# Fresh install Error code 500

Posted by dinaras - 2013/05/25 14:47

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Hello,
I just did a fresh install of joomla 3.1.1 and jms multisites 1.3 medium

I registered the component and i get error code 500 when trying to update geolocation cities.

Also if i go to Components-->multisites --> Tools and click on Master db icon, then again i get error code 500

Can you please let me know if this is normal as i would like to start building my production scenario in this installation.

Final question
my final directory structure is following
/home/username/contains 2 directories
master.domain.com --> this will be my master site, and will not be public
domains --> here i will put my domains and then subdomains inside of them

Does this sound good?

Thank you in advance

Regards

Dinos

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# Re: Fresh install Error code 500

Posted by edwin2win - 2013/05/27 12:14

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At the question is this normal, the answer is NO.

You mentioned an internal error 500 when updating the Geo-localisation cities.
The free Geo-localisation cities is a file that is downloaded from the maxmind.com website.

An error 500 is an internal server error.
Check if you have a "error log" file that would give you more infos on the reason of the error 500.

Concerning the directory structure this can work.
Get inspired of the tutorial video 0.b / slide 21-24.
We propose a directory naming convention to ensure that a domain or a subdomain is never a subdirectory of something that is public. This will avoid potential penalties given by search engine when they detect a duplicate content.

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## Re: Fresh install Error code 500
Posted by dinaras - 2013/05/28 11:32

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You mentioned an internal error 500 when updating the Geo-localisation cities.
The free Geo-localisation cities is a file that is downloaded from the maxmind.com website.

The error i get in apache log when trying to download local  city db is the following
62.103.66.216 - -  "GET
/administrator/index.php?option=com_multisites&task=ajaxMaxmindDownload&9aa9edb42141e9ade31d391b846c0106=1&file=city HTTP/1.1" 500 -

while when downloading country loca db
62.103.66.216 - -  "GET
/administrator/index.php?option=com_multisites&task=ajaxMaxmindDownload&9aa9edb42141e9ade31d391b846c0106=1&file=icc HTTP/1.1" 200 69

Also if i go to Components-->multisites --> Tools and click on Master db icon, then again i get error code 500
What about this, is it normal?

Can you please help resolve these?

Best regards

Dinos

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## Re: Fresh install Error code 500
Posted by edwin2win - 2013/05/28 13:59

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In the case of the error 500, you should have an error log that provide more info.

Here you gave the access log and not the error log.

What I expect is an error message with a file name and a line that cause the error.

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## Re: Fresh install Error code 500
Posted by dinaras - 2013/05/28 17:17

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Hello, thanks for your replies,

The weird thing is that nothing is written in eror log. I changed logging to debug, and still no error in error_log. Only error 500 in access_log is the line i showed you before. Let me note here that this is the second time i am doing a fresh install on everything as i hasd the same problem in the first time

Could it be that i am missing something in php? Could it be that something is missing from my apache httpd.conf>

I am not an expert, but i am not novice either. I have been looking to find the source of this but i am failing.

Could firewall be causing all this? Only port 80 is open on this server.  understand thart it is trying to pull something off the web. Is it done from port 80?

I must solve this before i go on as it would be difficul to reinstall everything , and add content again

Best regards

Dinos

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## Re: Fresh install Error code 500

Posted by edwin2win - 2013/05/28 23:14

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I suspect a problem of timeout somewhere but without any detailled info on the files and lines where the error occurs, it is difficults to tell you more.

If you want to get the geo city, you can go directly on the maxmind.com website and download it manually. It makes moreless 18MB

You have to store the file into the /administrator/components/com_multisites/classes

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## Re:Fresh install Error code 500

Posted by dinaras - 2013/05/30 16:00

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Hello,

I am still struggling with this

The only thing that is different in this setup from a production server is that there are no dns entries for master and first slave site. I am using records in my windows host file in order to see and work on the sites.

Another thing that is puzzling me is the following.

I have been able to download the country file from maxmind
I am unable to download the cities file,
And i am unable to use the tree menu under tools menu. Whenever i click on something in the tree, i get error 500. I believe this is not expected behavior either.

I enabled display_errors = on in php.in, but again nothing in error log. The only difference was that when

i tried to download again cities file, i got unexpected answer as a reply instead of error code 500

Would it be possible hat not having dns set, i am getting these problems?

P.S. before i make the ast test, i put on the servers /etc/hosts, records for the master and slave site

My problem is not that i am unable to download the cities file. My problem is that the tree tool that can show us shared extensions does not work either, and dont know how this will affect further implementation of websites

Can you please help on this? Really desperate

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## Re:Fresh install Error code 500

Posted by dinaras - 2013/05/30 16:28

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I think i solved the mystery here.

I increased php post_max_size and also upload_max_filesize

No i managed to download cities file, and also tree menu under jms2win tool menu works fine.

I was suspecting somewhere in server configuration would be the problem

Thank you very much for your help

Best regards

Dinos

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## Re:Fresh install Error code 500

Posted by edwin2win - 2013/06/05 14:01

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The max size can be effectivelly helpfull.
When the city file is huge (18 MB) and you probably found the reason of the error during the download of file.

Thank you for this additional info.
I will try to reproduce it to see if there is an alternative solution to this "max size"

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