

troubleshoot.txt

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Environment Checks  
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```
<table class="table">
  <thead>
    <tr>
      <th class="group-false">Item</th>
      <th class="group-false" data-sorter="tickcross">Status</th>
      <th class="group-false">Advice</th>
    </tr>
  </thead>
  <tbody>
    <tr >
      <td>PHP Version</td>
      <td><span class="glyphicon
glyphicon-ok"></span></td>
      <td>PHP version 5.3.3 or later
required. Detected 5.6.16</td>
    </tr>
    <tr >
      <td>File System Permissions</td>
      <td><span class="glyphicon
glyphicon-ok"></span></td>
      <td>Write access required for
settings.php and install.php</td>
    </tr>
    <tr >
      <td>MySQL database (PHP MySql)</td>
      <td><span class="glyphicon
glyphicon-ok"></span></td>
      <td>MySQL support must be enabled
in PHP.</td>
    </tr>
    <tr >
      <td>MySQL database (PDO MySql)</td>
      <td><span class="glyphicon
glyphicon-ok"></span></td>
      <td>PDO support with MySQL drivers
must be enabled in PHP.</td>
    </tr>
    <tr >
      <td>JSON Extension</td>
      <td><span class="glyphicon
glyphicon-ok"></span></td>
      <td>PHP JSON extension required to
function.</td>
    </tr>
  </tbody>
</table>
```

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function.</td>	<td>SOAP Extension</td>
function.</td>	<td><span class="glyphicon"></span></td>
function.</td>	<td>PHP SOAP extension required to</td>
function.</td>	</tr>
function.</td>	<td>GD Extension</td>
function.</td>	<td><span class="glyphicon"></span></td>
function.</td>	<td>PHP GD extension to</td>
function.</td>	</tr>
function.</td>	<td>Session</td>
function.</td>	<td><span class="glyphicon"></span></td>
function.</td>	<td>PHP session support to</td>
function.</td>	</tr>
function.</td>	<td>FileInfo</td>
function.</td>	<td><span class="glyphicon"></span></td>
function.</td>	<td>Requires PHP FileInfo support</td>
function.</td>	<td>to function. If you are on Windows you need to enable the php_fileinfo.dll in your</td>
function.</td>	<td>php.ini file.</td>
function.</td>	</tr>
function.</td>	<td>PCRE</td>
function.</td>	<td><span class="glyphicon"></span></td>
function.</td>	<td>PHP PCRE support to</td>
function.</td>	</tr>
function.</td>	<td>Gettext</td>
function.</td>	<td><span class="glyphicon"></span></td>
function.</td>	<td>PHP Gettext support to</td>
function.</td>	</tr>
function.</td>	<td>Calendar Extension</td>
function.</td>	<td><span class="glyphicon"></span></td>
function.</td>	<td>PHP Calendar extension to</td>

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```
</tr>
  <tr >
    <td>DOM Extension</td>
    <td><span class="glyphicon
glyphicon-ok"></span></td>
    <td>PHP DOM core functionality
enabled.</td>
  </tr>
  <tr >
    <td>DOM XML Extension</td>
    <td><span class="glyphicon
glyphicon-ok"></span></td>
    <td>PHP DOM XML extension to
function.</td>
  </tr>
  <tr >
    <td>Mcrypt Extension</td>
    <td><span class="glyphicon
glyphicon-ok"></span></td>
    <td>PHP Mcrypt extension to
function.</td>
  </tr>
  <tr >
    <td>Allow PHP to open external
URLs</td>
    <td><span class="glyphicon
glyphicon-ok"></span></td>
    <td>You must have allow_url_fopen =
On in your PHP.ini file for RSS Feeds / Anonymous statistics gathering to
function.</td>
  </tr>
  <tr >
    <td>DateTimeZone</td>
    <td><span class="glyphicon
glyphicon-ok"></span></td>
    <td>This enables us to get a list
of time zones supported by the hosting server.</td>
  </tr>
  <tr >
    <td>ZIP</td>
    <td><span class="glyphicon
glyphicon-ok"></span></td>
    <td>This enables import / export of
layouts.</td>
  </tr>
  <tr >
    <td>Large File Uploads</td>
    <td><span class="glyphicon
```

