

# 7.2 UPDATE

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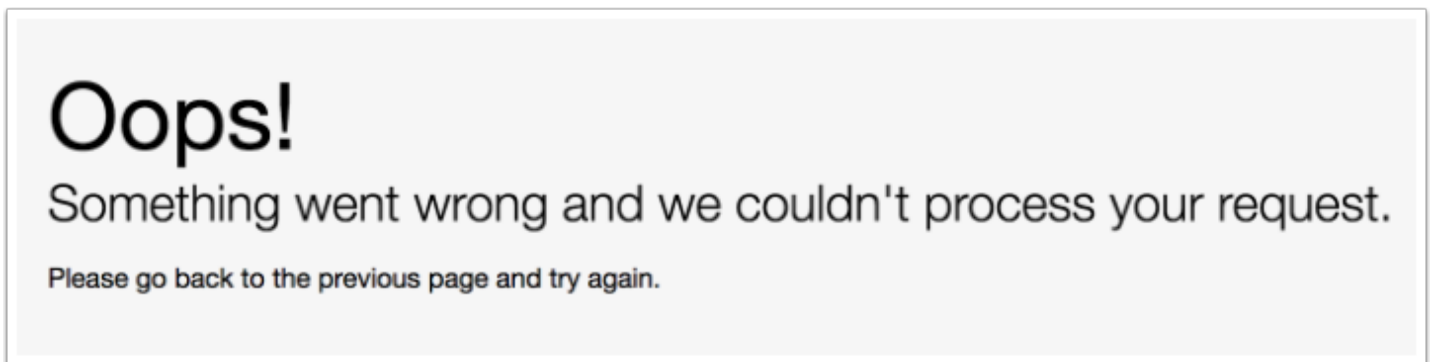
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# Troubleshooting

# An "Oops! Something went wrong" error after update

New friendly error handling has been implemented in version 7.2 and above. Instead of displaying a blank page, users will now see a "Oops! Something went wrong" message on a templated page.

This error page (shown below) can be indicative of an error requiring a solution, or that the error reporting settings are configured too high for daily usage. Read on to learn how to check both.



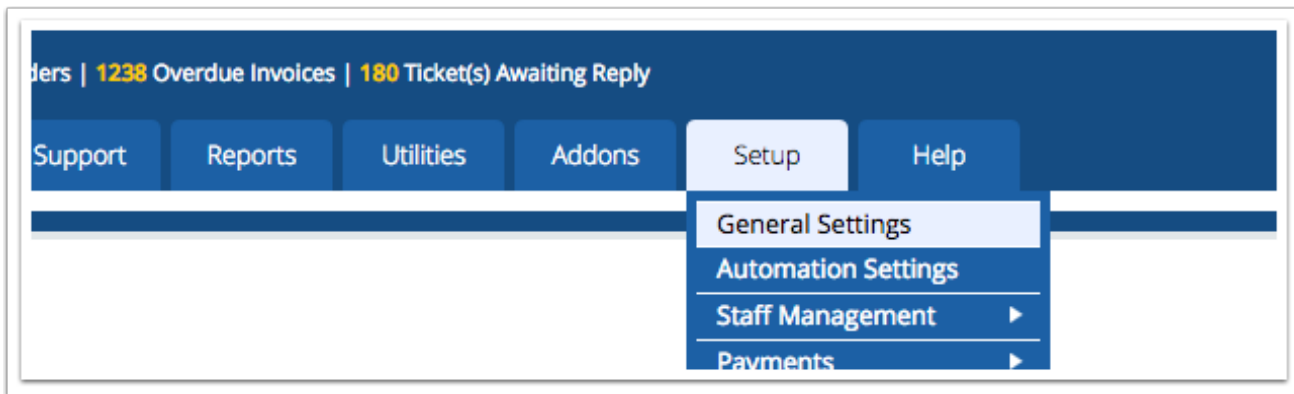
## WHMCS Error

If an error in the WHMCS software is causing this "Oops!" message, some of the most common causes are:

