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## 500 Internal Server Error

Posted by waynehs - 2009/03/07 03:03

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I get "500 Internal Server Error" on my website after completing the restore process...

Background:

I had my website running on my laptop using XAMPP. I installed JoomlaCloner, backedup and ran the Joomla.Cloner.php tool to unpack and restore the website to it's new location.

I recieved no error messages during the process, permissions seem all ok and the database populated with the final message "All should be done! Click here to continue..."

Yet, I still get the above error message?

Any suggestions appreciated.

Thanks,  
Wayne

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## Re:500 Internal Server Error

Posted by admin - 2009/03/07 03:36

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To fix the 500 error , the best way would be to check your server error log!

Most probably the issue you have is related to a permission issue, so to fix it apply 755 permissions on these files:

1. index.php
2. administrator/index.php and administrator/index2.php

Regards, Ovidiu

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## Re:500 Internal Server Error

Posted by waynehs - 2009/03/07 03:55

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Thanks. I fixed those permissions but now I get "Database Error: Unable to connect to the database:Could not connect to MySQL"

Any ideas on this?

Additionally, I am not sure how to check my server error log?

Thanks again  
Wayne

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## Re:500 Internal Server Error

Posted by admin - 2009/03/07 04:04

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Re-run the restore process but this time check the "skip files restore" option

As for the server error logs, contact your hosting support to find out where they are located

Ovidiu

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## Re:500 Internal Server Error

Posted by waynehs - 2009/03/07 04:30

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Thanks heaps Ovidiu, you were correct.

I ran Joomla.Cloner.php again with those options and it worked. I now have a website.

PS. Your response time to my requests for assistance have been outstanding. A true credit! Even for me here on a Saturday night too!

Cheers,  
Wayne  
:cheer:

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## Re:500 Internal Server Error

Posted by waynehs - 2009/03/07 05:03

Wait...

I just realised that url/administrator does not work... Internal Server Error again?  
Any ideas?

Thanks again,  
Wayne

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## Re:500 Internal Server Error

Posted by waynehs - 2009/03/07 05:19

File does not exist: /home/irymp0/public\_html/500.shtml  
Premature end of script headers: /home/irymp0/public\_html/administrator/index.php  
SoftException in Application.cpp:544: Directory "/home/irymp0/public\_html/administrator" is writeable by group

Does this help you?

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## Re:500 Internal Server Error

Posted by admin - 2009/03/07 06:12

This error message "administrator" is writeable by group means you should apply 755 permissions on the administrator/ directory, all should work afterwards

Ovidiu

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## Re:500 Internal Server Error

Posted by rambrose - 2009/09/03 00:06

I had the same errors in my log except for the administrator writability issue. I was pretty sure that user permissions was not an issue.

It turns out (according to my hosting provider) that my server (a shared server) has a 5 minute timeout when PHP is in Fast CGI mode. I had to disable Fast CGI temporarily while I ran the XCloner.php script (easy to do from my hosting provider's control panel). It worked fine then, and after I was done I put PHP back in Fast CGI mode.

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## Re:500 Internal Server Error

Posted by Mike Lewis - 2011/07/22 05:48

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I have the same error, though my PHP settings in Fast CGI mode are by default. What kinda error can it be?

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