
Popup not working

Posted by patsyh - 2013/07/06 16:44

Hi there...I just purchased colorbox and setup a simple gallery but when you click on the image the popup doesn't appear:-(instead I get a standard HTML page

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Re:Popup not working

Posted by admin - 2013/07/06 16:53

Hello,

Is it possible to see the problem? It can be a javascript conflict with a 3rd party extension.

Regards,
ARI Soft

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Re:Popup not working

Posted by patsyh - 2013/07/06 16:59

Hi there, my site is current down for maintenance, but I can put in online for the next 5mins for you to view...
www.phcreative.net

Go to 'branding options and at the bottom of that page I've placed the ARI module

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Re:Popup not working

Posted by admin - 2013/07/06 17:03

This problem with the following javascript:

```
if (typeof RokBoxSettings == 'undefined') RokBoxSettings = {pc: '100'}
```

It should be:

```
if (typeof RokBoxSettings == 'undefined') RokBoxSettings = {pc: '100'};
```

It seems the code is added by RokBox extension or extension which uses RokBox.

Regards,
ARI Soft

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Re:Popup not working

Posted by patsyh - 2013/07/06 17:11

Can you advice on how to amend...

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Re:Popup not working

Posted by admin - 2013/07/06 17:24

Disable the extension which generates this code or fix the code in extension which generates.

PS: We can investigate it in more details and fix it if you provide a temporary access to your J! backend by email.

Regards,
ARI Soft

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Re:Popup not working

Posted by patsyh - 2013/07/06 19:36

Hi there an email has been sent

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Re:Popup not working

Posted by admin - 2013/07/06 19:50

Check your mail.

Regards,
ARI Soft

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Re:Popup not working

Posted by patsyh - 2013/07/06 20:09

please advise on how I can resolve this issue as I have payed for a popup module which is not popping up

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Re:Popup not working

Posted by admin - 2013/07/06 20:23

We described the reason why the extension doesn't work in our previous post. This problem with incorrect javascript code which is used by another extension and it is necessary to fix the extension which includes this code because it can cause the problem with other extension too.

PS: We updated "ARI Colorbox" module to avoid this problem so you can download and upgrade the module, but incorrect code can cause the problem with other extensions.

Regards,
ARI Soft

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