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## blank screens on front and backend

Posted by depauw - 2014/05/27 14:21

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Hey,

i'm trying out Cloud carousel.

Installing was no problem, everything went well!

I've tried to ad a new ari-module and from then on everything goes wrong.

- Frontend of the site is gone (blank page)
- backend: blank pages all over the place.
- I'm nog able to delete the new created module

site is [www.reyben.be/site](http://www.reyben.be/site)

Joomla 3.3.0

Cloud Carousel version 1.7.7

Hopefully someone can help me!!!

kind regards,  
Christophe

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## Re:blank screens on front and backend

Posted by admin - 2014/05/27 15:01

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Hello,

The extension is compatible with Joomla! 3.3.x. It can be a conflict with a 3rd party extension on your site. You can check web server error log to see what error occurs.

If you want to disable the module, login by FTP to your server and rename  
/modules/mod\_aricloudcarousel/mod\_aricloudcarousel.php file to \_mod\_aricloudcarousel.php

Regards,  
ARI Soft