dropdown menu invisible in IE7

Posted by Hartmut - 2011/01/06 23:02

Hi there,

I installed the ARI Ext Menu on my website and it's working fine in Firefox, Safari and IE8, but in IE7 the dropdown menu under "Our Tours" is not visible. The links are working, but without displaying the texr. Any idea how to fix it? I really appreciate any help.

Thanks!

www.countrytrails.com.au

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Re:dropdown menu invisible in IE7

Posted by admin - 2011/01/07 08:51

Hello,

We have checked it in IE 6, IE 7 and IE 8 and sub-menu works fine. We can suggest to install IEDevToolbar addon for IE browser (if you use IE 6 or IE 7) or press F12 (if you use IE 8+) that investigate styles of the menu.

Regards,
ARI Soft

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Re:dropdown menu invisible in IE7

Posted by Hartmut - 2011/01/07 09:07

Hi - thanks for the help, I downloaded the iedevtoolbar, how shall I proceed now?

I got feedback from several visitors of the website, that the menu is not visible using IE7 -
and on my machine it is still not there.

What can I do to fix it?

Regards
Hartmut

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Re:dropdown menu invisible in IE7

Posted by admin - 2011/01/07 09:58

You can try to use the following CSS rules, but we can't be sure that it works because we can't reproduce the issue on our side:

```
DIV#top_nav
{
 z-index: 10;
 position: relative;
}

DIV#top_shelf,
DIV#top_seperator,
DIV#content_wrap
{
 z-index: 2;
 position: relative;
```

}

If it doesn't help, you can investigate page HTML layout and styles with help IEDevToolbat that find reason of the problem.

Regards,
ARI Soft

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Re:dropdown menu invisible in IE7

Posted by Hartmut - 2011/01/07 12:26

Thanks, guys - but it didn't work. Now I'm stuck....

All my investigations don't lead to any conclusion. You report that you can't reproduce the issue on your side - does that mean that the submenu under tours (6 submenu items - overview, hunter valley, lower hunter etc.) are visible on your machines using IE7?

Regards
Hartmut

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Re:dropdown menu invisible in IE7

Posted by admin - 2011/01/07 12:44

Yes, it is visible. We have tried to reproduce it in IE 8, IE 7 (emulation mode in IE 8) and in IE 6 and IE 7 modes in "IE Tester" application.

Regards,
ARI Soft

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Re:dropdown menu invisible in IE7

Posted by Hartmut - 2011/01/07 13:04

Hi there,

it seems that you test the IE-compatibility of the website with emulations, but not with machines on which IE7 is installed completely.
On my machine and on several machines of customers, on which IE7 is running, the submenu appears like shown in the attached screenshot.

I'm desperately hoping that you have an idea what could be the reason.

Regards
Hartmut

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Re:dropdown menu invisible in IE7

Posted by Hartmut - 2011/01/07 13:06

Sorry, I have to send the attachment again as the file size exceeded the limited size.

Regards
Hartmut http://www.ari-soft.com/images/fbfiles/images/screenshot-2b04f459b87914274f8e5a21d5515115.png

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Re:dropdown menu invisible in IE7

Posted by admin - 2011/01/10 10:59

Unfortunately we can't help with this issue because we can't reproduce this problem. We suppose it can be a problem with site template styles and you can investigate styles and HTML layout with IEDevToolbar addon for IE browser.

Regards,
ARI Soft

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