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glyphicon-ok"></span></td>
files is recommended.</td>
        <tr >
glyphicon-ok"></span></td>
formatting Dates, Numbers, etc.</td>
        <tr >
glyphicon-ok"></span></td>
the Internet or Local Network</td>
        </tbody>
</table>

```

```

-----
LOG Dump
-----
Date,Page,Function,Message
"2016-07-29 14:52:15","User","DisplayList","SQL: SELECT display.displayid,
display.display,      displaygroup.description,      layout.layout,
display.loggedin,    IFNULL(display.lastaccessed, 0) AS lastaccessed,
display.inc_schedule,  display.licensed,      display.email_alert,
displaygroup.DisplayGroupID,  display.ClientAddress,
display.MediaInventoryStatus,  display.MacAddress,  display.client_type,
display.client_version,  display.client_code,  display.screenShotRequested,
display.storageAvailableSpace,  display.storageTotalSpace,
currentLayout.layout AS currentLayout,  currentLayout.layoutId AS
currentLayoutId FROM display  INNER JOIN lkdisplaydg ON lkdisplaydg.DisplayID
= display.DisplayID  INNER JOIN displaygroup ON displaygroup.DisplayGroupID =
lkdisplaydg.DisplayGroupID  LEFT OUTER JOIN layout ON layout.layoutid =
display.defaultlayoutid  LEFT OUTER JOIN layout currentLayout ON
currentLayout.layoutId = display.currentLayoutId WHERE
displaygroup.IsDisplaySpecific = 1 ORDER BY displayid. Params: array (
)."
"2016-07-29 14:51:06","Display","WakeOnLan","IN"
"2016-07-29 14:51:06","display","WakeOnLan","About to send WOL packet to
171.65.60.229 with Mac Address 18:03:73:B0:23:D0"
"2016-07-29 14:51:06","Display","TransmitWakeOnLan","IN"
"2016-07-29 14:51:06","display","WakeOnLan","A magic packet of 102 bytes has been
sent via UDP to IP address: 171.65.60.229:9, using the 'fwrite()' function.Contents
of magic packet:204

```



```

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1 = 1 AND displaygroup.IsDisplaySpecific = 0 ORDER BY displaygroup.DisplayGroup "
"2016-07-29 14:50:52","module","",""Creating new module with MediaID: 19 LayoutID: 0
and RegionID: "
"2016-07-29 14:50:52","module","",""Module created with MediaID: 19 LayoutID: 0 and
RegionID: "
"2016-07-29 14:50:52","image","GetResource","Image Request 100x100
c:\xibo178_lib\19.jpg. Thumb: 1"
"2016-07-29 14:50:51","Userdata","entries","SQL:
SELECT `user`.userId, userName, userTypeId, loggedIn, email,
homePage, lastAccessed, newUserWizard, retired, `userGroups`.groupId,
`userGroups`.libraryQuota
FROM `user`
LEFT OUTER JOIN (
SELECT `group`.groupId, `group`.libraryQuota,
`lkusergroup`.userId
FROM `lkusergroup`
INNER JOIN `group`
ON `group`.groupId = `lkusergroup`.groupId
AND `group`.isUserSpecific = 1
) userGroups
ON userGroups.userId = `user`.userId
WHERE 1 = 1
AND user.retired = :retired ORDER BY username. Params: array (
'retired' => 0,
)."
"2016-07-29 14:50:40","","","<errmsg>Cannot modify header information - headers
already sent</errmsg>
<errornum>2</errornum>
<errortype>Warning</errortype>
<scriptname>C:\wamp64\www\xibo178\services.php</scriptname>
<scriptlinenum>131</scriptlinenum>
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"2016-07-29 14:50:40","","","<errmsg>Cannot modify header information - headers
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"

