

Problem with the installation

Posted by ticasistencia - 2013/04/22 19:16

We have Joomla 3 and Plesk. We created the directories for multisites installation in the folder `httdocs/multisites` so it would be `httdocs/multisites/store1` and so on.

We tried a clean installation and everything works right.

The problem is when we try a master-slave installation to share users. Nothing works, the page is blank.

So here are the questions

- 1.- The main problem should be permissions in Plesk?
- 2.- Is it better for JMS Plesk or is it easy with cPanel, we can choose the server and if with cPanel is simpler than we have one of those.
- 3.- The problem is really in Plesk? We have the directories inside the master Joomla installation so it should not be a problem or not?
- 4.- Our problem is that while in beta we are going to have 1 server and at the end change the server, but if we hire you to fix the problems we should do it twice, one on this server and next one on the other?.

Sorry for inconvenience but it is urgent!!!

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Re: Problem with the installation

Posted by edwin2win - 2013/04/26 18:05

Blank page as you can read plenty of time in this forum is generally due to a PHP Fatal error.

1) Yes this can be due to a permission error that can not access a file that would be required.

2) cPanel is far easier than Plesk

We never encounter any issue with cPanel.

3) If you create a slave site into a subdirectory of your master, this should work on Plesk. The most frequent problem with Plesk are the different domain or subdomain when the `open_basedir` is enabled.

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