
Some people getting session errors after upgrade

Posted by mike240se - 2008/07/24 21:46

after upgrading from 1.5 to 1.71+ 5326, someone who used to do the same surveys is no longer able to do it they are getting:

ERROR

We are sorry but your session has expired.

Either you have been inactive for too long, you have cookies disabled for your browser, or there were problems with your connection.

It used to work fine, nothing else has changed, just hte upgrade. it seems to work fine on my pc, but i never did the surveys before from my pc.

its a simple anonymous survey with no cookies that people can take as many times as they want from any pc.

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Re:Some people getting session errors after upgrade

Posted by Mazi - 2008/07/25 23:21

Please delete the browser cache and try again.

Do you use the old config.php file at the upgraded version?

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Re:Some people getting session errors after upgrade

Posted by mike240se - 2008/08/13 08:05

I did not use the old config.php, i move the settings to the new config.php file.

Is there a way to some how fix this on the server end? clearing some kind of session data or something? its gonna be impossible to get all the users to clear their cache.

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Re:Some people getting session errors after upgrade

Posted by Mazi - 2008/08/13 10:06

I can only recommend to search the forum for "session expired" or similiar words. There have been some discussions about this before.

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Re:Some people getting session errors after upgrade

Posted by mike240se - 2008/08/15 00:38

I did the searching but couldnt find anything relevant to my problem. many people with session errors but i couldnt find any caused by upgrading versions.

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Re:Some people getting session errors after upgrade

Posted by Mazi - 2008/08/15 02:08

Maybe your provider did some changes to the server environment?

You can upload a phpinfo file so we can take a look at your server configuration. Just put the following code into a file named phpinfo.php and upload it to your webserver:

After uploading please post the link to the file.

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