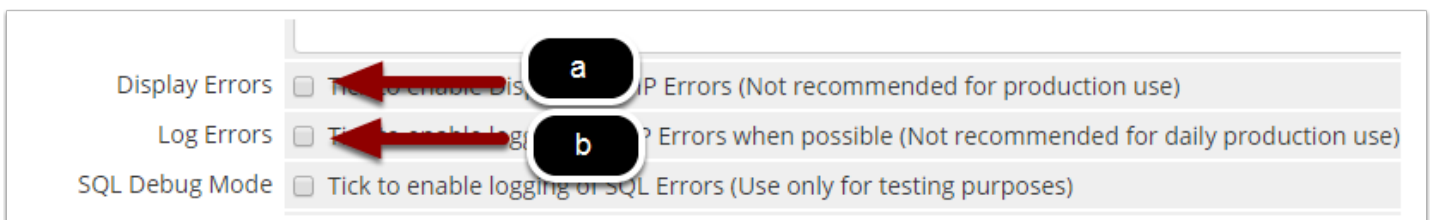
- Missing or corrupted files / incomplete uploads
- Server not meeting [minimum system requirements](#)
- PHP, Apache or Ioncube related errors
- Incompatible hooks or addons
- Syntax errors in custom modules, hooks or templates

Follow these steps to identify the underlying cause:

Navigate to **Setup > General Settings**



Select the **Other** tab and scroll down to the bottom of the page.



a. Tick the *Display Errors* option

OR

b. Tick the *Log Errors* option

Click Save Changes.

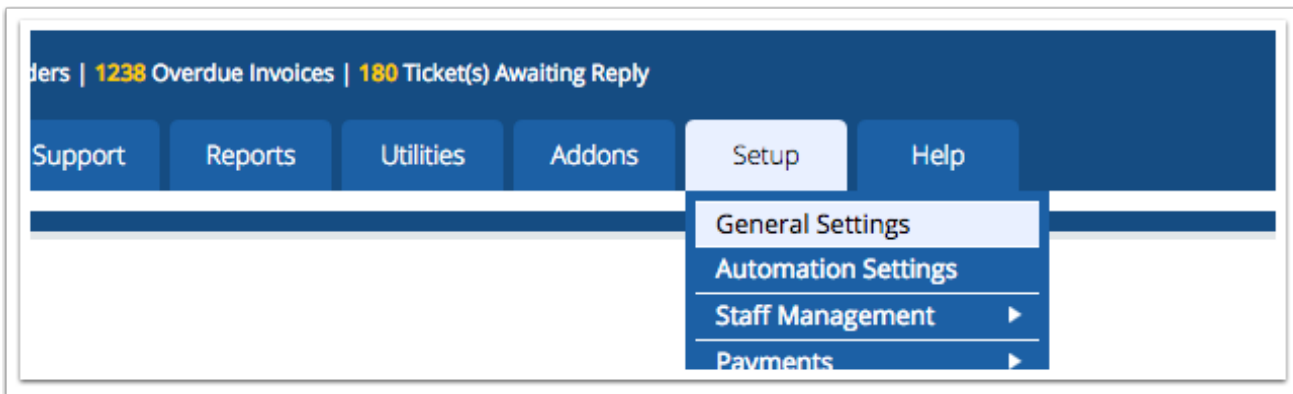
Now reload the page displaying the "Oops!" message.

- If you chose option a, you will now see a stack trace showing the technical details of the error which is occurring.
- If you chose option b, navigate to **Utilities > Logs > Activity Log**, where a stack trace showing the technical details of the error is recorded.

