
Quiz halted on \"Prepare\" status

Posted by Disaron - 2014/07/25 15:01

Hi! Sometimes (I can't catch when, maybe when more than one users try to begin quiz simluteniuosly) record in ariquizstatisticsinfo halted on Status=Prepare. In this case user can't done the quiz, he get "quiz not passed" message. How to resolve this trouble?

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Re:Quiz halted on \"Prepare\" status

Posted by admin - 2014/07/25 17:23

Hello,

Could you provide a temporary access to your J! backend by email and account which can be used to see the problem?

Regards,
ARI Soft

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Re:Quiz halted on

Posted by Disaron - 2014/07/25 18:47

admin wrote:

Hello,

Could you provide a temporary access to your J! backend by email and account which can be used to see the problem?

Regards,
ARI Soft

Unfortunaly no :(

My server in big LAN segment for >25K computers phisycally delimited with Internet. For connect to Internet I can be fired immediatly.

I know that is telepathy but could you say me vector to find solution?

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Re:Quiz halted on

Posted by admin - 2014/07/25 18:55

Could you send SQL dump for #__ariquizstatistics and #__ariquizstatistisinfo DB tables with records related to a problem quiz session?

Regards,
ARI Soft

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Re:Quiz halted on

Posted by Disaron - 2014/07/25 19:10

Thanks for reply. I send it for monday (now working week is end). By now I use dirty hack which removes all records with status "Prepare" that exists more than 10 seconds. :) It solves problem temporary.

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Re:Quiz halted on

Posted by Disaron - 2014/07/28 07:53

admin wrote:

Could you send SQL dump Hi, I can't attach dump's to post. Send to info@... Thanks!

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Re:Quiz halted on

Posted by admin - 2014/07/28 09:36

Do you mean records with StatisticsInfold = 13180?

Regards,
ARI Soft

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Re:Quiz halted on

Posted by Disaron - 2014/07/28 10:00

Yes. 13178 and 13180.

Hmmm, I see, that you use MyISAM engine for this tables. I don't tune this params, because use innodb generally. Maybe small tuning will get some effect.

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Re:Quiz halted on

Posted by admin - 2014/07/28 10:10

According to records, it seems quiz with ID = 3 contains 0 questions (QuestionCount field is populated with 0 value in #__ariquizstatisticsinfo table).

Regards,
ARI Soft

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Re:Quiz halted on

Posted by Disaron - 2014/07/28 10:13

No, it contain 1 question, but bug exists in quizzes with more than 40 questions too.

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Re:Quiz halted on

Posted by admin - 2014/07/28 10:40

Unfortunately we don't see structure of your quizzes and quizzes settings. It is hard to investigate the problem only by SQL dump for quizzes results. We only see the reason that the problem occurs because QuestionCount is set to 0.

Regards,
ARI Soft

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Re:Quiz halted on

Posted by Disaron - 2014/07/28 10:46

OK, thanks for target. I'll try to find, why it can set to 0 during start. By the way, when "Prepare" status is generated, on what stage? During start ticket generation? Or it can be set before every question during quiz?

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Re:Quiz halted on

Posted by admin - 2014/07/28 10:48

This state is set when quiz session ticket is generated.

PS: If you reproduce the problem on a public server or provide exact steps how to reproduce the problem, we will help to investigate it.

Regards,
ARI Soft

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Re:Quiz halted on

Posted by Disaron - 2014/07/28 10:59

Reproduce... I don't know how to produce it for reproducing. :) Just start quiz by pressing button that's all, have this error in 1/100(200 or more) tries.

Thanks again for help, in case that is generated only for start session, it not big trouble - hack will save me temporary. If I find solution then let to know you.

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Re:Quiz halted on

Posted by Disaron - 2014/10/02 19:04

well this trouble going to this:

[http://www.ari-soft.com/ARI-Quiz-Lite/20774-Error-Dear-Guest-You-have-Not-Passed-quiz-\\$Q.html](http://www.ari-soft.com/ARI-Quiz-Lite/20774-Error-Dear-Guest-You-have-Not-Passed-quiz-$Q.html)

It produced because on composing quiz stage nothing write to #__arquizstatistics (I don't know why), and quiz going to "finished" stage meanwhile in #__arquizstatisticsinfo is on "Prepare" stage.

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Re:Quiz halted on

Posted by admin - 2014/10/02 19:18

Hello,

Could you provide a link to a page where we can see the problem and a temporary access to your J! backend by email so we can investigate it?

Regards,
ARI Soft

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Re:Quiz halted on

Posted by Disaron - 2014/10/03 03:21

Unfortunaly no. As I said ealier my site in intranet.

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Re:Quiz halted on

Posted by admin - 2014/10/03 05:37

You can reproduce the problem on a public server so we can investigate it.

Regards,
ARI Soft

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Re:Quiz halted on

Posted by Disaron - 2014/10/03 05:54

I think that I found bug.

Component generates ticket id like already exists in DB (#__arquizstatisticsinfo). Query by ticketId return two records one in status 'Finished', another in 'Prepare'. This records has different UserId/QuizId/Start|EndDate and other fields.

UP: I changed method generateTicketId(). Looking for results...

UP2: 130 attempts without bug. Problem solved..?

UP3: Problem solved. Can I hope for small hot pie? :))))

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