

## Server error after I installed component

Posted by BrightFox - 2012/03/27 19:02

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Hi Folks,

After 'successfully' installing the jms multisite component I'm unable to use the component, although the Joomla system displayed: successfully installed. When selecting components > 'multi sites', 'manage sites', 'templates' or 'tools' I get the following server error:

Server error

The website encountered an error while retrieving

[http://www.heldervos.com/lifewave/administrator/index.php?option=com\\_multisites](http://www.heldervos.com/lifewave/administrator/index.php?option=com_multisites). It may be down for maintenance or configured incorrectly.

Here are some suggestions:

Reload this webpage later.

I'm able to access 'check patches' but that's all.

I have not even been able to start working with the component... so any suggestions?

Joomla version: 2.5.3

Multisite version: 1.2.81

Thanks in advance

BrightFox

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## Re: Server error after I installed component

Posted by edwin2win - 2012/03/29 16:44

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Verify the ownership of the files and folder.

Verify also the permission of the files and folders.

Can you provide a screenshot of the error.

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## Re: Server error after I installed component

Posted by BrightFox - 2012/03/30 09:48

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Here is the screenshot of the page.

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## Re: Server error after I installed component

Posted by edwin2win - 2012/04/01 10:47

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Sorry but I don't see any screenshot

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### Re: Server error after I installed component

Posted by BrightFox - 2012/04/01 11:05

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<http://www.jms2win.com/images/fbfiles/images/screenshotJMSmultisite.png>  
<http://www.jms2win.com/images/fbfiles/images/screenshotJMSmultisite.png>  
<http://www.jms2win.com/images/fbfiles/images/screenshotJMSmultisite.png>  
<http://www.jms2win.com/images/fbfiles/images/screenshotJMSmultisite.png> Hope its attached now

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### Re: Server error after I installed component

Posted by edwin2win - 2012/04/01 11:22

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Verify if you have a "error\_log" file in the /administrator directory and verify if you have a fatal error reported.

I suspect a problem of permission somewhere but I don't know where.

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