Error Unable to create the symbolic link

Posted by toshiko - 2014/08/05 12:58

Hi,

when trying to create a new slave site, I get a list of errors like the following:

Error
Unable to create the symbolic link -> .
The list of errors continues with every folder in httpdocs directory.
Website details:
- Joomla master site: www.master.com, located at master.com/httpdocs
- Slave site folder www.master.com/slave, located at master.com/httpdocs/slave
- MultiSite has created the deploy folder and the files and folders inside
- MultiSite has populated the new database
- Plesk Panel platform
- Symbolic Links are allowed
- suPHP installed
- all patches are installed
- FTP layer enabled

When visiting the url www.master.com/slave/index.php - there is just a blank page.

The index.php created by MultiSite, from the slave site folder, begins with these lines:

// Don't use a Symbolic Link because that crash the website.
// Just include the original file to redirect the processing.
//include('/var/www/host/master.com/httpdocs/index.php');
// Evaluate the original include file to redirect to keep the __FILE__ value.

Would you have any suggestions on what am I missing?

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Re:Error Unable to create the symbolic link

Posted by toshiko - 2014/08/05 16:33

I managed to get read of the Symbolic Links errors by changing some permissions.

Now I have no more errors in back-end, but when visiting the URL www.master.com/slave I receive a 404 Page not found error.

The URL is redirecting to www.master.com/slave/index.php/language, like the master, if this helps.

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Re:Error Unable to create the symbolic link

Posted by edwin2win - 2014/08/11 09:45

As you seems found it, the error "Unable to create the symbolic link" mean that you can not create the symbolic link into the deployed directory.
This might be due to the fact that a directory with the same name already exists or that you don't have the permission to create it.

Based on the folder that you mentioned, it seems that you are using Plesk as administration tool. If this is correct, to have to use the Plesk "subscription" to create the subdomain or other domain with the objective to use the same owner for the files and folders. Otherwise, the ownership could be wrong and you could not create a symbolic link into a directory where you don't have the permission.

So you have to verify the permission.

Concerning the error 404 (page not found), verify step by step that you have correctly setup your domain or subdomain and that the path is correct.
You can use the "hello world" (tutorial video 7) to help you verifying the path on the disk where the website is supposed to be deployed.

Verify also that you server follow the symbolic link (or that you don't have an open_basedir) that would forbid to execute files that are located outside your domain (or subdomain).

If you are using Plesk, you need to use the Plesk subscription for the domain or subdomains.

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Re:Error Unable to create the symbolic link

Posted by toshiko - 2014/08/25 15:52

Thank you, I will try these suggestions.

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