Robert S. || Staff

Hello,

yes, however not with SSL protocol itself, but likely as I've mentioned before with the URL redirects which your website might be using and which might be trying to force URL's without https, so that it can't properly load and/or loops indefinitely.

Please let us know if you have any further questions.

02/16/2014 16:04
David Farmer || Contact

Thinking back to Robert's message, the key thing is that the problem only occurs when SSL is activated. The page loads fine when it is not activated. Surely this suggests that the SSL is a key factor in the page load problem?

02/16/2014 01:39
Lidija N. || Staff

Hello,

Server logs don't indicate any errors when this specific link is visited unfortunately. Please let us know if you need our further assistance with this when you contact the developers.

Best regards,
Lidija N.

02/16/2014 00:26
David Farmer || Contact

OK I will revert back to the extension developers. If you have any further information or log entries to help them narrow down the issue that would be appreciated.

Best wishes - David

David Farmer

*Austega Information Services *ABN: 99 002 361 748
phone: +61-(0)415 715 743
skype: austega

On 16 February 2014 15:14, Simply Hosting, LLC Level 3 < level3@simplyhosting.net> wrote:

>

02/15/2014 22:14
Robert S. || Staff

Hello,

this actually isn't related specifically to the SSL connection itself, because it does not differ from the regular non-SSL connection, but likely due to your website script path or URL includes, or even mysql queries which are timing out. This is however not something we can assist with, you should check this with your website script developer.

Please let us know if you have any further questions.

02/15/2014 21:25 How would you rate this reply? **Poor** **Excellent**
Danilo B. || Staff

Hello David,

I have repaired all of the databases to avoid possible errors from that end but the
https://test3.sag.org.au/administrator/index.php?option=com_comprofiler&task=showusers is still timing out.

I am forwarding this ticket to our senior staff for further review.

Thank you,

Regards,
Danilo B.

02/15/2014 20:43 How would you rate this reply? **Poor** **Excellent**
David Farmer || Contact

Thank you.

Unfortunately I am still experiencing the page as hanging - even after restarting the browser session and
relogging in. Could there be something I am missing?

02/15/2014 19:01
Marko J. || Staff

Hello David,

The issue was that the script didnt have enough time to execute.

I have edited your local php.ini to increase max execution and input times, and the page now works.

Please let us know if your site is still having slowdown issues and let us know hwo we can reproduce it, as the
frontpage loaded extremely fast for me.

http://tools.pingdom.com/fpt/#!/dFXFQ6/test3.sag.org.au

Thank you.

02/15/2014 18:36 How would you rate this reply? **Poor** **Excellent**
David Farmer || Contact

REMOVED credentials

02/15/2014 17:39
Marko J. || Staff

Hello David,

Thank you for the detailed description of your issue.

If you provide us with the Joomla log in credentials. This way we can monitor the server log in real time to see
what exactly happens as we are on that page.

Thank you.

02/15/2014 17:12 How would you rate this reply? **Poor** **Excellent**
David Farmer || Contact

Hi,

My client wants to have SSL operate over the entire Joomla site and we are testing this on test3.sag.org.au.

I have followed the guidance from http://www.gavick.com/documentation/general-questions/how-to-use-ssl-in-a-joomla-site/ with a wildcard SSL certificate installed on the server (but not activated for any of the domains) some time ago.

Testing works well except for two issues:

1. The whole site seems slow
2. One critical administrator page in particular https://test3.sag.org.au/administrator/index.php?option=com_comprofiler&task=showusers generally times out with a 500 error

This page was loading fine (without any significant delays when SSL was not active on the site).

I have not had much experience with SSL and none on your hosting service. The Community Builder developers suggest it is a server resource/configuration issue.

Can you please investigate and advise the results? If it is a configuration issue can you please either fix or advise if there are side-effects of the fix that we need to understand. If it is a resources issue can you please advise what we need to do or add to our arrangement with you.

I can provide Joomla login credentials if you wish, but understand that you are just looking at the issue from the server viewpoint. The scripts involved in the page are standard Joomla/Community Builder.

IP Address: 220.239.96.185