# PHP extension page in Zend Server displays "Warning: The extension <extension_name> is not loaded"

## Issue

When viewing the PHP Extension page in Zend Server (Configuration > PHP), one of the extensions shows an orange "Warning" status and has the message "Warning: The extension <extension_name> is not loaded."

## Environment

Zend Server 6

Apache

Linux

## Resolution

Check the apache error logs for further error messages.  The location of the apache logs will vary depending on the operating system and the apache configuration.  The following example was found in the Apache logs in RHEL 6.

Warning:  PHP Startup: Unable to load dynamic library '/usr/local/zend/lib/php_extensions/pdo_dblib.so' - libsybdb.so.5: cannot open shared object file: No such file or directory in Unknown on line 0

In the case of a missing library, use the distribution's package management tools to verify which package should provide the file.  For many files it is possible to reinstall the package without side effects.  **If there is any doubt, please contact the support team for verification.**

Continuing with the RHEL 6 example, the following correctly installs the missing library.

# yum provides /usr/local/zend/lib/php_extensions/pdo_dblib.so

# yum reinstall php-5.3-pdo-dblib-zend-server

# service zend-server restart

## Details

In Linux installations, Zend Server consists of many packages.  If one of the files is removed after installation, reinstalling the package will put the file back in the proper location.