Problem with display when activating thumbnails

Posted by rdrodgers - 2013/07/07 05:32

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I saw the demo of 3D Carousels on Joomla.org and knew that I could adapt it to my family site. I was impressed with the features and versatility of ARI Cloud Carousel. I wanted to give my page of Christmas collection photos dwelling on Flickr a secondary selection option of photo sets.

After doing the installation and inputting the photo directory of my cover photo (using one picture from each Flickr set as a carousel photo), I ran into a serious problem where my entire page was empty of main content area data. (ARI Cloud Carousel placed in separate module from Flickr component displayed in main content area. Looked at my template and Jquery Easy plugin as likely source of problems. I discovered that deactivating the display of thumbnails in ARI Cloud Carousel, Flickr content was able to display as expected. After spending most of the afternoon trying to manipulate the options in ARI Cloud Carousel, I decided to contact ARI-Soft and ask for assistance. Being a free extension, I didn't expect a quick reply. So, I spent the that night trying different slider extensions. I was not happy satisfied with how the selection options on the site looked. (I planned on having about 11 different years of Christmas photos placed within the carousel.) As I was slowly losing hope and working on the options, I noticed that the site I was working on had ARI Cloud Carousel reactivated. I checked the user log and saw that ARI-Soft was logged on and working on my problem. This was about midnight (MST) during the start of the weekend. When I checked a few hours later, the extension was working as advertised.

Turns out the problem was having a mismatch on the number of images between the image and thumbnail directory. (Go figure)

I rarely write on forums to explain a problem solution, but ARI-Soft went above and beyond my expectations on supporting their free Joomla extension in such a quick fashion.

Site is still in development, but the link to the ARI Cloud Carousel and Flickr products can be seen at: http://www.therodgersfamily.com/pictures/photochristmas

Regards.

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