JAccordion and JDialog no longer working

Posted by dsdipcomms - 2011/06/17 01:46
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Hi there,

We have recently transitioned our site from an Apache to IIS server. Since then, we have had issues with some Ari Smart components, but I'm not sure why. Here is a list of which ones work and which do not:

JAccordion does NOT work (http://www.dlgp.qld.gov.au/fact-sheets/structural-reform-fact-sheets.html and
http://www.dlgp.qld.gov.au/maps/development-area-maps.html).
JDialog does NOT work (http://www.dlgp.qld.gov.au/development-applications/flowcharts.html)
JDataTable still works (http://www.dlgp.qld.gov.au/news-media-and-events/media-releases.html)
JFancyBox still works (http://www.dlgp.qld.gov.au/news-media-and-events/capture-queensland-photo-competition.html)
JTableSorter still works (http://www.dlgp.qld.gov.au/fact-sheets/pool-safety.html)

I'm not sure, but I think it's having trouble accessing the css? There is also a JS error on each of the pages that do not work.

Can you please offer some advice? Is there any reason why some components would work and not others? We are using Joomla 1.0.15. Please let me know if you require further information.

Thanks in advance for any help :)

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Re:JAccordion and JDialog no longer working

Posted by admin - 2011/06/17 12:49
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Hello,

The problem occurs because the extension can't load the next javascript file:

http://www.dlgp.qld.gov.au/mambots/content/arismartcontent/system/ari_jquery_loader4a935f49d0d32/js/1.2.6/jquery.min.js

Probably it was deleted or corrupted. Try to re-install the extension. If it doesn't help, could you provide temporary access to your Joomla! backend by email that we can investigate the problem?

Regards,
ARI Soft

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Re:JAccordion and JDialog no longer working

Posted by dsdipcomms - 2011/06/20 01:06
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Thanks so much for the quick response! I found out that actually 5 files are missing (or could be corrupted or do not have correct permissions). These are:

http://www.dlgp.qld.gov.au/mambots/content/arismartcontent/system/ari_jquery_loader4a935f49d0d32/js/1.2.6/jquery.min.js
http://www.dlgp.qld.gov.au/mambots/content/arismartcontent/system/ari_jquery_loader4a935f49d0d32/js/1.2.6/jquery.easing.min.js
http://www.dlgp.qld.gov.au/mambots/content/arismartcontent/system/ari_jquery_ui_loader4a935f4bb69bc/js/1.5.2/themes/smoothness/smoothness.all.css
http://www.dlgp.qld.gov.au/mambots/content/arismartcontent/system/ari_jquery_ui_loader4a935f4bb69bc/js/1.5.2/ui.core.packed.js
http://www.dlgp.qld.gov.au/mambots/content/arismartcontent/system/ari_jquery_ui_loader4a935f4bb69bc/js/1.5.2/ui.accordion.packed.js

Is it safe to simply copy the missing files from our test server? Or should we really re-install the entire thing?

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Re:JAccordion and JDialog no longer working

Posted by admin - 2011/06/20 07:40
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You can copy missed files manually. It should resolve the problem too.

Regards,
ARI Soft

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