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## Pretty Photo is not working

Posted by eliecer - 2010/11/15 21:51

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Hi there,

I recently bought your component "ARI Pretty Photo" with the objective to show virtual tour in my site.

<http://www.virtualbc.ca>

The problem is once I click on the picture inside the popup window.

It's going to the desire website address but using the whole tab and not the Pretty Photo Component.

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## Re:Pretty Photo is not working

Posted by admin - 2010/11/16 07:10

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Hello,

What link on provided page we can use that see the issue? We can't find link which shows pretty photo lightbox.

Regards,  
ARI Soft

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## Re:Pretty Photo is not working

Posted by eliecer - 2010/11/16 07:44

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Hi,

I am using the hotspots component from [www.compojoom.com](http://www.compojoom.com)

It's a highly configurable google maps marker Manager that supports multiple categories with different icons for your locations (markers).

I installed all the ARI Pretty Photo plugins and I tried all the different ways to implement them without success.

The last I tried was:

### HTML Link

The links (image & text) are inside markers but this markers are dynamically loaded with ajax. I dunno if that could be a problem to implement Pretty Photo Plugins.

The only link I can provide you is the link to the main page [www.virtualbc.ca](http://www.virtualbc.ca)

or can give you access to the joomla administrator panel.

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## Re:Pretty Photo is not working

Posted by admin - 2010/11/16 09:32

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Thank you for the explanation. Try now please. The plugin didn't work because content is loaded dynamically but the plugin initialized when document is loaded. We installed custom version of the plugin on your site and now it can work with "HotSpots" component.

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PS: One note, we added "iframe=true&width=650&height=400" parameters to link.

Regards,  
ARI Soft

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## Re:Pretty Photo is not working

Posted by eliecer - 2010/11/16 10:06

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Hi,

When you said "We installed custom version of the plugin on your site"  
what did you mean?

I didn't give you access to my site yet, how did you installed a custom version of the plugin on my site? Anyways, I see it's not working yet. I clicked on the image inside the market and I see no changes.

or did you upload a custom version to the member area and I will need to reinstall the plugins?

Sorry for the mis-understanding.

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## Re:Pretty Photo is not working

Posted by eliecer - 2010/11/16 10:15

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Hi,

I just sent login information to: [info@ari-soft.com](mailto:info@ari-soft.com)

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## Re:Pretty Photo is not working

Posted by admin - 2010/11/16 11:32

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We have received mail with credentials. It seems you have created it on Joomla! backend and Joomla! automatically send credentials to mail assigned with new user. We have installed update plugin on your site and it works in FireFox and Google Chrome browsers, but it seems it doesn't work in IE. We'll investigate this problem and report about results soon.

Regards,  
ARI Soft

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## Re:Pretty Photo is not working

Posted by admin - 2010/11/16 11:40

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BTW, we have checked it in IE, Google Chrome, FireFox and Opera browsers and it works fine. When we click by image in "Mission Creek Greenway" info window, lightbox appears.

PS: If it doesn't work try to clear browser's cache.

Regards,  
ARI Soft

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## Re:Pretty Photo is not working

Posted by eliecer - 2010/11/16 11:43

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Hi,

Thanks for the support.  
the plugin doesn't work all the time in Firefox or Google Chrome.

If you load the page few more times cleaning the cache, sometimes the plugin works and sometimes it doesn't work. It doesn't work in Internet Explorer at all.

I'll be waiting the results.

Thanks again.

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## Re:Pretty Photo is not working

Posted by admin - 2010/11/16 12:45

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Try now please.

Regards,  
ARI Soft

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## Re:Pretty Photo is not working

Posted by eliecer - 2010/11/16 18:58

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Thank you so much.

Looks that It's working in all browsers.

What was the problem?

One more question, If I update the hotspot component, the changes you made will be erased?

Thanks again.

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## Re:Pretty Photo is not working

Posted by admin - 2010/11/16 19:07

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It didn't work in the previous time because HotSpots component calls init method "setVariables" twice. We updated "System - ARI Pretty Photo" plugin so you can update HotSpots component without problems.

Regards,  
ARI Soft

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## Re:Pretty Photo is not working

Posted by eliecer - 2010/11/17 08:28

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Excellent work guys !!!

and thank you so much for all the support.

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## Re:Pretty Photo is not working

Posted by admin - 2010/11/17 08:39

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You are welcome. Check your mail please we have sent updated plugin which we installed on your site.

Regards,  
ARI Soft

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## Re:Pretty Photo is not working

Posted by eliecer - 2010/11/17 10:26

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Thanks for so excellent support!

A 5 Stars Review has been submitted !

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