Error 500 - Internal Server Error

Posted by javler - 2009/03/08 22:29

Hello, i purchased Joomla Multi Sites but can't get it working, here's screens about the configuration:

http://img15.imageshack.us/img15/5139/supportgo1.jpg

http://img15.imageshack.us/img15/4739/supportgo2.jpg

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Re:Error 500 - Internal Server Error

Posted by edwin2win - 2009/03/09 01:35

You just provide screenshot of the definition of the JMS definition but don't provide the hosting server definition concerning the domain and sub-domain settings.
In general the internal server error may be due to invalid setup of your hosting server.

You can check the hosting server setting when using the "Hello World" procedure as described in the tutorial step 7
http://www.jms2win.com/tutorial

When you will have setup you hosting server correctly and you will be able to see the hello.php, normally the JMS definition should work.
The "Hello World" procedure does not required JMS to be used and therefore will allow you to check your configuration without any JMS slave site definition.

This should help you identify the problem in your hosting server configuration.

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Re:Error 500 - Internal Server Error

Posted by javler - 2009/03/09 22:31

Hello world script
hello world script
The current path is "/web/htdocs/www.javler.it/home"
Symbolic Link is PRESENT
For more information on how to use this script, see Joomla Multi Sites - How to test DNS configuration
Test Symbolic Link usage
The following test is only required when the DNS of the slave site is NOT mapped into the SAME directory than the master website.
If you have correctly mapped the slave sites to the same path than the master directory then this test is not required.

The objective of the following test is to create a symbolic link in the path you will provide and verify that

this functionality is authorized by your server.

Enter the FULL directory path of your slave sites in the hereafter field when it is located into another directory than the master website.
This will create a link "master_link" in this directory and will allow you to check if the Symbolic Link feature of Joomla Multi Sites can be used in your specific case.
The operations consists in:

* a test if the slave path you have entered exists;
* Change of directory to use the slave path you have entered as current directory;
* Create a symbolic link called "master_link" that point to this "hello.php" directory.

The result of this operation is that a link is created into the slave domain and this link references the master domain path.
With this link you check its usage with a URL like "http://www.slave.com/master_link/hello.txt"
If this operation works and you can see the text "Hello world" text, this means that you can use the Symbolic Link feature that is present in Joomla Multi Sites.
If you are not sure on how to analyze the result, don't hesitate to contact us.
Remark:
The symbolic link is not automatically deleted.
You can also use this "hello.php" script to delete the "master_link" OR you can delete it manually with a FTP connect, telnet connection, SSH connection, ...

Enter the full path of the slave site:

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Re:Error 500 - Internal Server Error

Posted by edwin2win - 2009/03/10 00:23

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Based on the current information, I see that
http://www.javler.it/hello.php => "/web/htdocs/www.javler.it/home"

For the domain "http://www.guildwars.javler.it"
There is an error because hosting server has assigned the directory that is not "/web/htdocs/www.javler.it/home"
or is not "/web/htdocs/www.javler.it/home/guildwars" if you decide to deploy the slave site into this specific directory.
path assigned to this domain in your does not match the "/web/htdocs/www.javler.it/home"
or if you want also "" the assign to the directory "/web/htdocs/www.javler.it/home/guildwars"

For the domain "http://www.javler.it/guildwars/hello.php"
There is an error Because the directory "/web/htdocs/www.javler.it/home/guildwars"
does not exists and you have not deployed the slave site in this directory.

Therefore if you want that "http://www.guildwars.javler.it" and "http://www.javler.it/guildwars" are synonym,
this mean that you have to create a directory "/web/htdocs/www.javler.it/home/guildwars" and you have to deploy the slave site into the directory {root)/guildwars

The hosting server must also defined the subdomain www.guildwars.javler.it with the directory

"/web/htdocs/www.javler.it/home/guildwars"

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Re:Error 500 - Internal Server Error
Posted by javler - 2009/03/10 01:56

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if i can't buy the subdomain guildwars.javler.it can i put the slate site in the folder /guildwars ?

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Re:Error 500 - Internal Server Error
Posted by edwin2win - 2009/03/10 08:43

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Why do you say by a sub-domain.

Normally, create a sub-domain is generally free and just require a configuration of your hosting server.

Normally, also for a sub-domain, your hosting server control panel should give you the possibility to give a specific directory.
Which hosting server are you using ?
See the FAQ http://www.jms2win.com/faq that provide you a list of help depending on some hosting server.

Start to configure your hosting server with your sub-domain and also decide in which directory where you want to locate it on your disk.
If you choose the sub-directory /guildwars, this will give you the possibility to define the domain ans you have already do it in JMS.

For the moment, I suspect that the /guildwars does not exists (you have not replied to this question).
This directory may be created by your hosting server when you will define the sub-domain or you will have to create it manully before asking JMS to deploy the slave site into this sub-directory.

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Re:Error 500 - Internal Server Error
Posted by javler - 2009/03/10 19:46

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I'm using aruba hosting, http://www.aruba.it

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Re:Error 500 - Internal Server Error
Posted by javler - 2009/03/10 20:53

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i tryed to follow the video guide

http://www.jms2win.com/media/joomla_multisites/video/slaveinstall.swf.html

but i have the same error

http://www.javler.it/multisites/ikariam/

Messaggio

* The site 'ikariam' is deployed.
* - You can now map your new domain (http://www.javler.it/multisites/ikariam) to the directory
* '/web/htdocs/www.javler.it/home'.
* - When the DNS will be updated with your new domain (perhaps you have to wait 24 hours),
* you will can go to your new domain and Joomla will request you a new installation (as usual).
* - Please use a new db prefix for each site and NEVER use 'jos' as prefix or if you want to keep 'jos' as prefix, create as many databases than you have sites.

