Upgraded to 1.2: White Screens/404s on slave site

Posted by timsimon - 2009/09/08 16:12

Hi
I am using Joomla 1.5.14 with SH404SEF with .htaccess. It was all working ok with JMS 1.1.24.

I have upgraded to 1.2.5 and now I get white screens and 404s on my slave site. I have spent 2 days trying to get this working: re-installing Joomla, JMS, JMS patches, SH404SEF and copy/pasting .htaccess, etc. but cannot solve the problem.
Help please?
Regards Tim

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Re:Upgraded to 1.2: White Screens/404s on slave site

Posted by edwin2win - 2009/09/08 17:20

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404 means a wrong URL.

Have you already tried disabled the SH404SEF that require the .htaccess.
This will help you identify if the problem is located in SH404SEF or .htaccess or simply from another place.

Try first to locate the component that cause the problem.
404s are generally linked to sh404SEF.

White screen may be another reason that may be related to a PHP error (in example a file not found or protected, ...).
Most of the hosting provider does not display the warning and error so that may be more difficult to identify.

Only a debugging on the code on your server would help identify the peace of code that may produce this behavior.

If you want that I debug on your server, this is possible with billable support that you can order on http://www.jms2win.com/download?page=shop.product_details&flypage=flypage.tpl&product_id=35&category_id=1

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Re:Upgraded to 1.2: White Screens/404s on slave site

Posted by timsimon - 2009/09/10 17:57

Hi edwin2win
Using cpanel and File Manager I notice that my .htaccess on the master and slave site had disappeared! I pasted in new .htaccess files but they too disappeared. is this normal behaviour?
Regards Tim

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Re:Upgraded to 1.2: White Screens/404s on slave site

Posted by edwin2win - 2009/09/10 20:19

NO.
JMS does not delete files.
Perhaps you could try to use another tools to check that the file is really deleted because sometime web administration tools does not display all files.

You can also try create a fake JMS template that will show you all the files and folders present in the master website directory.
You ".htaccess" should be present if it was still there.

If you arrive to reproduce the "delete .htaccess", I am interested to know the procedure to reproduce it.

Concenring cPanel and JMS configuration perhaps you have noticed that we have created several tutorial with cPanel. This may perhaps help you.
See http://www.jms2win.com/tutorial and the CP-xx videos.

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Re:Upgraded to 1.2: White Screens/404s on slave site

Posted by timsimon - 2009/09/29 13:44

Hi
It turned out that the .htaccess files are there (when checked using eXtplorer), they were just not showing up in cpanel>FileManager! Why?

I have completely disabled SH404SEF and I still have the white screen problems.

Anyway, when I changed the template to a standard one, JA Purity for example, the white screen goes away! Presumably, that indicates that the problem is in the template?
Regards Tim

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Re:Upgraded to 1.2: White Screens/404s on slave site

Posted by edwin2win - 2009/09/29 15:22

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probably cPanel hide the files like ".htaccess".

If you have disabled the Joomla global configuration setting concerning the SEF, apache rewrite and everything and you template still does not work then effectivelly, this may be a problem related to this specific template.

I think there is no miracle solution to identify the reason.

I suppose you should debug the code of your template to identify at which moment you have the white screen.
In general, the white screen may be due to a PHP syntax error.
As your hosting provider probably do not show the error, perhaps you can find an error message in their log file.

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Re:Upgraded to 1.2: White Screens/404s on slave site

Posted by timsimon - 2009/09/30 12:37

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I have had some freelancers working on my site and I see that they have been patching the files of a component and some modules in the slave site so that they are now different from the master site.
Can that cause the problem?
Regards Tim

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Re:Upgraded to 1.2: White Screens/404s on slave site

Posted by edwin2win - 2009/09/30 14:32

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Perhaps.
I told you that the symptom of a white screen is generally due to a PHP syntax error.

perhaps they have created an syntax error somewhere.

I don't know.

If you want that we debug on your server, we can do that with our billable support.
You can order it on
http://www.jms2win.com/download?page=shop.product_details&flypage=flypage.tpl&product_id=35&category_id=1

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