internal server error --solved--

Posted by boomhut - 2009/12/08 22:31

Hi there,

my server specs:

PHP versie: 5.2.9-0.dotdeb.1
Webserver: Apache/2

symbolic links are allowed

When i follow the procedure to instal a fresh slave site as you demonstrate in the tutorial, i get an internal server error when i try to acces the new url that should lead me to the joomla installer. i chmod'ed every folder and file possibly assiociated with the process into 777 that means: installation folder, multisites folder and everything in the multisites folder. the error persists...

could it be possible that .htaccess files cause the problems?
DNS: i have somekind of a tool to manage my domain names i can redirect them to any file or folder i want and it works instantly, but its not the dns manager, is it possible that that causes the error?

what should i do??

thnx in advance for the help

Gaetan

==========

Re:internal server error --solved--

Posted by boomhut - 2009/12/08 22:49

Ow.. and when i use a url from my main domain and point to the folder it gives an 404 error. that would be: www.gaetan.nl/joomla/multisites/phoo

hmmm the error message just changed in: forbidden! 403, no index file or maybe no permission to read it.

(as mentioned earlier i changed permissions to 777)

==========

Re:internal server error --solved--

Posted by boomhut - 2009/12/08 23:30

Wohoo....

i am a newbie thats it..... somewhere i got the idea that i had to point the domain www.domain.com to www.domain.com/joomla/multisites/domain

but that caused my errors, i redirected to: www.domain.com/joomla and now everything works fine!

thnx

==========

Re:internal server error

Posted by edwin2win - 2009/12/08 23:31

_____

First you can not use "redirect" in your hosting server because this modify the URL.
You must either define an alias or create a domain (or subdomain) that can share the same directory than your master website (or the deploy directory)

In your post, you don't mention which video (number) that you have applied.
Did you use {site_url}/multisites/{site_id} that is a subdirectory and avoid to setup the hosting server or did you try setup a subdomain ?

If you have defined a subdomain, you can check that you have configured your hosting server correctly with the "hello world" procedure.
This will help you check that you can access the directory that you have specified in your hosting server (not in JMS).
Once you are able to access and execute the "hello world" in this directory then you can try deploy the slave site in this directory.
If you still have "internal server error", this is perhaps related to the owner of the files that is used (or they does not have execute permission or something like that that you can compare with the hello world working).

Your symptom seem to be related to a permission somewher.

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/download?page=shop.product_details&flypage=flypage.tpl&product_id=35&category_id=1

==========

Hosting manager redirect versus DNS

Posted by boomhut - 2009/12/09 21:35

_____

Thanx for your fast replys and extensive explanations, you must be a man of patience!

I installed using a fresh slave install, entered the domains in fulltext used no templates/rules using master db with different prefix, installation through the joomla installer.

I got everything working and i used a redirect for the url of the slave, it works as long as it points to the folder where joomla is configured: www.slave.com/joomlafolder

when i tried to login as admin with: www.slave.com/joomlafolder/administrator i got into the master admin....

i asked my service provider and he resolved it by adding a slash

so www.slave.com/joomlafolder/administrator/ gets me into the slave admin panel!

As this seems to work fine, are there more objectives against using a redirect versus altering DNS settings?

Gaetan

==========

error changing folder name
Posted by boomhut - 2009/12/09 22:10

_____

hmmm... new challenge: i tried to create another slave site today same procedure, creating a fresh slave just an id and the domains it resulted in an error message:

Fatal error: Class 'JConfig_' not found in /home/gaetan.nl/public_html/site/administrator/components/com_multisites/libraries/joomla/jms2winfactory.php on line 104

so i figured what did i change before this error happened...

well ichanged the folder name where my joomla installation resides, that caused the error. if i'd want to change the name of the folder what steps should i take?

==========

Re:error changing folder name
Posted by edwin2win - 2009/12/09 23:19

_____

If you want to deploy the slave site into another directory, you have to edit the slave site and update its deploy directory.

Perhaps that will result in a "fresh" installation.
If this is the case, you can copy / paste your current configuration.php into the new direcrtory.

