Subject: V 2.19.0 - logon problem
Posted by htManager on Mon, 11 Oct 2021 15:53:42 GMT
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Hi Tony,
after restoring a backup of my domain www.htmanager.de I can't get into my Radicore application under www.htmanager.de/htmanager. If I press the Logon button I get a blank screen with the following error message:

This application has encountered an unrecoverable error
Please contact your system administrator for details

My ISP has no clue what the problem could be. I use PHP Version 7.4.24 and the include_path is correct. The same with open_basedir path.

Do you have an idea was this could be or where I could looking for the error?

Many thanks,
Juergen

Subject: Re: V 2.19.0 - logon problem
Posted by AJM on Mon, 11 Oct 2021 18:14:19 GMT
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A full error report should be available in file <root>/error_logs/errorlog.html. Can you send this to me?

Subject: Re: V 2.19.0 - logon problem
Posted by AJM on Mon, 11 Oct 2021 22:10:18 GMT
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The last error in that log file you sent me was dated 2021-09-28 13:52:42 and showed the error message "Column 'saison_id' in field list is ambiguous". This is not related to an error on the logon screen. You need to send me the correct file.

Subject: Re: V 2.19.0 - logon problem
Posted by AJM on Tue, 12 Oct 2021 15:18:54 GMT
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The error message says "mysqli_connect(): Access denied for user ''@'localhost' (using password: NO)"

This means that the values for dbusername and dbuserpass in your config.inc file are not valid for your database. You must correct them and try again.