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## Error opening site after deactivate or uninstall

Posted by DJProject - 2013/05/14 09:18

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Hello,

after deactivating or uninstalling the ARI Docs Viewer 1.3.4 my site won't work anymore and brings in Firefox an empty site or in Google Chrome a HTTP 500.

So how can I do a clean uninstall of ARI Docs Viewer 1.3.4?

Thanks, Peter

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## Re>Error opening site after deactivate or uninstall

Posted by admin - 2013/05/14 10:06

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Hello,

The plugin can be uninstalled as any other Joomla! extension via "Extensions -> Extension Manager -> Manage" page on Joomla! backend. If something doesn't work, it can be a problem with Joomla! configuration or folders permissions.

PS: We can investigate the problem in more details if you provide a temporary FTP access to your site.

Regards,  
ARI Soft

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## Re>Error opening site after deactivate or uninstall

Posted by DJProject - 2013/05/14 10:15

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I ONLY deactivate the plugin and the site doesn't work anymore, deactivating without uninstalling!

After uninstalling I must install and activate the plugin again to get my site working again.

How can I give you access to my site? Where should I mail you the FTP-account?

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## Re>Error opening site after deactivate or uninstall

Posted by admin - 2013/05/14 10:17

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Joomla! doesn't execute disabled plugins. It can be a problem with a 3rd party extension.

You can send credentials by email.

Regards,  
ARI Soft

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## Re>Error opening site after deactivate or uninstall

Posted by admin - 2013/05/14 11:39

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Check your mail.

Regards,  
ARI Soft

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## Re:Error opening site after deactivate or uninstall

Posted by admin - 2013/05/14 16:26

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This problem with "enbed\_pdf" plugin.

Regards,  
ARI Soft

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