Web site is blank after creating the slave site

Posted by rtenny - 2013/11/25 14:57

I tried createing a fresh slave site as well as FreshSlaveSubDir site. All the folders seem to be there, I can see the new database tables as well but when I navigate to the sub dir I just get a whote page.

That happens on my locals (windows) as well as on the live server (linux).
Here the link
http://mymensgolfclub.com/clubs/aris/

Any ideas what I am doing wrong?

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Re: Web site is blank after creating the slave site

Posted by edwin2win - 2013/12/01 10:47

On your linux platform, verify that your server follows the symbolic link.

The white page is the symptom of a PHP fatal error or similar.

Perhaps that you could start by the installation of the "hello.php" into the aris directory to verify that you can access it.
See tutorial video 7 for the "hello world".

It seems that whatever you enter as URL, that you have a white page.
This is perhaps a protection installed into a .htaccess that would forbid to access other directories.

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Re: Web site is blank after creating the slave site

Posted by jcpoblete - 2014/02/20 07:23

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i sort of have the same problem. after creating the fresh slave site. when i click on the new url. its a blank page. like its not reading the installation pages.
and there is nothing in the cache folder

i remember configuring multisites and i had fresh slave site install properly and the cache folder for this install had contents. but unfortunately i had to pull down the server and restart from again

hope to get some solution in this regard

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Re: Web site is blank after creating the slave site

Posted by edwin2win - 2014/02/20 13:44

Try modifying the rule that is used to build the slave site and select that you want to have a copy of the "/installation" directory instead of "DirLink".

I suspect that you server does not accept to follow the symbolic links because, if I have understood correctly, you sucessfully save the slave site definition in JMS but this is after that you have the white page. In fact when you go in the url of the slave site and that you expect to have the "Joomla Web Installer".

Which kind of slave site do you try to create ?
Is is a slave site into a subdirectory, subdomain, domain or deployed in the multisites directory ?

Which kind of administration do you use to manage the server ?
Do you use cPanel, Plesk, or other server administration tool ?

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Re:Web site is blank after creating the slave site
Posted by rtenny - 2014/02/20 14:37

This topic was successfully solved.
Thanks for your help

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Re:Web site is blank after creating the slave site
Posted by edwin2win - 2014/02/21 10:56

You mentioned solved but would you please tell us which was solution to your problem.
This may help other person in the future that would have the same kind of issue.
Thank you

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Re:Web site is blank after creating the slave site
Posted by rtenny - 2014/02/21 12:16

I booked support hours with you and you configured it correctly.

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Re:Web site is blank after creating the slave site
Posted by jcpoblete - 2014/03/06 05:53

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though booking an hour is a good solution. could the solution be shared here since i think there are more encountering the same error. and oh i emailed if i can have that 1 hr of support. have not heard from

support yet

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Re:Web site is blank after creating the slave site

Posted by jcpoblete - 2014/03/06 06:30

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just to add , i changed the template for fresh slave multisites to copy the installation folder but it does not copy to the newly created directory in the multisite folder.

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Re:Web site is blank after creating the slave site

Posted by edwin2win - 2014/03/11 15:00

Personnaly, I don't remember what I did for this customer - So if he remember and can reply to the question, that would be great.

In general a "blank page" is resulting from a PHP Fatal error that can retreived in the "error_log". When the PHP Fatal error is located, after that, this is more easier to do a diagnosis.

So there is no single answer to such kind of error and this is frequently related to a problem of permission.

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