

I need technical support



Sure thing! Our support team is here 24/7 to assist you as needed. Please select an option below depending on which service you are requesting assistance for

I need assistance with WordPress hosting



Please select a topic from the list below:

Other

4 Be sure to include the site name or domain name so we can provide faster support.



My client, the owner of SellThe LandNow.com told me his main form on his landing page was broken after changing the IPs for CNAME and A-Record and then moving things around and it broke.

SellTheLandNow.com

To exit full screen, click the icon in the top right corner.

Sell the Land

Get multiple cash offers

- Contact 12 land investors
- Cash offers emailed to you
- No obligation. No fees.



Tell Us About the Land

As Seen On



Looks like this

SellTheLandNow.com

How It Works

Tell Us About the Land

Deprecated: Function GFFormsModel::is_html5_enabled is not available: in /www/sellthelandnowcom_910/public/wp

What State and County is the Property Located In?

State

Get Started

As See



Instead of this (this is with WP error check on)
We had both CloudFlare and Kinsta caching and tools on
But now it looks like this

SellTheLandNow.com

To exit full screen, HOW IT WORKS

Sell the Land

Get multiple cash offers

- Contact 12 land investors
- Cash offers emailed to you
- No obligation. No fees.



Tell Us About the Land

As Seen



No worries, I'll be happy to help you with that



Just to confirm - do you know what PHP version the site was running on the previous host before it was migrated to Kinsta?

We don't know if it's caching, Cert (dupe certs?), Plugin incomp, conflict between CF and Kindsta...

No, it was always ON kinsta

Some DNS change or server IPs or something changed in the last 24-hours.

Could it be an updated of the PHP that need downgrading?

(Thanks for your help)



Ah, sorry for the misunderstanding - I thought you meant your client had changed the CNAME and A records from another host to us. I've seen an issue like this happen because of the PHP version in the past, but if you didn't migrate, I don't think it's likely - it would only happen if there was a plugin update that is no longer compatible with PHP 8.1

Is it fine if I enable WordPress debugging temporarily? This might display an error to visitors while it's enabled, but I'm curious to get any other information I can about why this is happening.

This is what it'll look like but yes you may

Notice: Function `_load_textdomain_just_in_time` was called **incorrectly**. Translation loading for the plugin or theme running too early. Translations should be loaded at the `init` action or later. (WordPress version 6.7.0.) in `/www/sellthelandnowcom_910/public/wp-includes/functions.php` on line 6114

Notice: Function `_load_textdomain_just_in_time` was called **incorrectly**. Translation loading for the plugin or theme running too early. Translations should be loaded at the `init` action or later. (WordPress version 6.7.0.) in `/www/sellthelandnowcom_910/public/wp-includes/functions.php` on line 6114

Notice: Function `_load_textdomain_just_in_time` was called **incorrectly**. Translation loading for the plugin or theme running too early. Translations should be loaded at the `init` action or later. (WordPress version 6.7.0.) in `/www/sellthelandnowcom_910/public/wp-includes/functions.php` on line 6114

Notice: Function `_load_textdomain_just_in_time` was called **incorrectly**. Translation loading for the plugin or theme running too early. Translations should be loaded at the `init` action or later. (WordPress version 6.7.0.) in `/www/sellthelandnowcom_910/public/wp-includes/functions.php` on line 6114

SellTheLandNow.com

How It Works

SellTheLandNow.com

Get multiple cash offers

SellTheLandNow.com

How It Works

Tell Us About the Land

Deprecated: Function GFFormsModel::is_html5_enabled() is deprecated and available in /www/sellthelandnowcom_910/public/wp

What State and County is the Property Located In?

State

Get Started

As Seen



When you debug it shows up the way it's supposed to be



Ah, interesting

He's said, "I've had this problem before, a couple years ago, but I forget what it is"

As they say in Hawaiian "Mahalo"

Thank you

(I am not Hawaiian)

Thanks for all your help with this. Top-tier

Any luck, Isaac? It's such a mess of a WP install that updating the plugins makes the site break... so be careful. It's not my work. I really am just the SEO guy.

I am back... I accidentally closed the window... do I still have you?