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Re:Error 500 - Internal Server Error

Posted by edwin2win - 2009/03/10 21:48

What I see is that when I enter
http://www.javler.it/multisites/ikariam/hello.txt

I have the hello world that is displayed
But when I enter the http://www.javler.it/multisites/ikariam/hello.php, I have an error.
This probably mean that you hosting server is not configured to execute the script or recognize the PHP in this directory.
Can you check if the hello.php is present in the directory /multisites/ikariam and if it has execute permission.

Your problem seems to be linked to a problem of permission because if you are able to access the hello.txt file can be displayed but the hello.php can not be executed.

You have to investigate on your hosting server properties or on the file permission.

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Re:Error 500 - Internal Server Error

Posted by javler - 2009/03/10 21:54

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i try to upload agin the files

Risposta: 250 OK. Current directory is /www.javler.it/multisites/ikariam
Comando: PASV

Risposta: 227 Entering Passive Mode (62,149,141,10,197,142)
Comando: STOR hello.php
Risposta: 553 Can't open that file: No such file or directory
Errore: Errore grave
Comando: TYPE A
Risposta: 200 TYPE is now ASCII
Comando: PASV
Risposta: 227 Entering Passive Mode (62,149,141,10,198,209)
Comando: STOR hello.txt
Risposta: 553 Can't open that file: No such file or directory

from my FTP client i got some errors

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Re:Error 500 - Internal Server Error

Posted by javler - 2009/03/11 11:52

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Llisten me:

Near all the directory that the JMS create are like "Ghost" directories. We can see these directories from the ftp but we can't open them because we getting a "no such file or directories error".

Another crazy thing is that i'm seeing the hello.txt with the icon of a folder (from the ftp).

I'm sure about:

- it's not an hosting problem, because the main site is working great with all the stuff, including all directories permission etc.
- it's not a fpt problem, the ftp client and server are working perfectly with all other directories and files of this and other sites.
- it's not a permissions problem, we checked from backend and from ftp and permissions are ok.

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Re:Error 500 - Internal Server Error

Posted by edwin2win - 2009/03/11 12:38

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With the FTP or SSH, have you checked that the directories are presents.
Have you checked the content.
Does the multisites/ikariam

I notice that you have put the path /www.javler.it/multisites/ikariam
Is you website is at the root of the disk /www.javler.it
With the hello.php, I see that the path of www.javler.it is
/web/htdocs/www.javler.it/home
Therefore, the path for http://www.javler.it/multisites/ikariam
should be /web/htdocs/www.javler.it/home/multisites/ikariam

YES this is a permission problem.
Check also the permission to see if you can execute the files.
For example perform a chmod 777 on the file hello.php and check also that the directory has a chmod 777.

You can also try to create any directory an put the hello.txt and hello.php file to check if you are able to execute the PHP.

Perhaps the owner of the file and group does not match the one that is used by apache and that reject the execution of the script.

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Re:Error 500 - Internal Server Error

Posted by javler - 2009/03/12 00:43

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CHmod is (and wars) 777 on /multisites (including subfolders).

ID Site name Domains db server DB Prefix Utente status Expiration Owner Mostra #
1 ikariam ikariam http:///web/htdocs/www.javler.it/home/multisites/ikariam Confirmed

i wrote /web/htdoc etc.. but the site autocreate http:// is it normal?

I tried to create another site /multisites/manga with /web/htdocs/www.javler.it/home/multisites/manga, but still got same problem as other websites, error 500 and "no such files or directory" when i try to access /manga subfolders from the ftp.

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Re:Error 500 - Internal Server Error

Posted by edwin2win - 2009/03/12 07:57

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Normally, with a FTP tool, you should at least browse the directory and see the files.
If with your FTP tool you also have a problem, this probably mean that you are not in the directory you think to be.

In a browse file (firefox, internet explorer, ...) it is normal that it add http:// in front of an url.
With a FTP tool this is abnormal.

When you will be able to connect by FTP on your server and check the folders and files correctly, perhaps we will be able to find the problem.
If you want that I check it for you, you can buy billable support
http://www.jms2win.com/download?page=shop.product_details&flypage=flypage.tpl&product_id=35&category_id=1
and I will ask you to send me by email :
- the URL, login and password of your master website
- an FTP URL, login and passwrd;

- a SSH or telnet URL, login and password in case where I have to change the permissions.

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Re:Error 500 - Internal Server Error

Posted by javler - 2009/03/12 22:57

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Some configurations screenshots:

http://img22.imageshack.us/img22/796/error2f.jpg
http://img18.imageshack.us/img18/4650/error3j.jpg
http://img16.imageshack.us/img16/8343/error4e.jpg

Normally, with a FTP tool, you should at least browse the directory and see the files.
If with your FTP tool you also have a problem, this probably mean that you are not in the directory you think to be.

I think i'm in the directory i think to be. And CHMOD is 777 over all...

http://img14.imageshack.us/img14/8349/ikariamerror.jpg
http://img12.imageshack.us/img12/1203/hellophperror.jpg

When you will be able to connect by FTP on your server and check the folders and files correctly, perhaps we will be able to find the problem.

I can use the ftp normally over all directories, files and folders over ALL the website, i get these errors only in JMS created slave sites directories.

I need absolutely to get JMS working, can you please let me know what you think is going wrong?

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