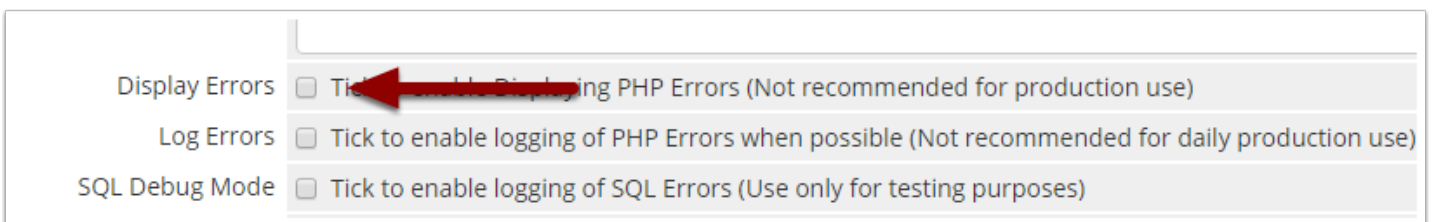
Once troubleshooting is completed, switch the Display Errors or Log Errors option off.

## Elevated Error Reporting Levels - WHMCS

Navigate to Setup > General Settings



Select the **Other** tab and scroll down to the bottom of the page.



UNtick the Display Errors checkbox

Click Save Changes.

The Display Errors option might also be enabled in the configuration.php file. So it's worth checking there too.

Open the `configuration.php` file in your WHMCS directory on your server.

```
$cc_encryption_hash = 'JQpoz8o6AiGGEK4CqQDX6UoaNrtrbm7'
$templates_compiledir = 'templates_c';
mysql_charset = 'utf8';
$display_errors = E_ALL ^ E_NOTICE;
$display_errors = true;
```

Look for the following lines of code and remove them if present:

```
$display_errors = E_ALL ^ E_NOTICE;
$display_errors = true;
```

Save the file and upload to the server.

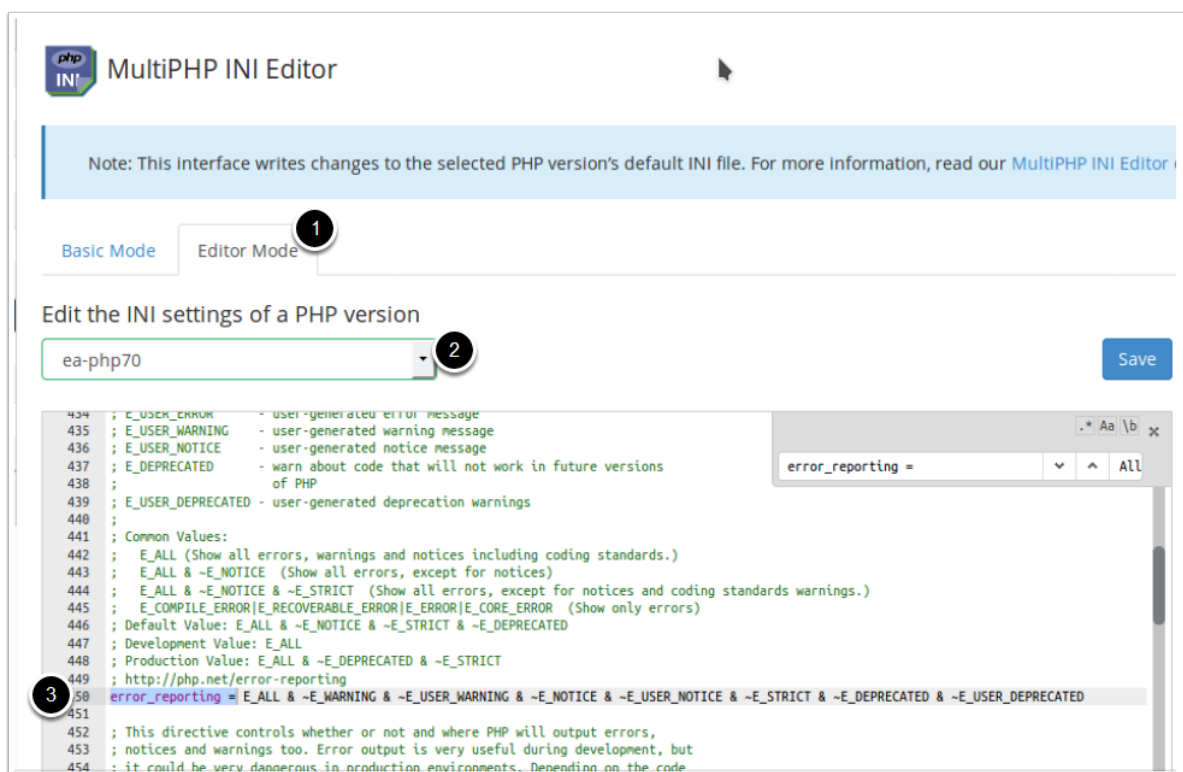
# Elevated Error Reporting Levels - Server

