White page when trying to access my new multisite

Posted by skouf - 2013/04/23 10:19

Hi

I have a problem that I reproduce on 2 differents servers.

The site I'm working on works on Joomla 3.0. I have downloaded the previous week the latest version of JMS Multisite :
Version 1.3.09 - basic (Latest available: 1.3.09)
Patches definition Version 1.3.06 (Latest available: 1.3.06)

The new site I have to create with multisite must be an exact copy of the Master site. I don't have to create another master. Each new sites must be stored in a subdir, which is not the default "multisite" subdir but a subdir called "ccn".
The name of each new site is only composed with numbers. Example :

http://www.mydomain.com/ccn/3233

The subdir "ccn" was created manually.

I have created a new model, and I only filled these fields (I work in french so sorry if that's not the exact labeled name in english) :
- List of domain names : http://www.mydomain.com/ccn/{site_id}
- Site used as Model :
- ID of new websites : u{user_id}{site_prefix}
- New table prefix : {site_id}_
- Deply directory : {root}/ccn/{site_id}

On the Directory and files tab, I haven't change any parameters. Same for the Sharing tab.

I save this model.

Then I go Create a new site.
- Website ID : 3233
- Model : I select the previously created model.

And that's all. I save then when I try to display my new website, I have a blank page. Event if I try to go to the adminsitrator of my new website.

I checked my database, all the new tables are here.

When I check the files on my server, the folder "3233" was created in the "multisite" folder. Inside the multisite folder, I found "config_multisites.php" and "config_templates.php". In the "/multisites/3233" folder, I only found the "index.html" and "config_multisites.php".
Insite my "/ccn" folder, there are no files, only the "3233" folder. Inside I only have the symbolic links.

On both servers, I have Joomla 2.5 websites with multisites on and all worked perfectly. With someone who is a Joomla expert too, we tried everything on both server to get my new website running.

Any help will be very usefull ! :)

Thanks a lot

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Re: White page when trying to access my new multisite

Posted by skouf - 2013/04/26 09:53

No answers about my problem ?

For us it's really a bug of the component. And we really ne help about that !

Thanks !

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Re: White page when trying to access my new multisite

Posted by edwin2win - 2013/04/26 18:38

Something that seems to be wrong in your definition is the location of the deployed directory.

The potential error is
Deply directory : {root}/ccn/{site_id}

If you master website is located in the www.mydomain.com it can works but if the master is located into another directory then the {root} parameter must be replaced by the location of the www.mydomain.com domain.

Once the slave site is saved, you can verify that the deploy directory has the correct value and match the www.mydomain.com/ccn/{site_id}

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Re: White page when trying to access my new multisite

Posted by skouf - 2013/05/02 10:22

Hi

I tried what you said but when I put the complete domain instead of {root}, no symblinks are created in my folder...

I really don't understand what's happening :(:(:(

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Re: White page when trying to access my new multisite

Posted by edwin2win - 2013/05/06 14:03

When you enter the full path manually in the deployed directory must enter something like /home/account/public_html/{site_id}

This is a location on the disk and NOT a URL (http://)

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