## **SOLVED - CubeCart V6 Store Front Displays a Blank White Page**

- 1. Login to the admin dashboard of your CubeCart store.
- 2. On the left navigation menu near the bottom, find and click the 'Error Log' link and then select the 'System Error Log' tab at the top center.
- 3. The latest error should be near the top. The error that I found referred to the following: gd.class.php:102 Call to undefined function imagecreatefromjpeg()
- 4. I had moved my CubeCart website to a new IIS7 Web server on Windows platform, from an Apache Server, and the new server also had a PHP upgrade from PHP 5.x.x (on Apache webserver) to PHP 7.x.x (on the IIS7 webserver on Windows)
- 5. I located the gd.class.php file in the '/classes/' folder of the CubeCart website on the server.
- 6. I opened the gd.class.php file using NotePad++ editor and went directly to LINE 102 referenced in the latest entry of the CubeCart system error log.
- 7. Line 102 was calling to a function requiring that the gd extension must be enabled in the windows server's php.ini file.
- 8. Close the gd.class.php file within Notepad++ without saving any changes.
- 9. I needed to enable the php\_gd2.dll extension within the php.ini file. On Windows server, PHP v7 was installed to the path 'c:\php\' and the .dll extensions are located in the path 'c:\php\ext\'
- 10. Locate and open the php.ini file in the php directory of your server using NotePad++ editor.
- 11. Remove the leading semicolon ';' from in front of the text 'extension=php\_gd2.dll' (to enable the gd extension), and then save the php.ini file using NotePad++.
- 12. Close NotePad++
- 13. Restart IIS Server
- Go to the home page of your CubeCart store front
- 15. Voila!!! It's all there!!!

This Troubleshooting was based in part on the CubeCart knowlegebase: Hosting Issues located at the following link:

https://support.cubecart.com/knowledgebase/article/View/219/42/i-get-a-blank-white-screen-when-i-view-my-store, which knowlegebase article was posted by Al Brookbanks on 29 October 2014 10:23 AM

## Fix the '404 error' that displays after selecting the CubeCart menu and product links

- 1. The .htaccess file contains rewrite conditions, but IIS7 cannot interpret .htaccess like Apache2 webserver.
- 2. You need click on the URL Rewrite rules Icon within your website configuration in Internet Information Services, and import the .htaccess file (located in the root folder of the Website)
- 3. The Website URL Rewrite rules that you import will be stored in a 'web.config' file in the root of your website
- 4. There may be one error upon import that will prevent you from saving the rewrite rules to the web.config file.
- 5. You need to delete the line 'RewriteBase /' before saving to the web.config file
- 6. Restart IIS server
- 7. Go test the store front of your website in your web browser. The secondary page links should no

longer display the 404 error.

## If You are Using IIS7, make sure that you install Microsoft URL Rewrite Module 2.0 for IIS (x64) or (x32) as applicable

- The most current MS Installer (\*.MSI) file name available at the time of this publication is 'rewrite 2.0 rtw x64.msi'
- Find the 64-bit msi download here: https://www.microsoft.com/en-us/download/details.aspx?id=47337
- According to the download page, the url Rewrite Module 2.0 provides a rule-based rewriting mechanism for changing requested URL's before they get processed by web server and for modifying response content before it gets served to HTTP clients.

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