE-A. The adminsitration for all of this should be done through a single Joomla login panel, and all relate to data held in a single MySQL database.

I installed JMS2WIN successfully, patched and updated it, and followed Edwin's guide in the tutorial video 16, but the child site that is created is simply a blank page.

Now I know that this is actually a PHP error with the details supressed, but the problem is that even if I turn error logging to Maximum in the backend and/or force error logging in the configuration.php and/or force error logging in the .htaccess file, this child site remains blank. No matter what I do, I cannot get it to report the error and thus have no idea as to how to fix the problem.

And yes, my 'rhuk_milkyway' template is installed and looks fine.

I have a feeling that the problem may actually lie deeper than Joomla, perhaps be a permission problem in the server box itself, but as it refuses to give me any error log on the Joomla page, and as all my event logs in Windows are completely clean, I cannot see what is failing.

Can anyone offer any advice?

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Re:Help With First Use
Posted by Rocket - 2011/01/10 14:51

Small update, whilst the slave sites I create still have a blank page regardless of whether I turn error reporting on or not in Joomla, I did implement the script on THIS PAGE.

This produced an error log that shows a cluster of problems with the multisite.php script running on my server, so any help with this would be greatly appreciated. A snippet of the log is attached to this post. http://www.jms2win.com/images/fbfiles/files/joomla_errors.doc

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Re:Help With First Use
Posted by edwin2win - 2011/01/10 21:21

The first error message show that JPATH is already defined.
So I don't know what you written to do the test but you have to review your test code.

I suggest that you use the standard joomla code to do your test and perhaps add manually debugging traces into the joomla code instead of trying creating a new program.
I suspect that you have a permission error on a file that can not be executed.

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Re:Help With First Use
Posted by Rocket - 2011/01/11 10:33

Hi Edwin,

and thanks for replying. The duplication issues in the error log have been fixed, and it is now only showing true errors (new log attached to this post).

In this log, I have logged in and tried to create a slave site as per your video 16. This has all gone successfully, but when I try to open the site I get a blank page.

If you look near the bottom of page one of this log, there are some odd errors that relate to multisites, specifically:

"11 Jan 2011 09:19:05","C:xampphtdocsincludesmultisites.php: 43","(Warning) include_once() : Failed opening 'C:xampphtdocsC:xampphtdocsadministratorcomponentscom_multisitesclasseslettertree.php' for inclusion (include_path='.;C:xamppphpPEAR')"
Look at the local file location here. It appears as though Joomla is trying to open the {site_url} but following it immediately with the a URL to a PHP script. It obviously doesn't find it because the URL is

mangled.
In this, the slave site was dictated *exactly* as shown in video 16.

"11 Jan 2011 09:19:05","C:xampphtdocsincludesmultisites.php: 453","(Warning) include() : Failed opening 'C:xampphtdocsjoomla15componentscom_multisitesaffiliatemultisites_userexit.php' for inclusion (include_path='.;C:xamppphpPEAR')"
A second example of a mangled URL. In this one, it appears to hunt for a subfolder called 'com_multisitesaffiliate', which obviously doesn't exist (interestingly, neither does /multisites/affliate/ on my installation.

I agree wholly that I'd prefer to use the proper in-built error reporting rather than a third party script, but as I've said, swtiching that on doesn't work. I can activate it from Joomla, or use apache's own error reporting, but I still only get a blank white page in Joomla; never any kind of error logs.
I also agree that it looks like something is not correctly set somewhere, but without error logs to guide me it's like looking for a needle in a haystack.
http://www.jms2win.com/images/fbfiles/files/joomla_errors-20110111.doc

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Re:Help With First Use
Posted by edwin2win - 2011/01/11 21:18

Check that the patches are correctly installed.
Verify the path of the files that are mentioned.
If the files are not present, this is perhaps the symptom that you didn't install the patches.

Verify also that you have the permission to access the file.
You mentioned earlier that you are runing on Windows 2003 Server and perhaps you should check the security of the files.

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Re:Help With First Use
Posted by Rocket - 2011/01/12 12:02

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edwin2win wrote:
Check that the patches are correctly installed.
Verify the path of the files that are mentioned.
If the files are not present, this is perhaps the symptom that you didn't install the patches.

Verify also that you have the permission to access the file.
You mentioned earlier that you are runing on Windows 2003 Server and perhaps you should check the security of the files.

All patches installed and showing a green OK.
The file paths mentioned above do not exist, which is obviously a problem, but Joomla has full rights to create directories and files on that server (and does so for most of the multisites files and for all other extensions added).

I have PHP error reporting active now but - unfuriatingly - I still only get blank white pages when trying to generate a slave website.

However, I have just noticed something which may shed more light.

Whilst the folder gets written just fine to the server (so in my case C:xampphtdocsmultisitesdemo), that slave folder only contains a cache folder and two files; namely index.html (which is just a line of code for showing a blank white screen) and config_multisites.php. Is this correct? If the slave is supposed to be a separate Joomla installation, I'd have expected to see installtion files in this folder. Neither of those two files make any reference to trying an installation of any kind, or link to anything outside of the newly created slave site folder.

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Re:Help With First Use

Posted by edwin2win - 2011/01/12 23:50

This is impossible that you have every patches installed as OK and that you mentionned that the path does not exists.
So cross-check again. The path that you mentioned that does not exists in normally in the list of patches. So if this is OK, the patch is present.
Verify again.