If the Display Error options are switched off and you're still seeing warning messages, it indicates the Error Reporting level in your server's PHP Configuration is too high. This is a PHP configuration level issue and therefore for shared or reseller users, may require the assistance of your web hosting provider.

If you have sufficient access and your server is configured to use WHM for administration, follow these steps:

In WHM navigate to **Software >> MultiPHP INI Editor**:

1. Click the *Editor Mode* tab
2. Select your PHP version from the *Select a PHP version* dropdown.
3. Scroll down to the `error_reporting` setting:



4. Change the value to:

```
E_ALL & ~E_WARNING & ~E_USER_WARNING & ~E_NOTICE & ~E_USER_NOTICE & ~E_STRICT & ~E_DEPRECATED & ~E_USER_DEPRECATED
```

Click Save.

# Cron failing with error undefined index: SCRIPT\_NAME

After updating to version 7.2.0 or 7.2.1, cron scripts are failing to run and outputting an error:

```
undefined index: SCRIPT_NAME
```

The following files may be referenced:

- cron.php
- pop.php
- domainsync.php

This issue arises when the sensitivity of the system error reporting is set to a high level. If your PHP system error reporting is disabled, this issue will be safely ignored.

A hotfix has been created which will prevent the warning condition that is triggering this issue. It can be downloaded from:

<https://forum.whmcs.com/showthread.php?129078>



# Troubleshooting An "Oops! strpos(): Empty needle" Error

After updating to version 7.2 you may encounter an "Oops!" error page, and upon enabling [Display or Log Errors options](#), the following stack trace:

## Oops!

Something went wrong and we couldn't process your request.

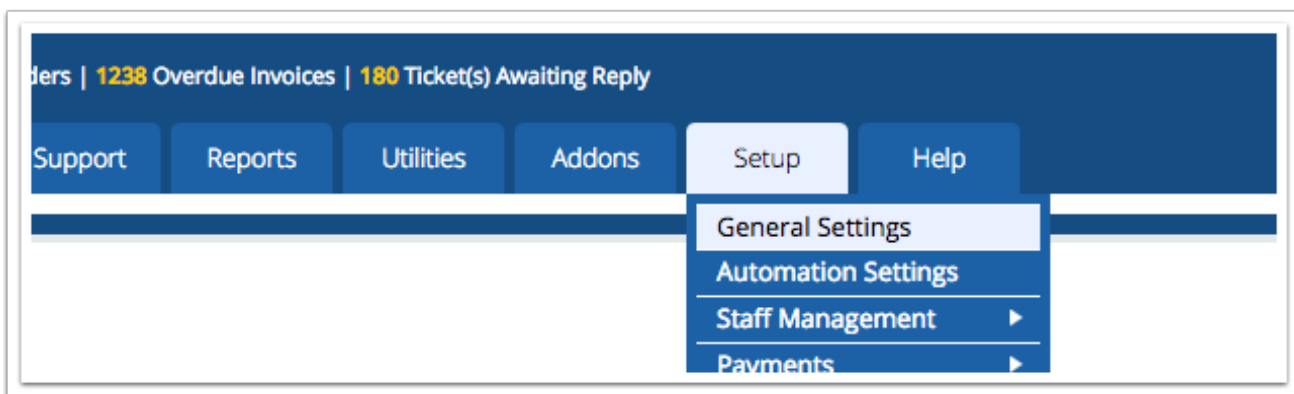
Please go back to the previous page and try again.

```
strpos(): Empty needle in \whmcs\vendor\whmcs\whmcs-foundation\lib\ClientArea.php:0
```

