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## error 500 internal server error

Posted by sixkilos - 2008/04/11 21:30

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i am trying moving the content from jom1.5.1 to jom1.5.2 but i am receiving an error 500 internal server error.  
need help ?

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## Re:error 500 internal server error

Posted by Steve - 2008/04/13 17:51

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i am trying moving the content from jom1.5.1 to jom1.5.2 but i am receiving an error 500 internal server error.  
need help ?

I will need more details like at what stage of the export - import process are you getting the error.

Are you trying to move by sections or static (uncategorized) items.

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## Re:error 500 internal server error

Posted by fwo - 2008/04/15 08:58

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I have the same problem when i try to export by section (marked all sections)

If i only take sections with a few items (up to 20) there is no problem. If i try a section with 478 items, i have the error...

Installed version 1.7 on joomla 1.0.12, try to export to 1.5+

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## Re:error 500 internal server error

Posted by Steve - 2008/04/15 16:53

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If i only take sections with a few items (up to 20) there is no problem. If i try a section with 478 items, i have the error...

You may be running into a server upload limit issue.  
Some server are set as low as 2meg.

To get around this if you have large sections is to create a new section on the source site with as many categories as you need and then using the copy feature copy items to the new section/categories in lots of about 10-15 or even a few more if they are not to big.

You can then move them to the destination site.  
After each successful move you may remove the items from the newly created section/categories and move/copy the next bundle into it and repeat. :)

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## Re:error 500 internal server error

Posted by tgbweb - 2008/05/07 13:58

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I'm having the same problem getting the 500 internal server error.

I have two Joomla installations of 1.0.15. On one site the Export Content component works. The other site I keep getting the 500 error when I try to download. My test section has one category and one item of content. Both sites have the same versioin 1.7.0 for Joomla 1.0+. In fact it's the same file installed on both sites.

Any ideas?

Climbing the walls,  
Tom

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## Re:error 500 internal server error

Posted by Steve - 2008/05/07 17:17

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Hi Tom.

Check that :  
/administrator/components/com\_export\_content/zip/...  
/administrator/components/com\_export\_content/new\_version/...

Are both writable 777 and re-compile the data. :)

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## Re:error 500 internal server error

Posted by tgbweb - 2008/05/08 06:55

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Thank you for your response.

Both directories are set at 777 and still the same result.

Then I tried setting all files within these directories to 777 and still the same result.

Anything else I could try?

Thank you,  
Tom

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## Re:error 500 internal server error

Posted by Steve - 2008/05/08 18:58

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Try setting everything in the admin com\_export\_content directory to 777 if it works, then we know its a permission issue if not we can look into further.

You could also unzip export content locally and try FTP all files over the ones that are there now just incase there is a corrupted file.

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## Re:error 500 internal server error

Posted by tgbweb - 2008/05/13 12:32

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I set everything in the com\_export\_content directory to 777. I also unzipped export content locally and uploaded FTP to my server.

Still no change. I get the same result - 500 internal server error.

Do you know of any other Joomla extensions that export content?

Tom

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## Re:error 500 internal server error

Posted by Steve - 2008/05/13 17:03

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Hi Tom.

I set everything in the com\_export\_content directory to 777. I also unzipped export content locally and uploaded FTP to my server.

Still no change. I get the same result - 500 internal server error.

Ok we know it's not a permission issue and if it works on one site and not the other it must be something to do with the server setting.

Make sure that it is not a file ownership issue.

Is iconv library enabled on the server where you are having the trouble?

I would look at the server that is working and compare it to other and see what is different e.g. php settings.

Then ask your host to make the adjustments or if you have control make the changes needed.

Do you know of any other Joomla extensions that export content?

No not that I'm aware of.

There are others that will move the whole site but not content only and will not allow you to move into existing site that is already populated with content.

Please post back with your results as it may help others. :)

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## Re:error 500 internal server error

Posted by garbear - 2008/08/22 22:04

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I also have the same issue,in fact I get the 500 error on anything that I try to export whether it be one article or many.

Where in the server environment would we check for this limitation???

Also, does this also export the translated articles that have been translated using joomfish?

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## Re:error 500 internal server error

Posted by Steve - 2008/08/23 08:57

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Hi Garbear,

I also have the same issue,in fact I get the 500 error on anything that I try to export whether it be one article or many.

Where in the server environment would we check for this limitation???

Please check that these are writable 777 on both sites:  
administrator/components/com\_export\_content/img/...  
administrator/components/com\_export\_content/zip/...  
administrator/components/com\_export\_content/new\_version/...

There is an interesting thread here on the joomla forums that may help.  
<http://forum.joomla.org/viewtopic.php?f=199&t=308040>

There should also be more info in the server log files that might give a clue as to where the problem is.

You could have a look here to make sure you have the Minimum System Requirements:  
<http://help.joomla.org/content/view/1938/302/>

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Have you got iconv library enabled?

And have you got Jreviews installed as it has empty content items that will cause problems?

If none of the above helps google around for other solutions but basically it could be one of many different server settings causing the issue like "max packet size" for example.

If you workout what it was causing the issue please post back so others can benefit. :)

Also, does this also export the translated articles that have been translated using joomfish?

No not at this stage.

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