Subdomain created but not accessible

Posted by richardfv - 2012/02/23 10:09

Hello,

I have created the template as you tought me in your support :) and i usually get it to work, then i have created a subdomain in /home/xxx/subdomains/name/public_html

I can see the db has been created and the files have been created too, i did create the subdomain in cpanel as well, however, whenever i want to access for say www.subdomain.site.com i got nothing, just google saying page doesnt exist.

I obviously got something wrong but what?

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Re:Subdomain created but not accessible

Posted by aky004 - 2012/02/23 12:09

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u have set right the domain list in template or in the site? do u have set the domain in cpanel?

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Re:Subdomain created but not accessible

Posted by richardfv - 2012/02/23 12:26

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i believe so, here is my template config:

http://{site_id}.openleech.org
http://www.{site_id}.openleech.org

Template site:

new db name: mastersite_{site_id}

deployement:
/home/leechorg/subdomains/{site_id}/public_html

and in cpanel the only thing i need to do is configure the subdomain list.

subdomains/forum/public_html

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Re:Subdomain created but not accessible

Posted by edwin2win - 2012/02/23 13:52

If google or you browser replies that the subdomain does not exists, this mean that the DNS definition for the subdomain does not exists.

So you have to cross-check your definition in cPanel.
You can for example use a "hello.php" that you put in the "document root" directory that you have defined in cPanel. So that you will be able to check that you Server and DNS is correctly setup.

Once you will be able to get the "hello.php" working, you can test your subdomain with JMS and joomla.

Check also that your cPanel DNS entry is correctly defined for this subdomain.

If all the cPanel subdomain and DNS values are correctly defined.
Verify that your domain (not the subdomain) is assigned with the correct name server.
Perhaps that you use a DNS that is located on another server and that you have to add a DNS entry to declare the subdomain.

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Re:Subdomain created but not accessible

Posted by richardfv - 2012/02/24 10:29

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Thats correct, my records were not configured coeectly, thank you.

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