
Not saving modchanges not able to create new mod

Posted by ahasse - 2016/09/14 14:01

Hello,

We've encountered something strange. We've been using this module for a few years now and love it; but while we were working on our dev instance of the site; we found we were no longer able to save a module. I performed the following steps today:

1. duplicated a module
2. opened it up and changed the title
3. Clicked "Save and Close"
4. In our Ari table module list in the back end the module indicated that I had the module checked out and the title I tried to change did not work.
5. I also tried to modify the module by replacing a csv file. Same thing, I could not save the module and none of the changes took.
6. One other thing I attempted was to create a new module. I was able to do that, but once I clicked on "Save" it did not save it nor did it ever list new module, so I couldn't create one.

Unfortunately I could not give you access, but can send more info as needed. Also, this problem arose yesterday. We are running Joomla 3.4.8 and running ARI Data Tables Module version 1.15.10, ARI Data Tables Plug-in 1.11.0, System plugin ARI AJAX Dispatcher 1.1.0, System plug-in ARI Extensions 1.3.0. All are published.

Let me know if you need more information. I look forward to feedback.

Thank you, Katy

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Re:Not saving modchanges not able to create new mod

Posted by admin - 2016/09/14 14:28

Hello,

It can be a problem with security rules of mod_security module for Apache web server (for example limit for number of request variables).

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

Regards,
ARI Soft

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Re:Not saving modchanges not able to create new mod

Posted by ahasse - 2016/09/14 15:08

unfortunately I can't get you backend access because of our fire wall and security. Is there something I can zero in on to check? Thanks

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Re:Not saving modchanges not able to create new mod

Posted by admin - 2016/09/14 15:15

We described the possible reason of the problem in our previous post.

Regards,
ARI Soft

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Re:Not saving modchanges not able to create new mod

Posted by ahasse - 2016/09/14 16:47

thank you.

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