As you have understood, JMS search for the configuration.php file into a directory path that is saved in its own JMS configuration file.
So if you move a file on the disk without updating the JMS configuration files, this will result by an error.

==========

Re:error changing folder name
Posted by boomhut - 2009/12/10 00:06

Master and slave sites are in the same directory working fine

the directory is called joomla

so if you type in your browser www.domain.com

it will show in the browser: www.domain.com/joomla

i just want to change the name of that directory in say "site" and leave everything in place. So that it shows in the browser as: www.domain.com/site

i found 2 config files: in the multisites directory and the same (at least in name) files in every site_id directory in the multisite directory

config_multisites.php
config_templates.php

do i have to manually change every "joomla" stated in those files by "site" ? will that be a solution? Isnt there a workaround for such operation?

thnx

Gaetan

==========

Re:error changing folder name

Posted by edwin2win - 2009/12/10 10:05

Based on what I understand, you have installed joomla in a directory "/joomla" on you "www.domain.com"

I suppose that you have written an index.html or an index.php in your "/" root directory in which you have implemented a redirection to the "/joomla" directory in such a way that when you enter www.domain.com, you arrive to you specific index.html that redirect to the url joomla/index.php

It is normal that in the /joomla/multisites/xxx directory you have the JMS configuration files.
This is the place where JMS save the parameters that you enter.
It is also normal that you have JMS configuration information in your /joomla/multisites directory.
JMS does not save anything in the DB. Everything is saved in the "mutlisites" directory.

You don't have to touch anything in those files.
If your URL is "www.domain.com/joomla/multisites/{site_d}", this is the information that you have to enter when you define the slave sites.

The URL must be the real one.

Based on what you say till now, you say that you have not deployed the slave site into a specific

directory (master and slave directory identical) then I suppose that you have configured your hosting server to have www.domain1.com and www.domain2.com that are mapped to the directory ...../joomla. This is what you have to do and not work with the index.html and its potential redirection.
Review all the tutorial video
Nowhere we are using the redirection and also in our comment we explain that it can not be used.
In particular if you share the same directory for the master and a slave - that seems your current setup.

If you want that we configure your environment, this is possible with our billable support that you can order at
http://www.jms2win.com/download?page=shop.product_details&flypage=flypage.tpl&product_id=35&category_id=1

==========

DNS setup

Posted by boomhut - 2009/12/10 11:29

Based on what I understand, you have installed joomla in a directory "/joomla" on you "www.domain.com"

I suppose that you have written an index.html or an index.php in your "/" root directory in which you have implemented a redirection to the "/joomla" directory in such a way that when you enter www.domain.com, you arrive to you specific index.html that redirect to the url joomla/index.php

Correct!

Ok i should abbandon the redirects and proceed as you suggest in your tutorial, my DNS environment/management does not look anywhere near the plesk or go daddy examples in your tutorial, this is where i get stuck. But hey i am willing to give it a try. In my DNS set up i find the following settings: and some are editable:

NS tiramisuitcase.com -> ns4.firstfind.nl
NS tiramisuitcase.com -> ns3.firstfind.nl
A localhost.tiramisuitcase.com -> 127.0.0.1
A tiramisuitcase.com -> 93.94.226.25 Edit Delete
A *.tiramisuitcase.com -> 93.94.226.25 Edit Delete
MX-10 tiramisuitcase.com -> server42.firstfind.nl Edit Delete
MX-20 tiramisuitcase.com -> mx1.cyso.net
MX-30 tiramisuitcase.com -> mx2.cyso.net
CNAME ftp.tiramisuitcase.com -> tiramisuitcase.com Edit Delete
CNAME pop.tiramisuitcase.com -> tiramisuitcase.com Edit Delete
CNAME smtp.tiramisuitcase.com -> tiramisuitcase.com Edit Delete
CNAME www.tiramisuitcase.com -> tiramisuitcase.com Edit Delete
CNAME mail.tiramisuitcase.com -> tiramisuitcase.com Edit Delete
CNAME pop3.tiramisuitcase.com -> tiramisuitcase.com

now which one should i change? i guess its the CNAME www.domain.com that should be changed/mapped to: masterdomain.com the domain where my joomla installation resides?