This indicates the Error Reporting level in your server's PHP Configuration is too high. There are two places to check:

## Elevated Error Reporting Levels - WHMCS

Navigate to Setup > General Settings



Select the Other tab and scroll down to the bottom of the page.

Display Errors	<input type="checkbox"/> Tick to enable displaying PHP Errors (Not recommended for production use)
Log Errors	<input type="checkbox"/> Tick to enable logging of PHP Errors when possible (Not recommended for daily production use)
SQL Debug Mode	<input type="checkbox"/> Tick to enable logging of SQL Errors (Use only for testing purposes)

Untick the Display Errors checkbox

Click Save Changes.

The Display Errors option might also be enabled in the configuration.php file. So it's worth checking there too.

Open the `configuration.php` file in your WHMCS directory on your server.

```
$cc_encryption_hash = 'JQpoz8o6AiGGEK4CqQDX6UoaNrtrbm7'  
$templates_compiledir = 'templates_c';  
$mysql_charset = 'utf8';  
$display_errors = E_ALL ^ E_NOTICE;  
$display_errors = true;
```

Look for the following lines of code and remove them if present:

```
$display_errors = E_ALL ^ E_NOTICE;  
$display_errors = true;
```

Save the file and upload to the server.


## Elevated Error Reporting Levels - Server

If the Display Error options are switched off and you're still seeing warning messages, it indicates the Error Reporting level in your server's PHP Configuration is too high. This is a PHP configuration level issue and therefore for shared or reseller users, may require the assistance of your web hosting provider.

If you have sufficient access and your server is configured to use WHM for administration, follow these steps:

In WHM navigate to *Service Configuration >> PHP Configuration Editor >> Advanced*

Scroll down to the `error_reporting` setting:

error_prepend_string		Edit
error_reporting		E_ALL
exif.decode_jis_intel		#S- <b>DEFAULT</b> , Click to Edit

Change the value to:

```
E_ALL & ~E_WARNING & ~E_USER_WARNING & ~E_NOTICE & ~E_USER_NOTICE & ~E_STRICT &
~E_DEPRECATED & ~E_USER_DEPRECATED
```

Click Save.

# Troubleshooting An "Unable to unlock tables" Error

This error can occur in the *Utilities > Logs > Activity Log* when the database backup automation operation is performed. The full error is either of the following:

```
Unable to unlock tables: HY000 2014 Cannot execute queries while other unbuffered
queries are active
```

```
Unable to unlock tables: HY000 2030 This command is not supported in the prepared
statement protocol yet
```

This arises on environments running PHP7.

A hotfix has been created which resolves the underlying issue. It can be downloaded from:

<https://forum.whmcs.com/showthread.php?129382>

# Troubleshooting A "PHP Fatal error: Class not found" Error

Encountering an error similar to that shown below indicates a core WHMCS file is missing:

```
PHP Fatal error: Class 'xxxx' not found in /path/to/whmcs/vendor/whmcs/whmcs-foundation/lib/Exception/Handler/ExceptionLoggingTrait.php on line 0
```

