Unable to install Multi-sites

Posted by badger_fruit - 2011/10/27 11:51

Hello
I recently made a generic post over on Joomla's main forum (link --> http://forum.joomla.org/viewtopic.php?f=615&t=668951) regarding file/folder permissions but I thought I would also post here as it's JMS2WIN Multi-sites that I am having trouble installing :(

I have attached a screenshot of the error/process for what it's worth ...
The only changes I have made to my base Joomla installation are I have set the sub-folder tmp to be world RWX (777).

Please help!!
(Thanks!)

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Re: Unable to install Multi-sites

Posted by edwin2win - 2011/10/28 10:56

When you have problem to install JMS due to limitation of your server like the upload_max_size or maximum_execution time, you have the alternative solution to install JMS from a directory.

See the tutorial video 3 - installation from a directory.
http://tutorial.jms2win.com/joomla/multisite-12x/install-on-joomla-160

In addition, if you upload the package in the joomla "/tmp" directory, there is a high chance that you have this directory with 777 permission.

In joomla 1.6 or 1.6, proceed the installation from the subdirectory _j16 to get the joomla 1.6, 1.7 XML manifest file.

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Re: Unable to install Multi-sites

Posted by viveuk - 2011/10/28 14:58

Hello
badger_fruit here under our company logon, I have removed all previous configurations and re-started, this time by creating a sub-folder named "joomla" from my www root folder and chown'ing the joomla folder and all sub-folders to the www user. This allowed me to install the package OK but now, when I click on register, I don't receive any confirmation as seen in the video, instead I just get a blank screen and I am back at the "manage sites" page ...

http://img225.imageshack.us/img225/6337/28102011135627.th.png

As this is a webserver within our own company, I am using the local servername (app-live-002) to

administer it, it currently has no external facing domain name but we will be pointing one to one of the 'slave' sites when it's up and running.

Can you please help me to understand what is going on?!

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Re: Unable to install Multi-sites
Posted by edwin2win - 2011/10/30 12:51

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I suspect that the files and folders saved on your server are not own by the same user.

Check that you have the same ownership for all the files and folders present in /administrator/components/com_multisites.

I suspect that you have another ownership for this directory that is different of the other joomla files.

If you want to register again, the register button is present in the "about us" menu.
So if you fix the problem of permission then you can retry registrering.

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Re: Unable to install Multi-sites
Posted by viveuk - 2011/10/31 12:12

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Hello
Thank you for the suggestion; I have just performed an ls -l -R, the output of which shows me :

drwxr-xr-x 10 wwwrun users 4096 Oct 28 16:46 administrator
drwxr-xr-x 13 wwwrun users 4096 Oct 28 16:48 components

but I also notice this:-

drwxr-xr-x 2 wwwrun www   4096 Oct 28 13:26 multisites
drwxr-xr-x 17 wwwrun www   4096 Oct 28 16:48 com_multisites

I have just done chown wwwrun:users joomla -R to reset the same permission and now I see:

drwxr-xr-x 2 wwwrun users 4096 Oct 28 13:26 multisites
drwxr-xr-x 17 wwwrun users 4096 Oct 28 16:48 com_multisites

If I browse to the Multisites > Manage page, I get an internal server error lol ..
I am now trying to un-install and re-install the extension ...

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Re: Unable to install Multi-sites
Posted by viveuk - 2011/10/31 12:14

Hmm, I have performed the un-install and re-install but this time, when I click on register now I am getting the same, 500 internal server error :(

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Re: Unable to install Multi-sites

Posted by viveuk - 2011/11/01 15:30

OK so a bit of positive news; I couldn't figure out what was going on, as the webserver was on a VM, I deleted it all and started again, this time with a pre-built 'stack' from a company called Bitnami; the installation failed from ZIP but this must be due to the PHP upload file limit; instead I simply loaded the zip file via ftp/scp and ran that way; it installed without error and when I clicked register; it worked first time returning me to the blank initial screen for multi-sites ... very stange but I am glad I am now able to get a move on with this!!!

Cheers for your suggestions, I'm still in the dark as to what could be the problem but at least now I can get on with work while investigating the failure in the background!

Regards

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Re: Unable to install Multi-sites

Posted by edwin2win - 2011/11/02 13:34

What you gave in your previous post seems confirm the hypothesis that you had a problem of ownership of the files and folders.

Perhaps that the new installation that you did give now a better consistency in the ownership of the files and folders.
Also the fact that you install from a directory also bypass the potential issue concerning the maximum upload size.

Check again your file and folder ownership that could leads you to other problems in the future.

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