I put CloudFlare onto "Development Mode"

I mean, I did that before I "called" you to chat

I am not seeing it if you are chatting

I am just seeing three dots



Yes, you still have me

The "Deprecated" warning (when debugging is on) means that the form tried to call a method (`GFFormsModel::is_html5_enabled`) that GravityForms no longer recommends using.

I *believe* that this is the reason why it works in debug mode, but not without it - I believe that the method works on debug mode to allow you to test the function, even though it is not allowed for use in Live sites.

According to what I found on the GravityForms code, this function was removed on GF version 2.8 - your site is running version 2.9.1.

I see. Is there any way to downgrade?

By hand?



Knowing this, there's three potential ways to fix this. In order from easiest to hardest (and from least to most recommended), they're the following:

Disable `WP_DEBUG_LOG`, but keep `WP_DEBUG` open. This will hide errors on the frontend, but keep the site in debug mode which (if my suspicion is right) will let the form appear just fine

Downgrading by hand - this is easy to do and I can take care of it for you. However, I don't usually recommend running older plugin versions since they can cause conflicts or have vulnerabilities which have been fixed on later versions

Update the form/theme code so that it doesn't use the deprecated function. This will require the help of a developer, so it is a bit of a difficult option.

Honestly, I would first try the `WP_DEBUG` trick and see if that helps - if the form works fine with that, then I recommend talking to a dev to fix the site/theme code. Let me know if you'd like me to make this change or if anything is unclear

How do I do this? (Before I ask ChatGPT)

> Disable `WP_DEBUG_LOG`, but keep `WP_DEBUG` open. This will hide errors on the frontend, but keep the site in debug mode which (if my suspicion is right) will let the form appear just fine

Can you try the `WP_Bug` trick? Any of the tricks. You have carte blanche

Whatever you need. Please do the debug not log/open trick?

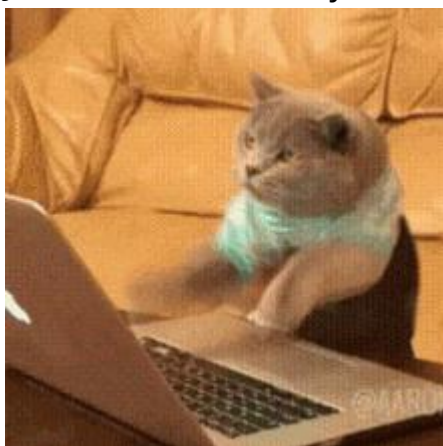
Pretty please/



Sure thing

```
define('WP_DEBUG', true);  
define('WP_DEBUG_DISPLAY', false);  
define('WP_DEBUG_LOG', false);
```

Just a second while I try that...



I am a terminal/ssh/ftp guy. Is there a GUI/tool way of accessing `.htaccess` and `wp-config.php` in future?

(Don't forget to comment your code ;))



via Tenor



No need to comment it - It didn't work :(I left the wp-config.php file the same as it was before.

We don't have a GUI tool for that, but I usually recommend using [sFTP](#) instead which gets pretty darn close to a GUI. I do think SSH access is quicker if you a terminal open already, though ;)

Carte blanche is carte blanche, so I hope you don't mind that I try downgrading GravityForms next. I'll take a quick backup before I do that....

Sorry about the delay... I had to respond to an email

> Carte blanche is carte blanche, so I hope you don't mind that I try downgrading GravityForms next. I'll take a quick backup before I do that....

Yes please...

If oyu would be so king (sorry for the delay)



No worries! I've been working on that right now, but to be honest, it's not quite cooperating with me. It is complaining that the plugin isn't there whenever I specify a version

```
sellthelandnowcom@bpc-sellthelandnowcom-live-prod:~/public$ wp plugin upda
Success: Plugin already updated.
sellthelandnowcom@bpc-sellthelandnowcom-live-prod:~/public$ wp plugin upda
Warning: gravityforms: Plugin not found.
Error: No plugins installed.
```

Since I have a backup of the site already, I'll try deleting and reinstalling GravityForms, which shouldn't affect any of the data on your site. Just a moment more while I'm trying that

Inshalla

(I mean inshallah!)

Good luck and godspeed! Crossing fingers...

Any news?

