
No access after Joomla upgrade from 3.8.13 to 3.9

Posted by koebi - 2018/11/08 05:04

Dear ARI-Soft

Since i used the Joomla update 3.8.13 to 3.9.0 my website www.strickler.info will only displayed as a white screen. The backend is callable but all functions are not active and I get a white screen everywhere :(

First I suspected the problem comes from PHP (currently PHP 7.2). When I put it temporarily back to PHP 5.6 I got this error message:

Fatal error: Cannot make static method Joomla\CMS\Helper\ModuleHelper::getModuleById() non static in class AriModuleHelper in /home/strickle/www/strickler.info/plugins/content/aridatatables/aridatatables/kernel/Module/j16/class.ModuleHelper.php on line 0

My current suspicion is that module ariadatatables is not compatible with Joomla 3.9.0 but since I don't have active access to the Joomla backend I can't even disable it.

Do you have any idea how to get my website up and running again?

Many thanks in advance for your help :)

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Re:No access after Joomla upgrade from 3.8.13 to 3.9

Posted by admin - 2018/11/08 06:44

Hello,

You can follow a solution from this post to temporary disable the extension and have ability to login to backend part. After this download the latest version of the extension in "Member Area" on our site and update it on your site.

Regards,
ARI Soft

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Re:No access after Joomla upgrade from 3.8.13 to 3.9

Posted by koebi - 2018/11/10 06:53

Hi ARI-Soft

thank you very much for the prompt and competent support. The site is now working fine again :)

Best regards from switzerland.

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