And it should be no problem that joomla and the multisites directory is in a subdirectory of the root, do i

understand that right?

So in short: DNS: mapping slave.com to masterdomain.com
And in the jms environment: {slavesite_url}/joomla/multisites/{slave_id}

if so: DNSmapping slavedomain.com to masterdomain.com will lead the url slave.com to www.master.com, but in my master there is no index, the joomla installation is in a subdirectory called joomla (www.masterdomain/public_html/joomla)

seems to me that i have to install joomla in the root of the masterdomain in this case: www.masterdomain/public_html instead of in a subdirectory

and that will also fix the url that is shown in the browser? i mean now (with the redirect) when i enter www.domain.com in the browser it will automaticly change into www.domain.com/joomla/etc and i rather like it to be just: www.domain.com/whatever_page_in my_site

is that correct?

thnx

Gaetan

==========

Re:DNS setup

Posted by edwin2win - 2009/12/10 11:48

_____

Dear Gaetan,
I will refer to the tutorial video 0 (concept).
The information that you provide are the DNS configuration in which you have CName that correspond to a synonym or alias.

For example
CNAME ftp.tiramisuitcase.com -> tiramisuitcase.com
Means that "ftp.tiramisuitcase.com" is synonym of "tiramisuitcase.com"

When you are using the JMS "{site_url}/multisites/{site_id}" this mean that you don't have to define anything in your hosting server because the slave site will be a subdirectory of an exisiting domain (the one that you are using because you have access to the JMS admin).

So you don't have to define anything in your DNS for that when the domain or subdomain is already defined.

DNS is NOT the place where you define the root directory associated to a domain.
So probably you have another interface somewhere that describe the relationship between a domain name and the directory location.

Therefore, you have to search in your hosting admin tool how and where define a new domain and its locatin.

Perhaps your current hosting account does not accept to manage several domain name (I don't know).

As you seems already have installed JMS on a domain (into a subdirectory), then this mean that you have your DNS already setup and when you create a slave site with domain = "{site_url}/multisites/{site_id} and deploy it into {site_dir} then you have everything defined to work in a subdirectory.
When you return to the JMS manage site, you can put your mouse of the domain name and you will see in the tool tip the real full URL corresponding. It will be your http://www.domain.com/joomla/multisites/xxxx where XXX is you site ID

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

==========

Re:DNS setup

Posted by boomhut - 2009/12/10 12:37

_____

thanx for the quick reply,

So you don't have to define anything in your DNS for that when the domain or subdomain is already defined.

so i leave the DNS intact, but al the domain names that i want to use for slave sites do have to point to the main domain where joomla and jms is installed right?

Using no redirect for a (slave)domain automaticly routes the slave domain to my main domain resulting in a log in page of my hosting account. thats good news, because that means all the domain names are pointing to my root masterdomain directory, so my DNS is configured right by default?

As you seems already have installed JMS on a domain (into a subdirectory), then this mean that you have your DNS already setup and when you create a slave site with domain = "{site_url}/multisites/{site_id} and deploy it into {site_dir} then you have everything defined to work in a subdirectory.

that deployment is what i am gonna look into!

When you return to the JMS manage site, you can put your mouse of the domain name and you will see in the tool tip the real full URL corresponding. It will be your http://www.domain.com/joomla/multisites/xxxx where XXX is you site ID

that showed: home/masterdomain.com/public_html/joomla

and that is say the redirect i used in my hosting manager: redirecting the slavedomain.com to the "real" url without the www.masterdomain.com prefix (not a www link, just pointing at: /public_html/joomla)

anyways: www.slavedomain.com (without any redirect from my hosting manager leads to www.masterdomain.com and that wil show a login page for my hosting manager, cause no website

index file is found in the public_html folder, its in a subdir called joomla)

==========

Re:DNS setup
Posted by edwin2win - 2009/12/10 14:00

When you put your mouse over the Site ID you have the directory path that showed:
home/masterdomain.com/public_html/joomla
This is NOT what I have told you.
You have to put the mouse over the DOMAIN "{site_url}/multisites/{site_id}" to see it resolved.

