Only showing blank page

Posted by Duffman_DK - 2016/08/11 19:55

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Hello Ari-Soft

I have downloaded and installed the Ari Docs Viewer.
But when I insert the code with the "Embed Doc Button" it just displays a blank page
I have tried with both a local joomla file, and a url located file.
And tried both the google and pdfjs engine.

Maybe you can help?
I have sent a mail with the url link, and access credentials.

-John

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Re:Only showing blank page

Posted by admin - 2016/08/12 12:48

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Hello,

Try now.

Regards,
ARI Soft

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Re:Only showing blank page

Posted by Duffman_DK - 2016/08/12 19:47

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Great, it works! :cheer:

Can you tell me what the problem was?

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Re:Only showing blank page

Posted by admin - 2016/08/13 06:08

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An old Joomla! version is used on your site. We added support of this Joomla! version to the latest version of the extension.

Regards,
ARI Soft

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Re:Only showing blank page

Posted by Rivierelement - 2016/09/04 18:43

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Thank you for this plugin and for the support, I tried to use as well and received a blank page, I'm on Joomla 3.6.2 and I wonder if I have same issue as other users reported, thank you for your support

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Re:Only showing blank page

Posted by admin - 2016/09/04 18:44

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Hello,

Could you provide a link to a page where the problem occurs and a temporary access to your J! backend by email so we can investigate the problem?

Regards,
ARI Soft

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