

Troubleshooting a Blank Admin Dashboard After Updating

Symptom

If none of the [Admin Dashboard](#) widgets are loading after you update WHMCS, there may be a problem with the table collation values.

Cause

To gather more information about the cause of the issue:

1. Go to **Configuration > System Settings > General Settings (Setup > General Settings** prior to WHMCS 8.0) and choose the **Other** tab.
2. Enable **SQL Debug**.
3. Return to the Admin Dashboard. The problem will persist.
4. Go to **Configuration > System Logs (Utilities > Logs > Activity Log** prior to WHMCS 8.0).
5. Make a note of any MySQL® errors. For example:


```
Smarty Error: SQLSTATE[HY000]: General error: 1267 Illegal mix of
collations (latin1_general_ci,IMPLICIT) and
(latin1_swedish_ci,IMPLICIT) for operation '=' (SQL: select
count(tblorders.id) as aggregate from tblordersinner
join tblorderstatuses on tblorders.status = tblorderstatuses.title where tbl
1)
```

or

```
Smarty Error: SQLSTATE[HY000]: General error: 1267 Illegal mix of
collations (utf8_general_ci,IMPLICIT) and (utf8_unicode_ci,IMPLICIT)
for operation '=' (SQL: select count(tblorders.id) as aggregate
from tblordersinner
join tblorderstatuses on tblorders.status = tblorderstatuses.title where tbl
1)
```

Solution

To resolve the error, edit the MySQL database structure to ensure that both the tables have the same collation setting.

 Before you make changes to the database, you **must** back it up.

If, after you make these changes, the error persists, or if you are not comfortable making these changes to your WHMCS database, [create a support ticket with technical support](#).

Examples

The examples below describe two possible scenarios for this issue.

Example 1


In this example, the following collation settings are different:

- `tblorders = latin1_general_ci`
- `tblorderstatuses = latin1_swedish_ci`

For success, these values must match.

To do this, you could run the following command against the database:

```
ALTER TABLE tblorderstatuses CONVERT TO CHARACTER SET latin1 COLLATE latin1_general_ci;
```

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Example 2


In this example, the following collation settings are different:

- `tblorders = utf8_general_ci`
- `tblorderstatuses = utf8_unicode_ci`

For success, these values must match.

To do this, you could run the following command against the database:

```
ALTER TABLE tblorders CONVERT TO CHARACTER SET utf8 COLLATE utf8_unicode_ci;
```

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