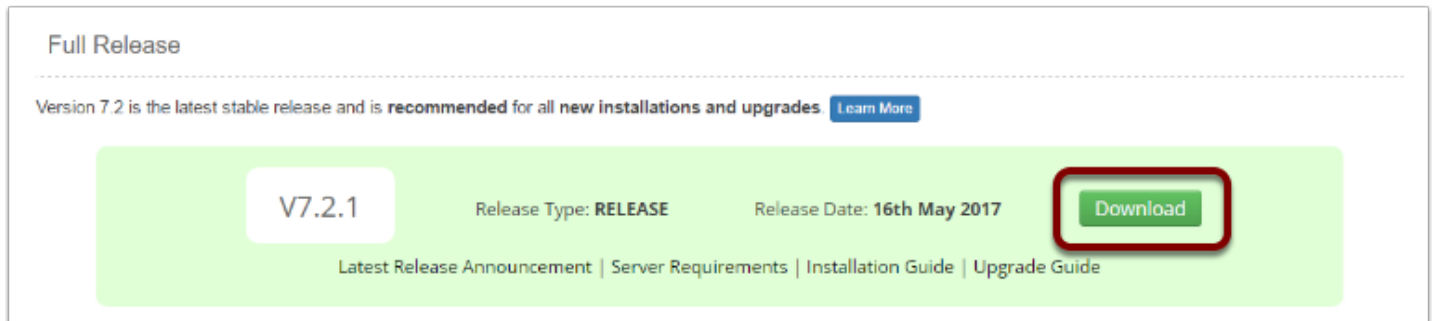
Where xxxx is the name of a particular function.

To resolve this kind of error, read on:

Begin by downloading the Full Release Files corresponding to your WHMCS version from:

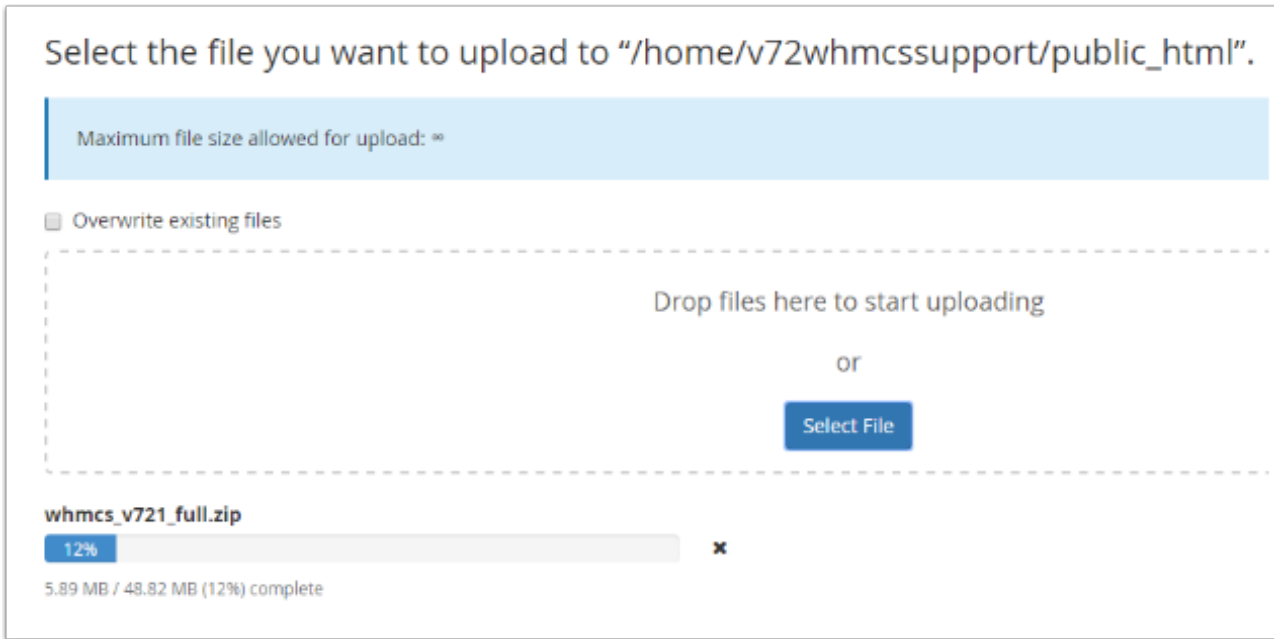
<https://download.whmcs.com>

(If your licence is provided by a reseller, please contact them to obtain the files).

