blank screen -- help

Posted by distu - 2012/06/21 21:24

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after installing, everything normal, up to date.

when accessing the menu: Manage Sites, Models and Tools ..

Linking variables in php.ini
display_error = on
error_reporting

appears that:
Strict Standards: Non-static method Jms2Win :: matchSlaveSite () Should not be called statically in / srv/www/index/www25/administrator/defines.php on line 45

Strict Standards: Non-static method Jms2Win :: _getCurrentURL () Should not be called statically in / srv/www/index/www25/includes/multisites.php on line 6

Strict Standards: Non-static method Jms2Win :: _getHostInfo () Should not be called statically in / srv/www/index/www25/includes/multisites.php on line 6

If I turn off the error:
The screen goes blank

Joomla: 2.5.6

PHP INFO: http://www25.seduc.to.gov.br/phpinfo.php

ERROR LOG:
PHP Strict Standards: Non-static method Jms2Win::matchSlaveSite() should not be called statically in /srv/www/www25/administrator/defines.php on line 45, referer: http://www25.seduc.to.gov.br/administrator/index.php?option=com_multisites&task=showSettings
PHP Strict Standards: Non-static method Jms2Win::_getCurrentURL() should not be called statically in /srv/www/www25/includes/multisites.php on line 6, referer: http://www25.seduc.to.gov.br/administrator/index.php?option=com_multisites&task=showSettings
PHP Strict Standards: Non-static method Jms2Win::_getHostInfo() should not be called statically in /srv/www/www25/includes/multisites.php on line 6, referer: http://www25.seduc.to.gov.br/administrator/index.php?option=com_multisites&task=showSettings
PHP Strict Standards: Non-static method Jms2Win::matchSlaveSite() should not be called statically in /srv/www/www25/configuration.php on line 7, referer: http://www25.seduc.to.gov.br/administrator/index.php?option=com_multisites&task=showSettings
PHP Strict Standards: Non-static method Jms2Win::_getCurrentURL() should not be called statically in /srv/www/www25/includes/multisites.php on line 6, referer: http://www25.seduc.to.gov.br/administrator/index.php?option=com_multisites&task=showSettings
PHP Strict Standards: Non-static method Jms2Win::_getHostInfo() should not be called statically in /srv/www/www25/includes/multisites.php on line 6, referer: http://www25.seduc.to.gov.br/administrator/index.php?option=com_multisites&task=showSettings

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Re: blank screen -- help
Posted by edwin2win - 2012/06/22 09:00

The "Strict Standards" notification is not a fatal error and can be ignored.

You have to search for FATAL Error that may cause a blank screen.
Here I don't see any fatal error in your error log.

The strict notification can be ignore in the php.ini
I think you can use
error_reporting = E_ALL & ~E_NOTICE | E_STRICT

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Re: blank screen -- help
Posted by distu - 2012/06/22 13:24

Ok So what might be happening?
Why is there white screen fatal error?

How can I find out?

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Re: blank screen -- help
Posted by distu - 2012/06/22 14:50

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what are the requirements of the extension?
I installed the Vertrigo locally, it worked ... more
on OpenSuse not ...

Joomla: 2.5.6

PHP INFO: www25.seduc.to.gov.br/phpinfo.php

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Re: blank screen -- help
Posted by edwin2win - 2012/06/25 13:39

A fatal error can also be due to the fact that you don't have access to a file.
Sometimes, this happen when the owner of the file is not correct.

Joomla 2.5.6 is OK and I also suppose that you are using at least PHP 5.2.4 or higher

Search for the fatal error.
Try also enable the joomla debug flage in the "configuration.php" file that will perhaps will give you additional info

Otherwise, try to add debuging trace into the joomla code to identify the place where joomla crash.

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Re: blank screen -- help
Posted by yannis - 2012/06/27 22:38

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Hello distu. Were you able to solve this? I have the same symtoms with a clean installation of Joomla 2.5.6. Any help is highly appreciated. Thanks

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Re: blank screen -- help
Posted by edwin2win - 2012/07/02 10:32

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Yannis, as we already mentioned a blank screen is frequently due to a PHP fatal error.
So check your "error_log" file to get more info on the reason.

If you are creating a fresh slave site and that you have removed (deleted) the default joomla templates then after the "Joomla installer", you may also have a blank screen because the default joomla templates directory are missing.

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Re:blank screen -- help
Posted by yannis - 2012/08/07 18:05

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Hello Edwin,

I have the same issue as mentioned above. Blank page when accessing the menu: 'Manage Sites, Models and Tools on'.
I did several clean installations of Joomla 2.5 (with & without FTP enabled...).

I've tried to show php error logs in the administrator/index.php file with following code but with no result:
ini_set ('track_errors', 1);
ini_set ('log_errors', 1);
ini_set ('error_log','/customers/3/a/2/mysite.net/httpd.www/php_error.log');

I contacted my hosting provider to solve this and he said that the extension may have a memory limit issue.
My hosting server has a 32MB of memory limit.

I don't have any access to a log error file.

Any help is really appreciated.

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Re:blank screen -- help
Posted by edwin2win - 2012/08/09 15:41

If you hosting provider had an error message with "out of memory", you can try increasing the memory size.

Our hosting provider has 256MB of memory.
We think that 128MB should be enought but sometime, during the replicatin of a DB and when the native MySQL copy can not be used, the content of the DB is stored in memory and the size might be higher and depend on the DB size.

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Re:blank screen -- help
Posted by illanosb - 2013/04/09 16:48

I have the same issue any clue about this? I use joomla 2.5.8 and php 5.4.8.
The big problem here is when the system doesn't show any log so we can't know how we can track the error. Is php issue(memory, buffer, etc) Is permission issue(and where? Anyone can help?

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Re:blank screen -- help
Posted by edwin2win - 2013/04/10 13:47

Sorry but I am not able to reproduce it.

Initially test with WAMP and PHP 5.4.3, I have redid the test with PHP 5.4.13 and I didn't get any fatal error.

Perhaps that you can try enabling the Joomla debug mode and perhaps also try force the PHP setting to display all errors. So that, perhaps you would received somewhere more info on the error.

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Re:blank screen -- help
Posted by illanosb - 2013/04/10 15:09

Yeah is very strange issue, doesn't have log and tells nothing like when you miss a " or }. But in another platforms(linux with php 5.4.8) it works :S. Maybe is a server related issue but we don't know what fix...

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Re:blank screen -- help

Posted by edwin2win - 2013/04/10 15:13

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For me it is more harder to find the reason as I am not able to reproduce it.

A good news is that you have found that on some env with PHP 5.4.8 it works and another one not.

Check the PHP info and mainly the forbidden call.
Some hosting provided may remove the call to some functions and that might be the reason with a comparaison of the PHP info from both env.

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