Newbie can't get JMS Multi Sites installed

Posted by clintpyr - 2009/12/02 22:28

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I'm pretty new to Joomla but I've been a linux user for 13 years. I'm usually not clueless but I feel it now.

I purchased and downloaded JMS Multi Sites 1.2.13 and Joomla_1.5.15 and tried to install it in my new sandbox (hopefully to become production) 1.5 Joomla installation. In the module install page when it should complete and show the registration page - I get nothing, a blank white page.

I tried to do an install on my BlueHost Joomla install and it worked perfectly - I noticed it had the Legacy 1.0 module enabled, I tried that, no effect.

This is RHEL 5 with all updates and patches installed. I haven't installed any patches for Joomla.

Any suggestions, folks?

Thank you very much for your help.

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Re:Newbie can't get JMS Multi Sites installed

Posted by edwin2win - 2009/12/02 23:07

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IN general a blank page is the symptom of a syntax error somewhere.
Have you checked that you don't have any permission issue somewhere.

If this is the case, perhaps you can try using the Joomla FTP layer to force update of some joomla files.

If the problem occurs during the registration, you can start test using JMS without the registration and check that you can install the JMS patches.

So can you describe more in detail what is working and which action you are doing that produce the blank page.
Does the joomla installation is working ?
Is this only the registration that produce this blank page ?
Can you install the JMS patches ?

JMS works both with and without the legacy mode.
The problem of blank page is generaly related to a PHP syntax error.
Which PHP version are you using ?
Perhaps you can try to have a look in the PHP (or apaches) error log file.

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Re:Newbie can't get JMS Multi Sites installed

Posted by clintpyr - 2009/12/02 23:23

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Well, I hadn't done much to test the install except that I used the FTP layer to install a template and it worked perfectly - so I assume there isn't a permission error on any of the tmp upload dirs or the template folder.

I just tried to install this on another machine (one I was testing Drupal on) - installed the same version of Joomla and also JMS Multisite and got the same response.

The Joomla install is working, it is *before* the registration page that I get the error. I haven't installed any JMS patches - are there specific ones I should try?

I'm using PHP php-5.1.6-23 on RHEL 5

Thanks for your quick answer.

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Re:Newbie can't get JMS Multi Sites installed

Posted by clintpyr - 2009/12/02 23:26

Also, my permissions are the same on the Templates folder as the Modules folder - since templates install successfully I'd assume that it's not a permissions error - here are the permissions:

drwxr-xr-x 22 root root 4096 Nov 4 12:46 modules

Each file and folder within has the same permissions.

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Re:Newbie can't get JMS Multi Sites installed

Posted by edwin2win - 2009/12/03 10:03

You can have permission error when the owner of existing file or folder is not identical to the current user.

So if the "blank page" appears during the joomla extension install then this is perhaps related to a permission issue or a syntax error or perhaps also related to a PHP timeout during the upload.

To check if this is a PHP timeout, try to unzip the JMS extension into a temporary directory on your server and after that use the joomla installation from a directory (not from a package).

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Re:Newbie can't get JMS Multi Sites installed

Posted by clintpyr - 2009/12/03 15:49

I tried a different module to see if I have trouble (Core Design Web Gallery plugin 1.0.5) and it worked

fine. I also increased two different PHP timeout parameters in my php.ini to 300 seconds:

max_execution_time = 300   ; Maximum execution time of each script, in seconds
max_input_time = 300

I'll try extracting the file manually. What's weird is that it went very quickly on BlueHost which is using Joomla 1.5.14

I wonder if it could be a problem with Joomla 1.5.15 (which is what I'm using on the server in question).

I'll try extracting the extension manually - but I couldn't get that to work - will try again.

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Re:Newbie can't get JMS Multi Sites installed

Posted by clintpyr - 2009/12/03 16:38

Newbie stands corrected.

I extracted it as you said and it installed okay.

Now it's asking about installing patches, I'll have to figure that out.

I'm trying to fix all permissions errors etc. but I accidentally got out of "Site Manager" and can't see how you get back into it. I don't see it listed under plugins or modules.

Do I just fix the permissions errors and then install the patches - and that will make the patch errors go away?

How do you get into "Site Manager"?

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Re:Newbie can't get JMS Multi Sites installed

Posted by edwin2win - 2009/12/03 18:34

I see that when you start to unzip the extension into a directory that works.

If that was not the update timeout (after a restart of the server to be active), perhaps that was a problem with the upload size.

Concerning the JMS "check patches", you should have the list of files that must be displayed.
The patches directly modify the Joomla PHP files.

When all the patches will be installed, you should have a "OK" beside each files modified.

The "Site Manager" is used to create the slave sites.

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Re:Newbie can't get JMS Multi Sites installed

Posted by clintpyr - 2009/12/03 19:10

Okay now my problem is getting past the "check patches" section which I guess is now what I'm realizing is where the real installation of this module happens.

First off, I had deleted my "installation" director as Joomla tells you to do when you first install. I had to copy an installation directory from another server to get the patches to even begin to go in that section.

This patch thing is obviously big - is there any manual anywhere on this? The JMS installation manual says hardly anything about this part.

Every time I run the apply patches I get more errors about patches that are not "ok" - and sometimes ... a blank white screen.

I would happily go through each of these but the messages I get are unclear - such as:

The routing wrapper is not present in this MASTER configuration file.

The install "template" does not contain the patch that allow the installion of a template into a specific folder

The usage of specific themes folder is not present in the module management

From what you were saying I figured that the patch installer would fix these - it fixed some but not anywhere near all.

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Re:Newbie can't get JMS Multi Sites installed

Posted by clintpyr - 2009/12/03 22:09

Well, I just tried installing Multi Sites on my BlueHost.com account (a US web hosting company) - and the "Check Patches" worked perfectly. So I'm wondering now if there's something I could have installed improperly on my Linux box or with Joomla?

I'm wondering if I just have a bad install of Joomla or Linux and should update or reinstall something.

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Re:Newbie can't get JMS Multi Sites installed

Posted by clintpyr - 2009/12/03 22:41

Okay, Thanks so much for your patience.

I did a complete re-install of Joomla 1.5.15 and JMS Multi Site - this time every patch patched properly except this one:

installation
Not OK

* File or directory not writable.
  Please check file/directory permission before applying the patches.
* Directory found but missing index.php

Actions:

* Restore the directory

The trouble is that when you put the index.php back into the Installation directory - then Joomla won't run at all. How can I fix this?

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Re:Newbie can't get JMS Multi Sites installed

Posted by clintpyr - 2009/12/03 22:44

Okay okay!! Success - that wasn't so hard. I should have just remained calm - (ever seen the movie Airplane - "Calm down get ahold of yourself!"

Thanks for your great support!

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Re:Newbie can't get JMS Multi Sites installed

Posted by edwin2win - 2009/12/04 12:18

FYI, there is no manual installation procedure as the patch installation consists in the update of existing files and apply PHP code modification.
Doing that manually suppose that you have to edit each files to patch, search for specific pattern and replace,insert, delete the patterns by new code.

So the only solution is to check the permission that we know is not always easy and depends on the security of your hosting server and how it is configured.

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