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## Install Failure - Ends up with a white screen

Posted by gorden - 2010/05/27 16:15

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I have tried installing using the standard method, then from the directory, then from a URL address and all fail the same way. After about 30 seconds, the screen goes white and my browser says done. Nothing shows up in components nor can I find any new directories installed.

Live site is at <http://www.led-pwr.com/powergateilc/>

It's a fresh install with Joomla 1.5 / MySQL - 5.0.77. I'm using current rev of FireFox on a PC.

Any advice?

Gorden

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## Re:Install Failure - Ends up with a white screen

Posted by admin - 2010/05/27 21:52

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Hello,

It seems timeout occurs. You can install PHP Settings plugin that increase timeout value. Install and enable this plugin, please, and then try to install 'ARI Smart Content' again. If problem still appears, provide temporary access to your Joomla! backend by email, please, and we'll investigate and fix it.

Regards,  
ARI Soft

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## Re:Install Failure - Ends up with a white screen

Posted by gorden - 2010/05/27 22:04

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Tried, did not work. I'll email you access now.

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## Re:Install Failure - Ends up with a white screen

Posted by admin - 2010/05/27 22:57

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We have installed the component. 'PHP Settings' doesn't work on your site because PHP is run in safe mode.

Regards,  
ARI Soft

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