403 Error

Posted by dauricejordan - 2009/02/22 04:42

I get a 403 error when I try to configure my we slave site. I followed along with the video but when I clicked on the link to configure the site I got a 403 error.

Please help!

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Re:403 Error

Posted by edwin2win - 2009/02/22 11:11

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403 is an error message that say access forbidden.
This is perhaps a problem in the Hosting Server configuration or a permission problem to access the directory where is deployed the slave site.
Can you be more precised in how you have configured the slave site.

You say that you have followed video (Which one).
How have you configurered your hosting server ?
Which hosting server do you use ?
How have you defined the slave site ?
Do you deploy the slave site into a specifci directory ?
Does the symbolic links is allowed ?
Have you already tried to put a "hello word" into the slave site directory and check that you have the access ?

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Re:403 Error

Posted by dauricejordan - 2009/02/22 16:19

I followed the video in Tutorial #9

I register my urls through Godaddy but I host my accounts with Lonex.com. I have not made any configurations on my hosting server.

Patches have been installed.

I followed the steps the video in #9 exactly.

Symbolic links are allowed.

Please see the attached image.

Hello World example here:

http://ambientmxs.com/hello.php

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Re:403 Error
Posted by edwin2win - 2009/02/22 23:22

What is the problem of 403.
When I go on http://ambientmxs.com the result is successfull and I have not 403.

I don't see the attached image

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Re:403 Error
Posted by dauricejordan - 2009/02/23 05:16

When I click on the link to configure the slave site as in the video from #9.

1)Please take a look at this image
http://ambientmxs.com/example.jpg

2)When I click on the link underlined in red
http://ambientmxs.com/example2.jpg

3)When on the link from item 2 I get the error below.
http://ambientmxs.com/error.jpg

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Re:403 Error
Posted by edwin2win - 2009/02/23 10:40

Try to put the hello.txt and hello.php into the directory /multisites/fassionate to check that you have the permission in this directory.
I suspect that you have a permission problem with multisites directory or fassionate directory or somewhere else that does not allow to execute PHP in those directory.

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Re:403 Error
Posted by dauricejordan - 2009/02/23 14:20

When I click on the link to configure the slave site as in the video from #9.

1)Please take a look at this image
http://ambientmxs.com/example.jpg

2)When I click on the link underlined in red
http://ambientmxs.com/example2.jpg

3)When on the link from item 2 I get the error below.
http://ambientmxs.com/error.jpg

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Re:403 Error
Posted by edwin2win - 2009/02/23 14:37

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You post again the same message as before.
I have asked you to put the hello word in the multisites directory to help you check your hosting server configuration.
When you will be able to see the http://ambientmxs.com/multisites/fassionate/hello.php this should work.
For the moment, I can not tell you anything except to check your hosting server configuration.
When using the hello.php test, this allows to to check your hosting server configuration without using JMS.
For the moment, the hello.php is not present and therefore the hosting server configuration can not be checked.

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Re:403 Error
Posted by dauricejordan - 2009/02/24 00:25

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I added the hello.php to the fassionate directory. It seems to be okay but I am still having issues.

Please have another look.

Thanks.

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Re:403 Error
Posted by edwin2win - 2009/02/24 09:25

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Now, you see that the index.php is correctly executed but you don't have the permission to run the http://ambientmxs.com/multisites/fassionate/installation/index.php
Compare the owner and permission between your hello.php and the installation directory.
Perhaps the owner and group is different between the hello.php and the Symbolic Link installation directory.
Try to increase the permission with a chmod 777 to check this part.
At this level, the index.php file present in the http://ambientmxs.com/multisites/fassionate is correctly

executed as it redirect you to the installation but the installation directory has not enough permission.

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Re:403 Error
Posted by dauricejordan - 2009/02/25 11:50

Here is the interesting thing. The /installation directory does not actually exist on the server.

This is an error I get when I attempt to view the contents of the installation directory via Dreamweaver.

http://ambientmxs.com/dwexample.jpg

Here is the view when I log into my Lonex.com account.

http://ambientmxs.com/lonex.jpg

As you can see the /fassionate directory is there but there is no /fassionate/installation directory.

Am I supposed to manually install Jooma into /fassionate or does multisites do that?