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Re:Help With First Use

Posted by Rocket - 2011/01/13 10:21

Please check the screenshot attached. As you can see, all patches are installed and showing a green OK. This has always been the case ever since the very first installation of multisites, but I still continue to get blank pages on slave sites and the subfolder created for the slave site still only contains the two files I mentioned in my last post.

http://img844.imageshack.us/img844/9125/screenshotxq.jpg

This is the entire contents of my multisites folder on the actual server:

http://img217.imageshack.us/img217/7995/screenshot2nh.jpg

Note that XAMPP is the system that is running Apache on Windows, so its htdocs forms the root of the Joomla installation.
Apache on Windows runs under the SYSTEM account, which has total authorisations to read and write to the xampp folder and anything in it.

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Re:Help With First Use

Posted by Rocket - 2011/01/14 18:27

Small update. I was finding that another plugin from a different developer also wasn't working properly.

After days of trawling through code and investigating the system, I eventually found that my Joomla was missing an ioncube extension that the developer's plugin partly required.

Their plugin is now working flawlessly, and whilst multisites continues to fail and only produce a white screen even if I turn error reporting on, I'm wondering if something similar might be the case here? Does multisites run with a completely fresh, unpatched and unmodded copy of Joomla 1.5, or is there some tiny plugin or extension I might be missing?

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Re:Help With First Use
Posted by edwin2win - 2011/01/15 00:29

JMS does not require any plugin and is not encrypted.
In previous post you mentioned error on /include/multisites.php file that is not present but here you show in the patch that the file is present.
It seems that you might have a permission error somewhere.

For your information, we are developping under windows and it is working perfectly on windows.

If you want that we have a look on your server, this is possible with our billable support that you can order at
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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Re:Help With First Use
Posted by Rocket - 2011/01/17 10:30

In previous post you mentioned error on /include/multisites.php file that is not present but here you show in the patch that the file is present.

Incorrect. The post in question makes reference to the two following files:

'C:xampphtdocsC:xampphtdocsadministratorcomponentscom_multisitesclasseslettertree.php'

'C:xampphtdocsjoomla15componentscom_multisitesaffiliatemultisites_userexit.php'

The former doesn't exist because the path is mangled in Joomla so it can't be found, whilst the latter also appears managled in the 'com_multisitesaffiliate' section (it appears to want a subfolder of com_multisites called affliliate, but that doesn't exist.

It seems that you might have a permission error somewhere.

Possible, but I don't see what. All the permission settings on this test server have been opened up fully, and all other plugins - and Joomla itself - continue to work perfectly; it's only multisites that constantly fails.
I assume you are talking about jsut Windows permissions settings, or Windows and/or Apache?

If you want that we have a look on your server, this is possible with our billable support that you can order at
http://www.jms2win.com/en/joomla-multisite?page=shop.product_details&flypage=flypage_multisites.tpl&product_id=35&category_id=1

Thanks. I'll continue to look at this and see if it can be fixed. If not, I'll take a look at your support options.

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Re:Help With First Use
Posted by edwin2win - 2011/01/17 10:47

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The file "C:xampphtdocsC:xampphtdocsadministratorcomponentscom_multisitesclasseslettertree.php" should exists.
If it does not exists, this is because you are using a old version of JMS Multisites and you have to update with the latests one.

It is normal that the files "C:xampphtdocsjoomla15componentscom_multisitesaffiliatemultisites_userexit.php" and this should not produce any error when the file is not present.

Try investigate on Windows Security and not only on Windows file permission.
You should have an error message somewhere.
If not, try to add debugging traces inside the Joomla code to try identify where it fails.

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Re:Help With First Use
Posted by Rocket - 2011/01/17 11:31

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edwin2win wrote:
The file "C:xampphtdocsC:xampphtdocsadministratorcomponentscom_multisitesclasseslettertree.php" should exists.
If it does not exists, this is because you are using a old version of JMS Multisites and you have to update with the latests one.

Is the start of that path not mangled, though? It reads 'C:xampphtdocs', then starts 'C:' again. You see what I mean? It appears as though it places the root path (C:xampphtdocs) down, then tries to write the whole path - including the root - after it. You can't call the C: twice in the same path, so this is clearly a problem.

If I unmangle that path and search my C:xampphtdocsadministratorcomponentscom_multisitesclasses fodler I do have lettertree.php; it's just multisites isn't finding it because of the malformed path.

I would normally assume this is a problem with the way I'm setting up the slave site, but I've follow your tutorial to the letter, stating the path as {site_url}/multisites/{side_id}.

Unfortunately, Windows throws no errors for me where permissions are concerned (the event viewer logs are clean), so I'm wondering if it's an Apache, rather than Windows, permissions problem.

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Re:Help With First Use
Posted by edwin2win - 2011/01/17 12:11

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I don't understand why only you would have it malformed.
The path is compute by Joomla and use its JPATH_BASE directory.
So the C:.... is defined like that by Joomla.

I have just do a copy/past in the the reply of this post using what you written.

The path is not related to a slave site but part of the JMS Multisites patches and you didn't have yet mentioned the version of JMS Multisites that you are using.
You must have a JMS Multisites version >= 1.2.29

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Re:Help With First Use
Posted by Rocket - 2011/01/17 12:31

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Multisites is 1.2.45

As you see from my previous screenshot, I get green OKs on all the patches, and all the files do seem to be there; my slave sites just always show blank pages, even with all error reporting turned on (either in Joomla back-end, or directly on the configuration.php or even with error logging on in the Apache server).

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Re:Help With First Use
Posted by edwin2win - 2011/01/17 21:30

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If you don't have any error log files that tells you where you have an error then the only solution is to add debug traces in Joomla to dichotomically identify the place where Joomla fails.

If you want that we do that for you, this is possible with our billable support that you can order at 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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