Download working, viewer is not.
Posted by adamdiel - 2012/03/02 19:20

I downloaded the most recent version of ARI Doc, and am running on Joomla 2.5.1.

Here is my code

{aridoc engine="google" width="550" height="450"}documents/cs455w1.doc{/aridoc}

I can use the download link and download the document, but google or zoho won't display the article.

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Re:Download working, viewer is not.
Posted by admin - 2012/03/02 19:33

Hello,

Provide a link to a page where we can see described problem.

Regards,
ARI Soft

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Re:Download working, viewer is not.
Posted by adamdiel - 2012/03/02 19:38

The site itself isn't a public facing site, but the server it runs on does have an internet connection, could this be the issue?

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Re:Download working, viewer is not.
Posted by admin - 2012/03/02 19:40

If you use "localhost", it will not work. Google (Zoho) service should have ability to download the file.

Regards,
ARI Soft

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Re:Download working, viewer is not.
Posted by deserthighway - 2012/04/19 00:55

I am having the same problem on my website:

http://tinyurl.com/cpgregc

I did try downloading and installing the extension again to make sure I had the latest version. So now I have 1.1.2 but that did not resolve the issue.

As an adjacent issue, I suggest that publishing the version number next to the download link on your website would be helpful to others checking if they need to update. Otherwise there is no way to tell without actually downloading and installing the package.

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Re:Download working, viewer is not.

Posted by admin - 2012/04/19 06:20

Hello,

What browser do you use? We have checked it in FireFox and it works fine.

Regards,
ARI Soft

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Re:Download working, viewer is not.

Posted by rbruski - 2012/04/19 17:44

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i'm running this from a localhost as well and google and zoho don't work. i guess that is understandable... however iframe works... but not on IE. maybe there is a browser configuration i have incorrect?

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Re:Download working, viewer is not.

Posted by admin - 2012/04/19 18:47

Read the answer here.

Regards,
ARI Soft

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Re:Download working, viewer is not.

Posted by deserthighway - 2012/04/20 01:19

I am using Firefox 11. I tested again in Internet Explorer 8 and it works fine in that browser.

I have also tried starting Firefox 11 in Safe Mode with add-ons disabled to see if that had any impact, but it still does not load the in-page document. There is a huge amount of white space where the document SHOULD appear, and below that is the actual download link.

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Re:Download working, viewer is not.

Posted by admin - 2012/04/20 06:40

Hello,

What plugin code do you use and where we can see described problem?

Regards,
ARI Soft

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Re:Download working, viewer is not.

Posted by deserthighway - 2012/04/20 23:47

I use the following code:

{aridoc engine="google" width="100%" height="700"}images/bartholic/Tulsa Carjacking Crash Victims Recovering In

Hospital - NewsOn6.com - Tulsa, OK - KOTV.com.pdf{/aridoc}

You can see described problem here:

http://tinyurl.com/cpgregc

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Re:Download working, viewer is not.

Posted by admin - 2012/04/21 16:16

The plugin works fine in FireFox v. 11.0 on our side:

http://www.ari-soft.com/images/fbfiles/images/doc-6677bdabaac1b927f95bf72e3b726fc0.jpg

Regards,
ARI Soft

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