
Quizzes not opening - page plank and white

Posted by Kim Tabori - 2021/10/04 07:52

Hello ARi,

For the last few weeks every Monday my quizzes open but the page is blank and white, see sample below

https://shippingcollege.com/index.php?option=com_ariquiz&view=quiz&quizId=169

Domain.com does not know what the issues is

As it is on a Joomla site is it possible that Joomla upgrades are affecting it?

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Re:Quizzes not opening - page plank and white

Posted by admin - 2021/10/04 07:54

Hello,

A blank page usually means a PHP error occurs. Check web server error log to find error message.

PS: What PHP version do you use?

Regards,
ARI Soft

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Re:Quizzes not opening - page plank and white

Posted by Kim Tabori - 2021/10/04 08:11

I will need to check with my developer, what php is recommended? and is this the website or server issue?

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Re:Quizzes not opening - page plank and white

Posted by admin - 2021/10/04 09:31

"ARI Quiz" currently doesn't support PHP 8.x. It works with PHP 7.x.

Regards,
ARI Soft

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Re:Quizzes not opening - page plank and white

Posted by Kim Tabori - 2021/10/04 13:58

I received the below from domain.com

"The PHP version of the account is set to the current latest PHP 7.4 version. Additionally, I checked the recent error logs of the account at <https://www1.domain.com/controlpanel/cgiManagement/cgierrorlog.html> and found recent errors are related to PHP memory limit.

I checked the PHP memory limit of the account in the php.ini file of the account at <https://www1.domain.com/controlpanel/cgiManagement/phpplus.html> and it is currently set to the maximum possible limit on our shared hosting platform, that is 512MB. I'm afraid if this was causing the blank pages on the website. Rest assured, all the pages are working at the moment. It is advisable to test the pages for few days to make sure there are no issues on the website again.

If the issue still persists, it is advisable to contact the website application vendor Joomla to check if there are any issues from their end. Additionally, if they ask to update any settings from our server end to fix the issue, it is advisable to reply back to this email with relevant information. We will be glad to help you."

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