-----  
Display Dump

DisplayID: 2

Display: TITAN57

Default Layout: LCD1

Logged In: 1

Last Accessed: 1469803839

Interleave: 0

Licensed: 1

-----  
Settings Dump

Setting: MEDIA\_DEFAULT - Value: private

Setting: LAYOUT\_DEFAULT - Value: private

Setting: defaultUsertype - Value: User

Setting: userModule - Value: module\_user\_general.php

Setting: defaultTimezone - Value: Africa/Abidjan

Setting: mail\_to - Value: abk@stanford.edu

Setting: mail\_from - Value: abk@stanford.edu

Setting: jpg\_length - Value: 10

Setting: ppt\_length - Value: 10

Setting: swf\_length - Value: 10

Setting: audit - Value: audit

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Setting: LIBRARY\_LOCATION - Value: c:\xibo178\_lib\  
Setting: HELP\_BASE - Value: http://www.xibo.org.uk/manual/en/  
Setting: PHONE\_HOME - Value: On  
Setting: PHONE\_HOME\_URL - Value: http://www.xibo.org.uk/stats/track.php  
Setting: PHONE\_HOME\_DATE - Value: 1469209509  
Setting: SERVER\_MODE - Value: Production  
Setting: MAINTENANCE\_ENABLED - Value: On  
Setting: MAINTENANCE\_EMAIL\_ALERTS - Value: On  
Setting: MAINTENANCE\_KEY - Value: changeme  
Setting: MAINTENANCE\_LOG\_MAXAGE - Value: 30  
Setting: MAINTENANCE\_STAT\_MAXAGE - Value: 30  
Setting: MAINTENANCE\_ALERT\_TOUT - Value: 12  
Setting: SHOW\_DISPLAY\_AS\_VNCLINK - Value:  
Setting: SHOW\_DISPLAY\_AS\_VNC\_TGT - Value: \_top  
Setting: MAINTENANCE\_ALWAYS\_ALERT - Value: Off  
Setting: SCHEDULE\_LOOKAHEAD - Value: On  
Setting: REQUIRED\_FILES\_LOOKAHEAD - Value: 172800  
Setting: REGION\_OPTIONS\_COLOURING - Value: Media Colouring  
Setting: LAYOUT\_COPY\_MEDIA\_CHECKB - Value: Unchecked  
Setting: MAX\_LICENSED\_DISPLAYS - Value: 0  
Setting: LIBRARY\_MEDIA\_UPDATEINALL\_CHECKB - Value: Unchecked  
Setting: USER\_PASSWORD\_POLICY - Value:  
Setting: USER\_PASSWORD\_ERROR - Value:  
Setting: MODULE\_CONFIG\_LOCKED\_CHECKB - Value: Unchecked

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Setting: LIBRARY\_SIZE\_LIMIT\_KB - Value: 0

Setting: MONTHLY\_XMDS\_TRANSFER\_LIMIT\_KB - Value: 0

Setting: DEFAULT\_LANGUAGE - Value: en\_GB

Setting: TRANSITION\_CONFIG\_LOCKED\_CHECKB - Value: Unchecked

Setting: GLOBAL\_THEME\_NAME - Value: default

Setting: DEFAULT\_LAT - Value: 51.504

Setting: DEFAULT\_LONG - Value: -0.104

Setting: SCHEDULE\_WITH\_VIEW\_PERMISSION - Value: No

Setting: SETTING\_IMPORT\_ENABLED - Value: 1

Setting: SETTING\_LIBRARY\_TIDY\_ENABLED - Value: 1

Setting: SENDFILE\_MODE - Value: Off

Setting: EMBEDDED\_STATUS\_WIDGET - Value:

Setting: PROXY\_HOST - Value:

Setting: PROXY\_PORT - Value: 0

Setting: PROXY\_AUTH - Value:

Setting: DATE\_FORMAT - Value: Y-m-d H:i

Setting: DETECT\_LANGUAGE - Value: 1

Setting: DEFAULTS\_IMPORTED - Value: 1

Setting: FORCE\_HTTPS - Value: 0

Setting: ISSUE\_STS - Value: 0

Setting: STS\_TTL - Value: 600

Setting: MAINTENANCE\_ALERTS\_FOR\_VIEW\_USERS - Value: 0

Setting: CALENDAR\_TYPE - Value: Gregorian

Setting: DASHBOARD\_LATEST\_NEWS\_ENABLED - Value: 1

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Setting: LIBRARY\_MEDIA\_DELETEOLDVER\_CHECKB - Value: Unchecked

