

Troubleshooting

This section explains what can be done if installation fails because of some unknown reason.

First of all, make sure that all the [requirements](#) without exception are met, and check out the caveats from the [normal installation requirements](#) page. The requirements are strict and extremely important, please read them very carefully.

Checking error logs

If all the requirements are met but you still have problems, it is recommended to check any errors present in the log files.

The default error log is `<eZ_Publish_root_folder>/ezpublish_legacy/var/log/error.log` in the eZ Publish installation directory.

The Apache error log (usually found at `/var/log/httpd/error_log` on Linux systems) is also a good source of information. It usually contains errors from both Apache and PHP, unless the php setting `error_log` has been set up to log php errors to a different file.

Also check the logs generated by Symfony, which you can find under `<eZ_Publish_root_folder>/ezpublish/logs/`. An independent log file will be created for each environment. As an example, for the `prod` environment the log file will be `prod.log`, and for `dev` environment it will be `dev.log`.

Enabling debug output

For even more information, the debug output can be enabled during the installation process.

1. Go to the "`<eZ_Publish_root_folder>/ezpublish_legacy/settings/override`" directory of your eZ Publish installation.
2. Create a new file called "`site.ini.append.php`" and put the following lines to it (without whitespace at either beginning or end of lines):

```
[DebugSettings]
DebugOutput=enabled
```

Once you have saved the file, reload the setup wizard page in the browser. The debug output will appear at the bottom of the page.

eZ debug

Clear cache:

All caches ▾

Clear

Quick settings:

- ☒ Debug output
- ☒ Debug redirection
- ☐ Template debug
- ☒ Inline template debug
- ☐ List of used templates
- ☐ SQL debug output

Set

Timing:	Jan 07 2013 17:27:48
Script start	
Timing:	Jan 07 2013 17:27:48
Module start 'content'	
Timing:	Jan 07 2013 17:27:54
Module end 'content'	
Timing:	Jan 07 2013 17:27:55
Script end	

The debug output will be displayed in both the setup wizard, the administration interface and on the actual site. This can be disabled at any time by replacing "enabled" with "disabled" in the same place of the configuration file.

Note that the "[CheckValidity](#)" setting located in the "[SiteAccessSettings]" section of the same file controls if the setup wizard should automatically start the first time the site is accessed/browsed. If you want to restart the wizard after its successful finishing, you can specify "`CheckValidity=true`" in the "`<eZ_Publish_root_folder>/ezpublish_legacy/settings/override/site.ini.append.php`" file so that the setup wizard will be initiated when trying to access the site.