Check patches problem

Posted by topher.simon - 2009/10/14 01:22

Hi Edwin,

So I've looked for the answer to this everywhere in the forum but can't seem to find it.

When trying to check patches and install the updates, it brings me to a white screen. I then have to refresh to go back to the administrator panel and the patches are still not updated.

Any ideas?

Thank you so much for your quick responses.

Topher

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Re:Check patches problem

Posted by edwin2win - 2009/10/14 11:19

A White screen is generally the symptom of a syntax error.
Can you tell me the version of joomla, version of JMS and the version of the patches definition you have currently installed.

I suppose that your server is configured to hide the error and therefore you don't have the information displayed and just a white screen.
Perhaps you can find the error in a log file in your server.

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Re:Check patches problem

Posted by topher.simon - 2009/10/15 00:15

Ok, so I did a completely fresh installation of Joomla 1.5.14.

Reinstalled JMS component version 1.2.9 (which is apparently not the latest, altho I cannot find how to download the latest on the website).

The patches is version 1.2.13.

On the fresh install of both Joomla and the component, the same white screen appears and does not fix the patches.

I have checked with Fatcow.com (my server host) and they said that there were currently no errors. I also looked at CGI error log and there were no errors there as well.

Could I somehow private message you the admin account for my site for you to take a look at?

This is really frustrating, and is putting me behind schedule on work.

Thank you again for all your help.

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Re:Check patches problem

Posted by edwin2win - 2009/10/15 00:42

Your problem does not seems related to the JMS version.

If you want to get the latest version of JMS you can apply the procedure described in the faq
http://www.jms2win.com/faq#sec-122

If you want send us private information that would help us answer your question, you can always send us an email that you can find in contact us.
http://www.jms2win.com/contact

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