Setting: USE\_INTL\_DATEFORMAT - Value: 0

Setting: PROXY\_EXCEPTIONS - Value:

Setting: CDN\_URL - Value:

-----  
Sessions Dump  
-----

UserAgent: Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.103 Safari/537.36

RemoteAddress: 171.65.60.229

Session Data

```
pagename|s:7:"display";token|s:32:"f092a59ae5477dd8716174df0f536729";token_timeout|i:1469803424;message|s:0:"";username|s:3:"abk";usertype|s:1:"1";display|a:7:{s:14:"filter_display";s:0:"";s:16:"filterMacAddress";s:0:"";s:19:"filter_displaygroup";i:0;s:15:"filter_showView";i:0;s:13:"filterVersion";s:0:"";s:18:"filter_autoRefresh";i:0;s:13:"DisplayFilter";i:0;}gridToken|s:32:"81e28f7c7a99b24466834fbc0870d74d";gridToken_timeout|i:1469803425;layout|a:9:{s:13:"filter_layout";s:0:"";s:13:"filter_userid";i:0;s:14:"filter_retired";i:0;s:20:"filterLayoutStatusId";s:1:"1";s:17:"showDescriptionId";s:1:"2";s:8:"showTags";i:0;s:13:"showThumbnail";i:1;s:11:"filter_tags";s:0:"";s:12:"LayoutFilter";i:0;}DisplayGroupIDs|a:1:{i:0;s:2:"11";}userid|s:1:"1";
```

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UserAgent: Mozilla/5.0 (Windows NT 6.3; WOW64; rv:47.0) Gecko/20100101 Firefox/47.0

RemoteAddress: 171.65.60.229

Session Data

```
pagename|s:5:"fault";token|s:32:"a73c667735a2b70b805e720c2854ac0f";token_timeout|i:1469803935;message|s:0:"";userid|s:1:"1";username|s:3:"abk";usertype|s:1:"1";display|a:7:{s:14:"filter_display";s:0:"";s:16:"filterMacAddress";s:0:"";s:19:"filter_displaygroup";i:0;s:15:"filter_showView";i:0;s:13:"filterVersion";s:0:"";s:18:"filter_autoRefresh";i:0;s:13:"DisplayFilter";i:0;}gridToken|s:32:"f742583602d348f7759ab1423e04f49b";gridToken_timeout|i:1469803867;DisplayGroupIDs|a:0:{}layout|a:9:{s:13:"filter_layout";s:0:"";s:13:"filter_userid";i:0;s:14:"filter_retired";i:0;s:20:"filterLayoutStatusId";s:1:"1";s:17:"showDescriptionId";s:1:"2";s:8:"showTags";i:0;s:13:"showThumbnail";i:1;s:11:"filter_tags";s:0:"";s:12:"LayoutFilter";i:0;}template|a:3:{s:11:"filter_name";s:0:"";s:11:"filter_tags";s:0:"";s:6:"Filter";i:0;}resolution|a:2:{s:16:"ResolutionFilter";i:0;s:13:"filterEnabled";s:1:"1";}content|a:9:{s:11:"filter_type";s:0:"";s:11:"filter_name";s:0:"";s:8:"filterId";i:0;s:12:"filter_owner";i:0;s:14:"filter_retired";i:0;s:26:"filter_duration_in_seconds";i:0;s:20:"filter_showThumbnail";i:0;s:8:"showTags";i:0;s:6:"Filter";i:0;}log|a:8:{s:6:"Filter";i:0;s:11:"filter_type";i:0;s:15:"filter_function";s:0:"";s:11:"filter_page";s:0:"";s:13:"filter_fromdt";s:0:"";s:14:"filter_display";i:0;s:14:"filter_seconds";s:3:"120";s:21:"filter_intervalTypeId";s:1:"1";}
```

troubleshoot.txt

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