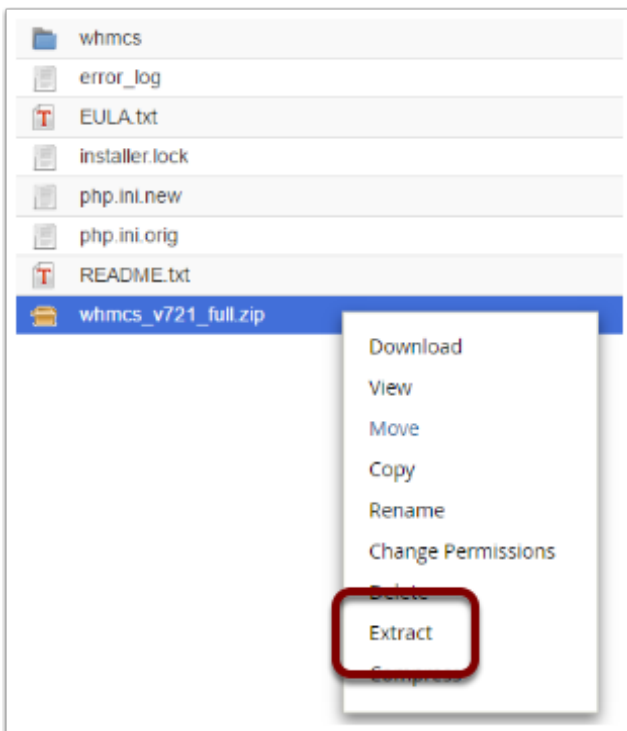


The screenshot shows the 'Full Release' section of the WHMCS website. It features a green banner with the following information: 'V7.2.1' in a white box, 'Release Type: RELEASE', and 'Release Date: 16th May 2017'. A green 'Download' button is highlighted with a red border. Below the banner, there are links for 'Latest Release Announcement', 'Server Requirements', 'Installation Guide', and 'Upgrade Guide'. Above the banner, a note states 'Version 7.2 is the latest stable release and is recommended for all new installations and upgrades' with a 'Learn More' link.

Upload the .zip file to your server using your preferred method (FTP, File Manger etc.)



Extract the contents of the .zip file, overwriting the existing WHMCS files.



Return to your WHMCS installation and the error should no longer occur.

If the error keeps occurring shortly after re-uploading files, this indicates a server-side security measure is erroneously removing the file. Please speak with your server admin/hosting provider to adjust the security rule so as not to remove or quarantine the file.

# Call to a member function isHidden() on null Error On Knowledgebase

After updating to version 7.2.0 or 7.2.1, an "Oops" page appears when attempting to view the knowledgebase via the client area.

When the Display Errors option is enabled, the following error details are displayed:

```
exception 'Whoops\Exception\ErrorException' with message 'Call to a member function isHidden() on null' in /path/to/whmcs/vendor/whmcs/whmcs-foundation/lib/Knowledgebase/Article.php:0
```

The issue arises when there are multi-language translations of knowledgebase articles.

A hotfix has been created which will resolve this error. It can be downloaded from:

<https://forum.whmcs.com/showthread.php?129326-CORE-11298>

# Troubleshooting a "failed to open stream: No such file or directory" in /langupdate.php" Error

You may encounter an "Oops!" error page, and upon enabling [Display or Log Errors options](#), the following error:

## Oops!

Something went wrong and we couldn't process your request.

Please go back to the previous page and try again.

```
file(english.php): failed to open stream: No such file or directory' in /path/to/whmcs/lang/langupdate.php
```

This indicates the presence of a deprecated file in the /lang directory.

## Resolution

The /lang/langupdate.php file is no longer required by WHMCS and so can be safely deleted.

Once deleted, the error will be resolved.

Once the error is resolved, remember to disable Display Errors mode.