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Re:403 Error
Posted by edwin2win - 2009/02/25 12:01

Based on the screenshot, there is an inconsistency on what is displayed.
With Dreamweaver, you see the installation directory but you can not access it - probably due to permission problem (the origin of the 403)
With Ionex, the directory does not appear.

Use a native tool like SSH or FTP to see your directories to ensure on what you have.

The expected result is a Symbolic Link (marked with a L) on unix.
Use the video in tutorial step 4 that show you how that works on unix.

You must check the content of the directory and ensure that you have the installation directory created.
Also check the Apache / PHP setting to ensure that opion FollowSymbLink is enabled.

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Re:403 Error
Posted by dauricejordan - 2009/02/26 02:09

I contact the host and their system is not configured to follow sym links. Do you have a hosting service you could recommend?

Thanks

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Re:403 Error

Posted by edwin2win - 2009/02/26 09:45

If the Symbolic Link is not allowed, JMS can work if the slave sites are domain or sub-domain and when you assign the same directory than the master website.
See tutorial step 4 to 8.
So you have to setup your hosting server with the same directory for ALL for each domain or sub-domain or use alias definition on the master website.

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Re:403 Error

Posted by dauricejordan - 2009/02/26 14:33

I changed my hosting service and was able to get fassionate to work under

www.knownogood.com/multisites/fassionate

However, how do I get www.fassionate.com to remain www.fassionate.com instead of www.knownogood.com/multisites/fassionate?

I have www.fassionate.com mapped to www.knownogood.com in my Godaddy account.

I want a user to only www.fassionate.com when the user navigates that site.

Also, how do I share content between the slave and master but have the template be different?

Thanks

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Re:403 Error

Posted by edwin2win - 2009/02/26 16:33

This is in the setup of your Hosting Server that you have specify the same directory path than the master.
If you don't know the path, create for example a slave site called "slave1" with URL = "http://slave1.com" and nothing else.
This will create a slave site that must have exactly the same directory path than the master.
See the message that will be displayed in blue when the website will be created.
Copy paste it somewhere to keep it if you want.
It writes you in the message the directory path that you have to specfy in your hosting server.

If you can the domain name by the real domain that you will setup in the hosting server tool, this should work.
All the stuff is in your hosting server configuration and not really in JMS as you don't have to specify anything. JMS only display you what you have to enter in your hosting server.

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Re:403 Error
Posted by dauricejordan - 2009/03/08 20:45

I'm sorry but I do not understand what you are saying. Please explain again. What do I need to change with my host?

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Re:403 Error
Posted by edwin2win - 2009/03/09 01:42

You say the you want to replace a sub-directory (www.knownogood.com/multisites/fassionate) by a real domain (www.fassionate.com) and that you are using GoDaddy.
You just have to define you domain and specify it the exisiting directory currently assigned by your sub-directory.

See the FAQ on GoDaddy hosting configuration that could help you.
http://www.jms2win.com/faq#sec-78

When your GoDaddy is correctly configured, you just have to add domain www.fassionate.com and fassionate.com to your existing site definition of the domain www.knownogood.com/multisites/fassionate

If you have used special image, media or themes folder, I suggest you that the new domain that you will define in GoDaddy have the directory path to your current sub-directory path (...../multisites/fassionate)

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Re:403 Error
Posted by dauricejordan - 2009/03/10 15:37

My account is registered with Godaddy. It is hosted on siteground.com. Here are my current configurations:

1) Godaddy Redirect Settings
Forwarding to: = http://www.knownogood.com
Redirect Type = 302 Moved Temporarily

2) Site Mananger (www.knownogood.com)
id = fassionate
Site Name = Fassionate

Domains = http://knownogood.com/multisites/fassionate
db server localhost
DB = knownogo_jo151
Prefix = jos2_
User = knownogo_fashion
status = Confirmed
***The slave site appears to be fine. I can log in.

