

General Troubleshooting

- **1.** Parse error: syntax error, unexpected end of file in /path-to/stalker_portal/server/lib/func.php on line 405;

Fix

In `/etc/php5/apache2/php.ini` (apache) set **short_open_tag = 1** or **short_open_tag = On**

Restart apache2

If path is not default `/var/www/stalker_portal/`, check apache2 logs for errors and make sure that in apache config in `/path-to/stalker_portal/` part is set:

```
Options -Indexes -MultiViews
AllowOverride All
```

In apache starting from **2.4** version **AllowOverride All** should be changed to **Require all granted**

- **2.** STB status is offline, but in fact STB is online;

Fix

Make sure that memcached packet is installed and working properly.

In `custom.ini`:

Set correct **default_timezone =**

All allowed localizations in **custom.ini/config.ini** must be supported on server.

Run **locale -a** to see supported locales.

- **3.** Time and date is 01/01/2000;

Fix

Set right address of ntp server in settings and timezone on STB.

[How to setup time and date on STB](#)

- **4.** **date_format time_format** instead of correct time.

Fix

Make sure that localizations that are selected in **config/custom.ini** are supported on server.

Run **locale -a** to see supported localizations on server.

- **5. Next message in admin-interface Fatal error: Uncaught exception 'MysqlException' etc**

Fix

- 1) Make sure that **phing** was run from **/stalker_portal/deploy/** and ended with **Success**.
- 2) If problem still appears check the source of problem in error message and fix it manually from MySQL.

Example next error message notifies that there is no column **tv_archive_duration** in **itv** table.

```
Fatal error: Uncaught exception 'MysqlException' with message 'Query failed by reason : Unknown column 'tv_archive_duration' in 'field list' (INSERT INTO itv (`name`, `number`, `use_http_tmp_link`, `wowza_tmp_link`, `nginx_secure_link`, `wowza_dvr`, `censored`, `base_ch`, `bonus_ch`, `hd`, `cost`, `cmd`, `cmd_1`, `cmd_2`, `cmd_3`, `mc_cmd`, `enable_wowza_load_balancing`, `enable_tv_archive`, `allow_pvr`, `allow_local_pvr`, `allow_local_timeshift`, `enable_monitoring`, `descr`, `tv_genre_id`, `status`, `xmltv_id`, `service_id`, `volume_correction`, `correct_time`, `modified`, `tv_archive_duration`) value ('trt', '1', 0, 0, 0, 0, 0, 1, 0, 0, '0', 'ffmpeg http://trt-i.mncdn.com/trt1/trt13/radyodelisi.m3u8', '', '', '', '', 0, 0, 0, 1, 1, 0, 'trt', '3', 1, '', '1', 0, 0, NOW(), '168'))' in /var/www/stalker_portal/server/lib/mysql.class.php:692 Stack trace: #0 /var/www/stalker_portal/server/lib/mysql.class.php(571): Mysql->query('INSERT INTO itv...') #1 /var/www/stalker_portal/server/administrator/add_itv.php(257): Mysql->i in /var/www/stalker_portal/server/lib/mysql.class.php on line 692
```

So it should be created manually.

```
mysql -u root -p
use stalker_db;
ALTER TABLE `itv` ADD `tv_archive_duration` int not null default 168;
```

- **6. Many weird symbols while loading Stalker. Example**
HR+cPpMT2WJ/AsUFAzqhdoV/WedgYuStMj5QLDpRpDIbruRM9B27h8e7WbuapX1yCF1i ocpNjzA+

Fix

Check in **/etc/php5/** that

- 1) In **/etc/php5/apache2/conf.d/00-ioncube.ini** redirects to **/etc/php5/mods-available/00-ioncube.ini**

```
/etc/php5/apache2/conf.d# ls -al
```

```
lrwxrwxrwx 1 root root 39 Apr 6 12:45 00-ioncube.ini → /etc/php5/mods-available/00-ioncube.ini
```

2) In **/etc/php5/cli/conf.d/00-ioncube.ini** redirects to **/etc/php5/mods-available/00-ioncube.ini**

```
root@localhost:/etc/php5/cli/conf.d# ls -al
```

```
lrwxrwxrwx 1 root root 39 Apr 6 12:45 00-ioncube.ini → /etc/php5/mods-available/00-ioncube.ini
```

3) In **/etc/php5/mods-available/** there is **00-ioncube.ini**

```
root@localhost:/etc/php5/mods-available# ls -al
```

```
rw-rr- 1 root root 67 Apr 6 12:29 00-ioncube.ini
```

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