Not Happy - Pressed For Time - Nothign Works

Posted by rhantson - 2014/02/01 05:13

I am extremely pressed for time, and found your product to be feature rich, but I have just a couple days to finish this product, so if I can't get this working in the next 12 hours I'm going to submit for a full immediate refund from Pay Pal. $242 USD is too much to be paying for software that doesn't work.

My Problem -

Every screen is a BLANK SCREEN - NOTHING (and I mean NOTHING other than your "About Us" Page) works.

I've done as much troubleshooting of this as I can, and I can't find anything that will give me a clue as to what is going on. No error messages at all, even with Debug and Error Reporting wide open.

I need answers soon, otherwise, I'm going to have to go elsewhere and demand a full refund.

Please - Someone needs to help here, I'd like to use this and be a part of your success story, but right now - I don't even see success in seeing anything on the page... Here's a SCREENSHOT...

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Re: Not Happy - Pressed For Time - Nothign Works

Posted by edwin2win - 2014/02/02 08:35

Based on what you mentioned, it seems that the installation succeeded as you have access to the menu "About us".

If the other sub-menu give you a blank screen, this is a symptom of a PHP Fatal error.
This can be due by plenty of reason and for example a problem of permission.
In general you can find additional information in the error log file of your system.

Based on what you told me by email, this seems to be due to some security that you have in your environment because you told me that you were able to fix it and install the patches manually.

Can you give us more information on what you did to fix it and what cause the issue.

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