"Contact us" page is blank following upgrade from 1.9.11 to v2.0, and with new install

Status

Closed

Subject

"Contact us" page is blank following upgrade from 1.9.11 to v2.0, and with new install

Version

2.x

Category

• Error

Feature

Contact us

Resolution status

Fixed or Solved

Submitted by

Geoff Brickell

Volunteered to solve

nyloth

Lastmod by

nyloth

Rating

★★★★★★★★★★★★★★★★★★★★★★★★★★★★★ (0) ᗹ

Description

Following 2 separate/different upgrades from 1.9.11 to v2.0, in both cases the "Contact us" page is blank when it displays. The linkable page title shows OK at the top of the page but nothing else is displayed.

Both sites worked OK before the upgrade and everything else looks OK.

I've double checked that in both sites "Contact us" and "Contact us anonymously" are still set, plus the contact user is also still set with an e-mail address, but the blank page happens whether I'm logged in or not even when logged in as admin.

I originally posted this to the Features/Usability forum but xavi suggested it may be a bug so have now posted it here.

Have now also shown that this problem occurs with a new/clean install so doesn't seem to be related to the upgrade process.

Solution

- your memory_limit value is, at least, 32 MB.
- you have feature 'User messages' enabled in admin > features > user, since it uses use internal messages too.

This has been fixed in SVN revision 14518.
Demonstrate Bug (Tiki 19+)

Please demonstrate your bug on show2.tikiwiki.org

Version: trunk

Ticket ID
1984

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The original document is available at
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