JSON Parse Error Opening ARI Modules in Backend

Posted by kefford - 2016/10/25 21:31

Hi,

Today I installed the latest versions of both ARI Datatables and Smart Content on my Joomla site. I am also using the latest 3.6.4 version of Joomla.

I am now seeing that every time I attempt to open any of the ARI DataTables modules I get the error shown in the attached screen grab.

The error "decoding JSON data: Syntax error". In the frontend of the website all seems to work fine.

Any ideas?

Ken

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Re:JSON Parse Error Opening ARI Modules in Backend

Posted by kefford - 2016/10/25 21:31

Sorry, here is the screen grab. http://www.ari-soft.com/images/fbfiles/images/ARI_DataTable_Error.jpg

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Re:JSON Parse Error Opening ARI Modules in Backend

Posted by kefford - 2016/10/25 21:54

I was wrong, the frontend processing of data NO longer works correctly. All the ARI modules return NO data. This is a serious issue.

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Re:JSON Parse Error Opening ARI Modules in Backend

Posted by kefford - 2016/10/25 22:10

I have rolled back to ARIDataTables version 1.15.12 and then re-installed both of the following files,

class.LoadAll.php
class.PrepareIn.php

These you provided me as customizations for processing the IN statements in SQL.

The ARI modules are all returning NO DATA. Why?

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Re:JSON Parse Error Opening ARI Modules in Backend

Posted by kefford - 2016/10/26 01:20

Let me add some final information that may help debug this issue.

The JSON issue is related to the Joomla version, and the problem exists since 3.6.3. It is a known issue. I rolled back to Joomla 3.6.3 and the JSON issue remains.

I researched and it is a result of tighter syntax in the newer Joomla versions since 3.6.3 all done to tighten security. Extensions with poor syntax for JSON calls are now rejected outright. Start there.

I was able to restore the frontend working correctly after restoring from backup. The new version of ARIDataTables replaced the file "class.LoadAll.php" and removed the line that loads the custom "PrepareIn"filter you created.

Will I have to do this every time an update is installed? Why? Why not just add that line to the standard file and include the "PrepareIn" filter? Why leave this as a manual process? This is a recipe for disaster. It is only a filter, just add to the base product!

Let me know when you have a solution to the JSON issue. Right now I cannot access any of my ARI datatables modules via the backend.

Ken

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Re:JSON Parse Error Opening ARI Modules in Backend

Posted by admin - 2016/10/26 07:18

Update "ARI Data Tables" module to the latest version (1.15.13). It fixes the problem with "JSON" error message.

"PrepareIn" is a custom module so we don't include to a standard version of the extension.

Regards,
ARI Soft

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Re:JSON Parse Error Opening ARI Modules in Backend

Posted by kefford - 2016/10/26 08:07

To be absolutely clear, I am already using version 1.15.13 of ARI datatables and the JSON error remains when used in either joomla 3.6.3 or 3.6.4.

Now, regarding the "PrepareIn" please provide instructions on how I am supposed to update ARI datatables each time a new release is loaded in order to retain the "PrepareIn" functionality.

I updated the extension then re-copied the 2 files you provided in the customization. But again, I now have 1.15.13 and still have the JSON error. Plus, all my ARI modules stopped pulling data correctly in the frontend (all use the IN method).

Your extension promotes clearly that it uses standard SQL for data. The IN statement is part of standard SQL, so should it not be part of the core product?

This needs to be avoided. I cannot have my site go down each time an update to ARI datatables is loaded.

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Re:JSON Parse Error Opening ARI Modules in Backend

Posted by admin - 2016/10/26 09:40

Could you provide a temporary access to your J! backend by email where the problem occurs with "ARI Data Tables" v. 1.15.13 so we can investigate it? We can't reproduce the problem on our test server.

Regards,
ARI Soft

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