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Fixing “Call to undefined function”: the extension that is missing

PHP Errors & Logs

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MozOut International
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https://www.my.mozout.com/knowledgebase/2484

Fixing “Call to undefined function”: the extension that is missing

PHP Errors & Logs Created on **October 10, 2026** 3 min read



The message “Call to undefined function name()” says the code called a function that **the PHP of this folder does not have**. Nearly always it is an extension that is switched off in this PHP version, and you switch it on in `Select PHP Version`. The start of the function’s name tells you which one.

It is not a function we “disabled”: no PHP function is disabled on this server (see **exec and shell_exec**). It is a function that was not loaded.

From the function to the extension

The function starts with…	Extension to switch on
mb_ (mb_strlen, mb_substr)	mbstring
curl_	curl
imagecreate…, imagejpeg…	gd (or imagick, for the Imagick class)
bcadd, bcmul…	bcmath
gmp_	gmp
pg_ (pg_connect)	pgsql. PostgreSQL exists; the module ships switched off.
imap_, ldap_	imap, ldap
mysql_ (mysql_connect)	None: these functions were **removed in PHP 7**. The code is old and has to move to mysqli or PDO. See **connecting to MySQL from PHP**.

The same goes for “Class not found”: `Imagick`, `ZipArchive`, `SoapClient` and `Redis` are classes that come from extensions (imagick, zip, soap, redis).

Fixing it, step by step

1. **Note the function name** and the file that calls it, both in the message.
2. **Check which PHP version** runs in that folder (see **viewing and adjusting your PHP configuration**). It is the most common reason for an extension being “on and not on”: you switched it on for one version and the site runs on another.
3. In `Select PHP Version`, pick that version, open **Extensions** and tick the extension from the table. See **switching a PHP extension on**.
4. Reload the page that gave the error. If it persists, check with a file containing `<?php phpinfo();` that the extension shows as loaded.

Not sure which extension a function belongs to? Look its name up on *php.net*: each function’s page says which extension it belongs to and from which PHP version it exists. It is safer than switching extensions on blindly. And if the extension is not in the list for that PHP version, try another version; an application that demands an extension the account does not offer is a case for a VPS.

Changed the PHP version and the error only appeared now?
Every version has its own set of enabled extensions. The ones you ticked on the old version do not carry over: tick them again. See **changing your PHP version without breaking the site**.

A missing extension can be code that is too old.
If the function vanished from PHP itself (as with `mysql_*`, and `each()` and `create_function()` in PHP 8), no box brings it back. Update the application or, until you can, use an older PHP version for that folder only.

NEED A HAND?

Switched the extension on and the function is still missing? Send us the message, the folder and the PHP version.

Open a support ticket →

SEE ALSO

- Switching a PHP extension on or off
- Viewing and adjusting your PHP configuration
- Do exec and shell_exec work here?
- Where the PHP error log is

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