Concenring the other point DNS and so on, I have already tried to explain to you.
If you want that we setup your environment, order our billable support at
http://www.jms2win.com/download?page=shop.product_details&flypage=flypage.tpl&product_id=35&category_id=1

Review our tutorial video 0 and listen carefully all our comment that explain the concept.
http://www.jms2win.com/tutorial#jms12x-0

I repeat that you can NOT use redirection because this modify the URL

==========

just another RE on the subject
Posted by boomhut - 2009/12/10 15:18

When you put your mouse over the Site ID you have the directory path that showed:
home/masterdomain.com/public_html/joomla
This is NOT what I have told you.
You have to put the mouse over the DOMAIN "{site_url}/multisites/{site_id}" to see it resolved.

ok ok.... i think i drive you crazy, i am just trying to find it al out by trial and error, not trying to keep you busy, thanks for your patience and support!

My lack of knowledge is preventing me from asking the question so specific that it would be easy for you to give a specific answer, or your suggestion is so specific that my lack of knowledge prevents me from understanding it. But i will figure it all out sooner or later i am determined to!

the resolved url works for one of my slaves, the other slaves return a 403forbidden on their resolved urls, so i guess thats a question of permissions, ill figure that out.

so.... lets take the resolved url from the one slave that works: {site_url}/multisites/{site_id}

shows www.masterdomain.com/multisites/slave1

that works. Now we want someone entering www.slave1.com in their browser and that it acceses www.masterdomain.com/multisites/slave1 and up untill now it does not

My joomla installation resides in a subdir of the root called "joomla". www.slave.com leads by default to the root of the master. so i mapped (using a hosting manager) slave.com to the /joomlasubdir

I am not sure anymore if this is a redirect..... it is done in the hosting manager, but there is no index.html file in the root that forwards to the /joomla dir. there is however a .htacces file in the root of my domain with rules in these rules i see:

#RULE:,slave1.com,/joomla

which points the slave to the right folder.

I dont know if this has the status of a redirect (which i should not use) or not, but if i do not use this rule how on earth could www.slave.com get any further than my root.

www.slave.com actually resolves in domain.com/joomla/multisites/slave1 so it seems to work...

Of course i understand that you give support on JMS related issues and are not tutoring people server knowledge, but still: is the rule in the .htacces file something that you would call a redirect and i should not use??

Consider my masterdomain: by default the .htacces will have the rule: #RULE:,master.com,/public_html

if these rules defined in the .htaccess file are the right way to mapping, the rule should be something like: #RULE:,slave_url/multisites/slave_id or slave_url/joomla/multisites/slave_id
and this would also prevent the browser from showing/joomla in the adress?

thnx again, keep up the good work

==========

Re:just another RE on the subject

Posted by edwin2win - 2009/12/10 18:32

Concerning 403 forbidden, perhaps that you have not defined correct path or have incosistency between deployed directory and the one that you put in your browser or effectivement a problem of permission to execute the files.

Concerning the setup of you hosting server, it you have created a domain normally you have specified a directory where must be store the domain or some hosting tool could create automatically a directory for your located somewhere. In this case, you have to deploy the JMS slave site in this directory.

Concerning the .htaccess, this is NOT correct as joomla itself provide a .htaccess.
Normally this is not the hosting administration tool that create and manage the content of this .htaccess file.

Joomla and JMS works without the .htaccess. So you can rename it in old to disable it.
I don't know the reason of that.

==========

Re:internal server error --solved--

Posted by boomhut - 2009/12/12 12:50

I found out how to proceed i guess:

since my joomla, jms and the slavesites are installed in a sub dir of the root i just need to create symbolic links in the root.

That way all domain names naturally mapped to the root will just function and i don't need any redirect (.htaccess) anymore pointing the domain to a certain folder.

