Smart Book stopped working
Posted by kieronmcguigan - 2015/01/26 14:59

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Hi,

I've had ARI smart book installed for a few month, but it has suddenly stopped working in the last few days.

It just hangs at "loading"

http://www.drumraghcollege.co.uk/parents/prospectus

Nothing significant has changed on the site since install apart from the addtion of a few K2 articles.

Can you advise please?

Thanks

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Re:Smart Book stopped working
Posted by admin - 2015/01/26 18:48

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Hello,

The problem occurs because several instances of jQuery library are loaded on your site instead of using jQuery instance which is loaded by Joomla! This problem can be fixed with help of "Easy jQuery" or "JS Plant" plugin. We can help to fix it if you provide a temporary access to your J! backend by email.

Regards,
ARI Soft

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