internal 500 error on slave front end

Posted by yarinf84 - 2011/11/23 13:11

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hi, first of all this is a ground breaking component, not only an exelent one. thanks.

this is my problem:

i managed to get all the steps figured out: installation, patches, template creation and DB configuration.my problem is

1- ive craeted a template, created a slave site, everything is good and i got the blue message after the site craetion, so as farm as the component is concerned every thing is as it should be

2 - when i click on the slave site domain name im getting an internal 500 error, for example:http://www.yooploo.com/logs/62

3 - the directory is created at:
public_html/logs/62/

4 - this is the content of the directory:
*folders:cache,images,installation,logs,templates,tmp
*files:index.php,index2.php,configurtaion.php

5 - i have it on a shared DB, master site is master_ prefix, slaves are {site_id}_ prefix

what am i doing wrong? why isnt it working?

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Re: internal 500 error on slave front end

Posted by edwin2win - 2011/11/23 14:47

In point 4), you don't provide the infos concerning the Symbolic Links.
I suppose that they are there but that they were not displayed by your FTP tool or other "file manager".

Internal Error can be due to plenty of things but the most frequent is a problem of file or folder missing or that can not be access due to a permission error.

Try to get more info in the server error log file.

You can start checking that you have the correct path by installing the "hello.php" into the slave site directory to verify that you have the correct path. (I think yes).

I think you have a problem of permission somewhere.
Also check if you are using a ".htaccess" file.
Perhaps you can "rename" it temporarly to see if the error comes from something inside the .htaccess

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Re:internal 500 error on slave front end

Posted by yarinf84 - 2011/11/29 00:19

1- testing the hello world thing was successfull (master link works and all)
http://yooploo.com/hello.php
http://yooploo.com/logs/DavidNelband/master_link/hello.txt

now, i noticed that i have a directory MULTISITES on public_html that also contains a directory with the site_id (DavidNelband)

im still getting 500 errors when i try to access the slave site but i can see the directory is there

please help me! ive purchaused this component and it simply doesnt work for me

thank you

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Re:internal 500 error on slave front end

Posted by edwin2win - 2011/11/30 11:17

Contact your hosting provide and ask him to provide you the log file that explain the error 500.

I suspect a problem of permission but I can not tell you where.
This is written in your error log file that you need to get to have more info.

Perhaps you have a problem of spelling the domain name.
I see that you have uppercase letter in the site ID.

The key element for you is to get the error log file that will give you the answer to your question and the reason of the 500 error.

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Re:internal 500 error on slave front end

Posted by yarinf84 - 2011/11/30 13:50

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i have access to the error log file, i checked it out and it just says the the file in question was not found:

" File does not exist: /home/becca/domains/yooploo.com/public_html/logs/david, referer: http://yooploo.com/administrator/index.php?option=com_multisites"

as you can see ive created a news site with the id "david"
the templates is instructed to create everythin within "public_html/logs/{site_id}"
when i check the site via ftp i can see that all teh directories are present in "logs" and in "multisite"

but it doesnt work still

any help?

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Re:internal 500 error on slave front end

Posted by edwin2win - 2011/12/01 09:54

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If you deployed the webiste in the "public_html/logs/david" and that you are using cPanel that probably enable the suPHP then you have to check that you are not trying to execute something with a permission 777.
If you try to run something inside a directory with 777 and that suPHP is enabled then you may have an internal server error.

Try to put a "hello.php" in the deployed directory to verify that you have the permission to access the directory.

Perhaps you should also contact the administrator of your server (the support of your hosting company) to have the reason of the "Internal Server Error".

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