Still i am doing something wrong:

when i changed/updated one of my slaves by: first removing the .htacces (removing redirects ive made) file and then adding symbolic links to the deployment folder in the root trough the slave site set up menu, it worked!

But repeating the procedure for the next 4 sites resulted in a bunch of errors.....

and then none of the slaves where accesible anymore...

My question: is there a possibility that choosing for the symbolic link option only work at slave creation and that choosing for that option later as an update for an existing slave might have caused these errors??

thnx

==========

Re:internal server error --solved--

Posted by edwin2win - 2009/12/12 13:10

You can effectivelly create symbolic link using the JMS alias field.
This avoid to try using the .htaccess rules to perform a redirection.
Create correct rule in .htaccess is not necessary easy to perform the redirection you expect.
I thnik the symbolic link is easier and this is the reason why we have provided this functionality in JMS (alias fileld).

==========

problems again

Posted by boomhut - 2009/12/14 21:47

Hi there,

in short:

Joomla is installed in a subdir of the root

(so after my slaves are complete and functional, i can lock/hide the master dir for safety)

i created fresh slave site with the masterdomain root folder as deployment folder

all my domain names are DNS mapped to this root folder

when i create a second fresh slave site the url points to the first slave site, so i cant acces the second slave, :dry: in the jms site manager, so it seems i can not use the same deployment folder for different slave sites...

its driving me nuts, :S i have a simple set up and it should work: i have different domainnames that are DNS mapped to the same directory

Joomla is installed in a subdir of that root dir, all i want is that the slave sites work and are accesible without a .htacces redirect in the root (/root_dir/joomla_dir/multisites-dir/slavesite_id)

sooo i uninstall the slave sites to try it all over again, somehow the uninstal wiped away my whole joomla installation.....:huh:

So now i can start over with a totally new install of everything....

i could hire you guys for a 75€ support, but i expect the multisite manager to be user friendly enough for me to understand. I think the functionallity of JMS is genius but the management side of it could use some more user friendly approach.

==========

Re:problems again

Posted by edwin2win - 2009/12/15 00:53

JMS is not in charge of the hosting server setting.
I have already explained to you that you can not use redirection.
The first element is to configure your hosting server correctly.
We have provided a tutorial video 0 that explain the concept of a DNS and hosting server adminsitration.

JMS requires that you have some skill in the administration, DNS and hosting configuration.

It is very difficult to create a more user friendly interface that would be OK for plenty platform and environment. We know this is not easy but also difficult to keep also flexible for windows platform, unix platform, cPanel, and other adminsitration tools.

If you want that we setup you environment, this is possible.
If you find our price too expensive, you can also chose a hosting company like www.godaddy.com where we no there is no issue in terms of permissions.

http://www.jms2win.com/download?page=shop.product_details&flypage=flypage.tpl&product_id=35&category_id=1

==========

Re:problems again

Posted by boomhut - 2009/12/15 09:41

_____

JMS is not in charge of the hosting server setting.

I totally understand that, nor is my provider in charge of JMS settings, leaving me in between and i am gonna figure it out somehow, i am convinced of the possible genial value of JMS, i've already promoted its functionality on the dutchjoomla.org forum.

I have already explained to you that you can not use redirection.

When i use redirection jms seems to work fine, the url passes googles "?glid=test" test. If i proceed without a .htacces redirect, like you propose i can get 1 slave site to work and creating another one causes trouble, the symbolic links seem not to work properly, or i have defined something not right. Uninstalling slave sites via the multisite manager wiped away my whole joomla installation, i thought that that was no fun, but i quickly recover from such. I am happy that i am in a development fase right now and occasional collateral damage is part of the process iguess....

The first element is to configure your hosting server correctly.
We have provided a tutorial video 0 that explain the concept of a DNS and hosting server adminsitration.

I think its set up is ok: all my registred domain names are pointing to the same root location, no redirects or .htacces files whatsoever.

JMS requires that you have some skill in the administration, DNS and hosting configuration.

It is very difficult to create a more user friendly interface that would be OK for plenty platform and environment. We know this is not easy but also difficult to keep also flexible for windows platform, unix platform, cPanel, and other adminsitration tools.