FYI

On 1/8/25 13:48, Ryan Dick (Basecamp) wrote:

> I updated GF plugin this morning. But, the form was not displaying previous to the update. I updated the plugin in hopes it would resolve the issue.

Not good news. It looks like the issue I got with downgrading is not a bug, but rather it was done on purpose by the GravityForms team - I just found on their documentation that older versions are only available by contacting their support team directly

If you do need access to a prior version of Gravity Forms for testing or other purposes, please identify what you need and why in **your Support request** so we can review your issue. Note that providing access to previous versions is not guaranteed, and will be evaluated by the Support team on a case-by-case basis.



If you don't mind, I'll restore the backup so we can be back at square 1 with GF installed - I'll let you know as soon as that's done....

Thanks...

I see it now...

Info

Domains

Backups

Tools

Redirects

Plugins and themes

Add-ons

IP deny

Analytics

Custom

Backup restoration in progress

A backup is currently being restored to this environment. It will take a little while depending on the size of your site. We will notify you when the backup is being restored. We will notify you when the restoration is complete.

Yes... you may: "If you don't mind, I'll restore the backup so we can be back at square 1 with GF installed - I'll let you know as soon as that's done...."
If you hadn't already



Yes, I did - that's what you're seeing

Here's a manly hug: {{{HUG}}}

Thank you

Did you restore it to the BEFORE time or to the BROKEN time?

Like to a couple days ago or to latest copy?



Right before I made any changes - I believe that's the broken time you mean.

So, now we need to grovel to the GF people?

There's no third option, right? The next step is appealing to GF?
Are we done?



Apologies again for the slow response

Honestly yes, I think that would be the best option at this point. The secret third option is to look at your site's code, find out where exactly it is calling `GFFormsModel::is_html5_enabled`, and then rewrite that so that it no longer uses this deprecated function. Again, this is outside of our scope of support, so I can't promise that my colleagues will be able to do something like this in the future - but if you don't mind waiting a little more I can see what else I can find out about that specifically

If you can give it a GO and then I will pursue a relationship with the GF people to see if they'll release the code to us. Pretty please.!



My current guess is the gravityview plugin - I ran a full text search and that's the only plugin that mentions this function....specifically, in these two files:

```
./wp-content/plugins/gravityview/templates/fields/field-post_image-  
html.php  
./wp-  
content/plugins/gravityview/templates/deprecated/fields/post_image.ph  
p
```

I'm not a PHP developer, so I wouldn't be comfortable editing that code - but I do notice that this plugin has an update available: (from 2.30.1 to 2.33.2):

gravityperks	active	availa
gravityview	active	availa
gravityview-advanced-filter	active	availa

I'd say there's a decent chance that the gravityview developers probably fixed this between those two versions, so if you don't mind I'm gonna try updating that plugin - just a moment more....

Yes, try.

Please

53 of 200 max characters

Question *(Required)*

Hello!

I am the SEO guy and sort of webmaster and the form you see on the front page of <https://sellthelandnow.com/> is one of yours but after looking at the debug issue, that form is deprecated with 2.8 and the Kinsta tech and I discovered that you can implement a version of Gravity Forms with your blessing please let me know!

Cheers,

Chris

I agree with the [privacy policy](#)

Submit

I am sending this to GF

Sent

"Hello!

I am the SEO guy and sort of webmaster and the form you see on the front page of <https://sellthelandnow.com/> is one of yours but after looking at the debug issue, that form is deprecated with 2.8 and the Kinsta tech and I

discovered that you need to ask on a case by case basis. Pretty please? The site basically runs on this one form and this one deprecated code. We would like to download and implement a version of Gravity Forms with your blessing to install it into <https://sellthelandnow.com/> -- please let me know!

Cheers,
Chris"



Sounds good - fingers crossed

I'm hoping they respond quickly, but if they're taking too long it is not a bad idea to check with a dev yourself as well just in case



via Tenor

And you did that update of the plugin?



Yep, no change :(The newer version does remove that deprecated function, but the form is still not showing up.... so maybe that function was a red herring the whole time. Maybe that's why the WP_DEBUG trick didn't work earlier.

OK, I guess we hit a wall. I hope the dev team isn't still on holiday.

(I mean nobody works as hard as you, Isaac)



I'm flattered