3) CPanel Addon Settings
Addon Domains = fassionate.com
Document Root = /public_html/multisites/fassionate
Username = fassionate
Redirects to = not redirected
Actions = Remove Manage Redirection

***When I type fassionate.com in my browser it goes to knownogood.com. I want it to resolve to http://knownogood.com/multisites/fassionate

but I ONLY want to see http://fassionate.com for any link that I click. I should never see anything related to http://knownogood.com

Please help

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Re:403 Error
Posted by edwin2win - 2009/03/10 16:15

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Case 1)
You can NOT use redirect in GoDaddy but have to define a real sub-domain or domain and give a real path.
When you use a redirect, this mean that the original domain name is lost.

Case 2) As this is OK now, I suppose you have understood your problem.

Case 3) When I have tested, it seems that you have use the redirect because the URL is modified when it arrives and is replaced by http://www.knownogood.com/
The definition that you have given in this post, seems to be correct as you have not redirected and you have assign the directory of you current working slave.
You have to check in JMS that you have also the domain
http://fassionate.com and http://www.fassionate.com defined in your site manager (Case 2).
For the moment, you have put only one domain but you can specify all the domain you want.
In your case (case 2), I think you should have the list of domain
Domains = http://knownogood.com/multisites/fassionate ,
http://fassionate.com ,
http://www.fassionate.com

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Re:403 Error

Posted by dauricejordan - 2009/03/10 21:35

So remove http://www.knownogood.com/ from the settings in Godaddy?

Do I need to do anything with my Godaddy account (which is just the registrar)?

Thanks

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Re:403 Error

Posted by edwin2win - 2009/03/10 21:51

I don't understand why you say remove http://www.knownogood.com/ that is your master website.
The problem was in the http://www.fassionate.com definition if I have well understood.

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Re:403 Error

Posted by dauricejordan - 2009/03/10 21:58

Remove from the configuration... Currently I have in my Godaddy account a redirection to http://www.knownogood.com/multisites/fassionate.

Should there be a redirection??? If not should there be anything in my Godaddy account other than the fact that I have fassionate.com registered with Godaddy?

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Re:403 Error

Posted by edwin2win - 2009/03/10 23:15

In GoDaddy, I know that you can define a domain without the redirection.
To help you, see the FAQ http://www.jms2win.com/faq#sec-78 that show you how to configure GoDaddy. You will see that it does not use the redirection but specify the directory path where must be located the domain.
This is what you have to do.

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Re:403 Error

Posted by dauricejordan - 2009/03/11 00:53

There appears to be a HUGE communication gap here or maybe I am misunderstanding. The link you

provided

(http://www.jms2win.com/faq#sec-78)

to the tutorial appears to address the scenario when you are HOSTING your account with Godaddy.com. I have mentioned SEVERAL times that I

AM NOT

HOSTING MY ACCOUNT WITH GODADDY.COM.

Fassionate.com is registered with Godaddy.com ONLY. Fassionate.com is not hosted anywhere because it is supposed to be a slave site.

Knownogood.com is registered and hosted with Siteground.com.

Siteground.com uses CPANEL.

Knownogood.com is where Multisites is installed. Knownogood.com has Fassionate.com configured as a site.

How do I make it so Fassionate.com maps to http://knownogood.com/multisites/fassionate so that the user NEVER sees any links related to knownogood.com when browsing fassionate.com?

Is this software really this difficult to get working???

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Re:403 Error

Posted by edwin2win - 2009/03/11 08:33

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If Fassionate.com is registered in GoDaddy, you have there to specify that the DNS is Siteground.com..
(See video in tutorial step 0 - http://www.jms2win.com/tutorial that explain the concept and configure the DNS to redirect this domain to the appropriate hosting server - here Siteground.com)
In Siteground.com., you have to follow the hosting procedure relative to CPanel to setup Fassionate.com and share the same directory as explained in the FAQ CPanel http://www.jms2win.com/faq#sec-58.

In your case you have 3 elements to take in consideration.
- The DNS that must say that Fassionate.com is hosted on the server Siteground.com
- Siteground.com that must configure Fassionate.com to say that directory path is the one of your master website + .../multisites/fassionate
- JMS that must be setup with the list of domain to recognize.

All you problem comes from the fact that you redirect the domain Fassionate.com that will by losing the URL and change it into http://www.knownogood.com.
As already told you, you can not redirect but really define a hosting.
Therefore, you have to setup the DNS to tells where is hosted the domain and not use a kind of webpage processed by your DNS to redirect to another URL.

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