Patch installation fails, entire site goes blank

Posted by eddie_konczal - 2014/01/16 17:16

I just installed JMS Multisites 1.3.17 on a Joomla! 3.2.1 site.

When I tried to install the patches, the entire site went blank, and the administrator page only displays this error:

“No configuration file found and no installation code available. Exiting...”

I checked, and the configuration file does exist, and it appears to be correct.

Here are the server specs:

Setting Value
PHP Built On Linux www3 3.0.80-0.5-default #1 SMP Fri May 31 20:04:37 UTC 2013 (f5a0e1f) x86_64
Database Version 5.6.12
Database Collation utf8_general_ci
PHP Version 5.3.8
Web Server Apache
WebServer to PHP Interface apache2handler
Joomla! Version Joomla! 3.2.0 Stable 6-November-2013 14:00 GMT
Joomla! Platform Version Joomla Platform 13.1.0 Stable 24-Apr-2013 00:00 GMT

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Re: Patch installation fails, entire site goes blank

Posted by edwin2win - 2014/01/20 19:26

I don't know if you really used 1.3.17 or 1.3.27 ?
If this is the latest JMS 1.3.27, that should be OK.
If not, see the FAQ for the procedure to get the latest version.
https://www.jms2win.com/en/faq/faq-joomla-multi-sites#cat-122

We introduced the compatibility for Joomla 3.2.0 in JMS 1.3.21

So it is required that you update your JMS.

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Re:Patch installation fails, entire site goes blank

Posted by eddie_konczal - 2014/01/21 16:54

Thanks; I installed 1.3.27 and now I can install the patches!

Best regards,
Eddie

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