The basics of creating a fresh slave site seems not to be too difficult. I guess i had a bad day yesterday.

If you want that we setup you environment, this is possible.

maybe i will in the future, but for now i want to figure it all out, and i want to thank you again for your support in this forum!

If you find our price too expensive, you can also chose a hosting company like www.godaddy.com where we no there is no issue in terms of permissions.

i stick to my server, its: yourhosting.nl , maybe if you find the time you can look into that service provider and its specs i think they deliver a up to date, robust, flexible and fast service. I have no issue in terms of permissions, the issue now is: creating a deployment directory with symbolic links works fine for 1 slave, creating multiple slaves result in al slaves are identified as slave1. I guess i overlooked something.

by any chance: creating a fresh slavesite with a different deployment folder, when entering the url that points to that folder (in the jms management), should that end with /slave_id ??

If so i guess that could resolve everything.

greetings

Gaetan

==========

Re:problems again

Posted by edwin2win - 2009/12/15 10:17

If you use all the website (master + slave sites) into the same directory, this mean that you can not use the symbolic links.
If you setup your hosting server to have specific directorty for each domain or subdomain then you have to deploy the slave site in this directory.

Based on your explaination, It seems that you have configured all the domain and subdomain in the same directory. In this case, the JMS deploy directory must be emptY.

==========

Re:problems again

Posted by boomhut - 2009/12/15 11:35

Based on your explaination, It seems that you have configured all the domain and subdomain in the same directory.

NO i am not: master is in a sub_dir of the root, i want to put the symbolic links directly in the root_dir (root_dir as deployment folder) is that a possible correct set up?

specific directory for each domain or subdomain

they all are mapped to one and the same root_dir, so i deploy from the root_dir : you say i have to, i said i want to...and i did try, based on the tooltiptext i have to specify the path of the deploymentfolder.

is that: {masterdomain_url} or {masterdomain_url}/root_dir or {masterdomain_url}/root_dir/slave_id or {slavedomain_url} or {slavedomain_url}/root_dir or {slavedomain_url}/root_dir/slave_id

??

the /root_dir/ part seems redundant to me, since each domain name points to the root_dir but maybe its neccesary because it has to be an absolute path, i don't know...

==========

Re:problems again

Posted by edwin2win - 2009/12/15 14:30

If you deploy slave site in a specific directory, this directoy must be unique for the slave site.
OR you don't deploy the slave site into a speciifc directory and you share the master root directory.

You say that your master website in NOT is the root directory but in a subdirectory and that you want deploy the slave site in its parent (root) directory.
You also say that you have defined several slave site that you want to deploy in the same directory. This is not the concept of JMS.
Reveiw all the sample provided in the tutorial and review also the concept presented in the video 0.

Normally you install the master website in a root directory and not in a subdirectory.
You define the domain and subdomain in your hosting server with either the same directory than your master website directory or in speciifc directory for each domain or subdomain.

==========

Re:problems again
Posted by boomhut - 2009/12/15 18:18

_____

Hi there:)

You also say that you have defined several slave site that you want to deploy in the same directory. This is not the concept of JMS.

This is what i needed to know, thank you.

==========

Re:problems again
Posted by edwin2win - 2009/12/15 18:38

_____

You either decide to create domain or subdomain with specific directory (and therefore use JMS deploy directory in those directories)
OR you decide to have all the website (domain and subdomain) in the same root directory than the master website (not in another directory).

If you want to create another direcrtory, you can do it manually with a SSH where you create a link between this specific directory and the master website root directory.

If the directory where you want to deploy the slave site is the parent directory of the master directory, this will be difficult to create a link between the parent and its children.

If you want to create the following structure, you will have a problem:

(slave domain and slave sudomain) = /home/domain/
(Master website) = /home/domain/master

If is not possible to define the '/home/domain' as a link to '/home/domain/master' as by definition /home/domain does not exisits.

==========

Re:problems again

Posted by boomhut - 2009/12/15 20:30

_____

OK thats clear info!

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