

Issues with Duplicator plugin

Ver: 1.3.x

Observations & findings by Steve Wood

The plugin

- **Duplicator – WordPress Migration Plugin**

- By [Snap Creek](#)

- Duplicator gives WordPress users the ability to migrate, copy, move or clone a site from one location to another and also serves as a simple backup utility.

- Version: **1.3.10**
- Last updated: **1 month ago**
- Active installations: **1+ million**
- WordPress Version: **4.0 or higher**
- Tested up to: **5.1.1**
- PHP Version: **5.2.17 or higher**

(@ 16-4-2019)

The problem

- Having problems getting Duplicator (1.3.4) to re-install site on new server.
 - Stops after STEP 1 with a white screen
 - Log file shows it has stopped after STEP 1 of install with url of <http://my-url/dup-installer/main.installer.php> displayed in browser.
- dup-installer-bootlog
 - Last line:
 - Apr 10 09:13:59 No detected errors so redirecting to the main installer. Main Installer URI = <http://my-url/dup-installer/main.installer.php>
- dup-installer-log
 - Last Line:
 - STEP-1 COMPLETE @ 09:15:52 – RUNTIME: 56.6809 sec.

(Log files on server – accessed via ftp)

Investigation

- Tried running /main.installer.php manually and fails still.
- Tried install several times (deleting all files from server via ftp each time)
- Eventually tried installing another older Duplicator archive package
 - Works perfectly !
 - This other package was generated with an older version of Duplicator (1.2.52)
- Problem appears to be with the Version 1.3.4 (& 1.3.10) package.

Version 1.2.52 options defaults

- STEP 1 “options” default settings
 - “Extraction” is set to “PHP ZipArchive”

Duplicator

version: 1.2.52
[help](#) » [unlocked](#)

Mode: Standard

Step 1 of 4: Deployment

+ Archive Pass

+ Validation Pass

- Options [help]

General

Extraction: Manual Archive Extraction
PHP ZipArchive

- STEP 1 “options” default settings have changed in 1.3.x versions
- “Extraction” is now set to “Shell Exec Unzip”
- Change this to “PHP ZipArchive” and it all works fine again.

The solution

Options

General

Extraction: Manual Archive Extraction *
PHP ZipArchive
Shell Exec Unzip

*Option enabled when archive has been pre-extracted [\[more info\]](#)

Permissions: All Files All Directories

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