new slave site, blank page

Posted by sinaptec - 2011/01/31 12:48

Hello, this is my first time i use the component.
My master site is: www.thelastgames.net
I installed it and all is ok.
I created a new template for slave sites.
I created a new slave site and i got no errors.
I created the vhost for the slave site www.thelastteam.com

then i check the new site and it gives to me a blank page.
I chen in the multisite/slavesitefolder and i got only 2 files:

index.html
config_multisites.php

the user/group permissions seems ok... What could be the problem?

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Re: new slave site, blank page

Posted by edwin2win - 2011/01/31 14:37

A blank page is generally the symptom of a PHP fatal error.
When working with cPanel, you generally have a "eoor_log" file that give more information the fatal error.

Another idea is that you don't have the standard joomla template present in your master "rhuk_milkyway". So this might be also a possible reason of a blank page.

So check if you have a error log that would give you more info on the origin of the error.

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Re: new slave site, blank page

Posted by sinaptec - 2011/01/31 16:15

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i use nginx with no panel, vhost are setup correctly. i dont see any error in the log files (webserver, vhosts, php) . The default template is available in the template folder

The slave site needs to contain only 2 files?
index.html and config_multisite.php

Do i need to add or change something in the webserver configuration?

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Re: new slave site, blank page
Posted by sinaptec - 2011/01/31 16:51

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update:
i created another slave site, this time i created the vhost www.starcraft2.it before.
Then i created a new slave site from jms.
This time i got only config_multisite.php and index.html
when i try to open the new slave site i got a blank page.

did i do something wrong?
do i need to add something to the webserver config?

PS: i disabled the slave site thelastteam.com cause it cant be offline for long.
We can use www.starcraft2.it for test purposes to make jms works.

It seems the symbolic link are not being created nor the folders to be copied.
The permissions are ok, also symbolic links are allowed... i dont know where to look for.

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Re: new slave site, blank page
Posted by edwin2win - 2011/02/01 12:15

First try creating a slave site using exactly the parameters as show in tutorial video 9 to check your environement and verify it is provide you correct Symbolic Link functionalities.

Sample values:

* Site ID = slave1
* Domain name = {site_url}/multisites/{site_id}
* Deploy directory = {site_dir}

Do a copy / paste with exactly these parameters.
You can also use the video to verify the expected result.

Once you will have this working, you could try identifying what is wrong in your setup.

You should have plenty of symbolic links in the deploy folder.
Also use a FTP tool or a SSH terminal that show the symbolic link.
Some tools does not display the symbolic links.

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Re: new slave site, blank page
Posted by sinaptec - 2011/02/01 15:01

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thanks! that solved my problem, i did something wrong with the deploy dir configuration! now works like a charme... i have only few questions on synch and shared configuration between sites but i will open a dedicated topic.

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Re: new slave site, blank page
Posted by samhnky - 2011/02/11 05:02

I'm having a similar problem... only this is not my first site to setup.
My Master site, is currently running 8 domains all using a seperate folder in my hosting account and using symlinks for the connection back to the master site. Those 8 sites are all working great.
I'm now trying to add a 9th site and when accessing the 9th domain instead of getting the Joomla installation wizard I get "No input file specified."

It looks like not all the files are getting copied over to the new folder, but I can't figure out why, or even know for sure if I'm correct or not. And the part that continues to bother me is that the other sites continue to work without a hitch including the one that I added just a few short weeks ago.

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Re: new slave site, blank page
Posted by edwin2win - 2011/02/12 14:43

First in general, JMS multisites does not perform a copy of the directories but use Symbolic Links - except if you had changed it.

You mentioned that you are working with a new domain.
Something that you can start verifying is the configuration of you domain in your server (cPanel or similar). Verify the "document root" location assigned to your domain and perhaps put a very basic "hello word" text file in the root of this domain.
Just to verify that you have correctly setup the domain on your server.
Once you have the "hello world" displayed, you can return in JMS Multisites and verify that you have correctly defined the "deploy folder" path that must correspond to the "document root" full path.
Normally, you should have plenty of Symbolic Links created in this directory using the rule that you perhaps have defined in the "Website Template" that you have selected in the slave site definition.

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Re: new slave site, blank page
Posted by samhnky - 2011/02/12 23:16

Thank you for responding...

I had actually already created a test file inside the folder and verified that it was working. I have re-created this specific site inside of multisites several times. Each time it creates the new folders and symlink files/folders (and it is putting them in the same folder that my test file worked in) but it does not

appear to be creating all of them, or it is not configuring them properly, as the only thing I get when going to the page is the previously stated white page with the text tat the top that says "No input file specified."

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Re: new slave site, blank page
Posted by samhnky - 2011/02/14 04:04

I found the solution today... It looks like a setting either in my master sites php.ini file or .htaccess file was causing the problem when JMS created a symlink for these files. I renamed the file in my slave site and the Joomla installation popped up... I think this should be documented somewhere as a possible problem and the way the JMS Component creates new slave sites should probably be modified to eliminate this from happening.

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Re: new slave site, blank page
Posted by edwin2win - 2011/02/14 20:11

Thank you for the feedback and your contribution.

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Re:new slave site, blank page
Posted by puffermedia - 2011/05/03 23:39

I am having this same problem on a new installation of of JMS. I've used it before on the same server without problem. But now when I'm setting it up the slave sites are giving me blank pages - so, as you say, obvious server errors.

I can verify that the symbolic links are being correctly created and are working as expected.

I'm fairly certain it's a folder ownership error as my server provider requires a cgi wrapper in called from the .htaccess to give the scripts the proper ownership permission. I have checked and these lines are in the .htaccess file in the root multisites directory.

Any thoughts?

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Re:new slave site, blank page
Posted by edwin2win - 2011/05/04 11:25

Try to see if you have a "error_log" file that perhaps will give you a FATAL error message and will help you identifying where you have a permission error.

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Re:new slave site, blank page
Posted by puffermedia - 2011/05/04 16:45

I will check with my server host to find out about error reporting. I will respond shortly.

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Re:new slave site, blank page
Posted by puffermedia - 2011/05/26 04:35

I sent you an email. I found the error log but I was having a lot of other problems with the site, so I'm starting again.

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Re:new slave site, blank page
Posted by ladyrebeccablue - 2011/09/30 15:16

I kept having this issue also - a blank front page, expecially under heavy usage. The error log in Cpanel told me that there were too many redirections on the index.php, Firefox even gave me the same issue, saying that it was determined that the index was redirected in such a way that it was not possible to resolve it. I found that if I deleted the installation directory everything came to life - no problems, and very fast. When I need to install new sites, I just re run the patches in Multisites, and create the sites I need, then I delete the installation folder again afterwards, just to prevent the issue later. It doesn't take long, and even with this work around JMS is a great program.

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Re:new slave site, blank page
Posted by edwin2win - 2011/10/01 11:36

The "ping-pong" between the /index.php and the /installation/index.php is something that we have fixed in joomla 1.7 some time ago.
So if you had such problem with the "/installation" directory of joomla 1.7.
Checked that you used the latest JMS version.

See the FAQ for the procedure to get the latest version.

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