Installed but not showing up in Components Menu

Posted by dynamicw - 2010/03/09 13:51

_____

My client is having problems with the free ARI Quiz program. I followed your instructions on uninstalling the old installation and installing the new program. Your site said this would be the fastest upgrade and the data would be safe on the mysql database.

After I deleted and reinstalled with no issues I navigated up to the Components menu and did not see the new install of ARI Quiz. I tried several more times to install with no success.

To make sure I did this correctly, I installed the entire site from a previous backup to a test server. Same issue happened. After deleting the old install and then reinstalling the newer program 1.0.5 I am not able to see the program in the Components menu.

Alao, I am able to install other components with no problems and they all installed into the component list.

Please help. This is a current and operational site and very important to get this fixed. We are willing to pay for help.

Again, this is a mission critical site. :ohmy:

==

Re:Installed but not showing up in Components Menu

Posted by admin - 2010/03/09 13:58

_____

Hello,

How you uninstall the previous version of the component and install new version, through standard Joomla! install/unistall page? If yes, provide temporary access to your Joomla! backend by email that we can investigate this issue because we can't reproduce this issue on our test server.

Regards,
ARI Soft

==

Re:Installed but not showing up in Components Menu

Posted by dynamicw - 2010/03/09 14:39

_____

I see you are in the site.

When you get a free chance. Should I upgrade to Joomla 1.5.15? I don't
want to do it now while you are in the site. Also, client may have hacked some fields in the database... Could this be causing some problems?

I have a backup copy of the database fields. Should we try deleting out the DB fields and then reinstalling?

Thanks,

Frank

==

Re:Installed but not showing up in Components Menu

Posted by dynamicw - 2010/03/09 15:01

_____

Would you like me to email you the database fields? I have a complete backup of just the ARI Quiz fields.

==

Re:Installed but not showing up in Components Menu
Posted by admin - 2010/03/09 15:05

_____

"ARI Quiz Lite" uses tables with prefix "jos_ari".

Regards,
ARI Soft

==

Re:Installed but not showing up in Components Menu
Posted by dynamicw - 2010/03/09 15:10

_____

Yes, I have an sql download of all the fields. Do you want to review the files for any issues?

==

Re:Installed but not showing up in Components Menu
Posted by dynamicw - 2010/03/09 15:25

_____

Ok - I have another demo site (3rd site) I use for testing. I was able to do the following:

1. Upload and install the ARI Quiz Lite. Works with no problems.

2. Uninstall and reinstall and it shows up in the components menu.

3. Upload the Blazemaster data fields to the demo, uninstall the software and then reinstall.

Thus, on another demo site, I cannot reproduce any of the problems as they exist on the test server
(dynamicwebs.com/~blazemas) or the live site.

The demo site I created is very basic joomla install.

Is there something about the Test/Live site that has another feature installed that could be conflicting?

==

Re:Installed but not showing up in Components Menu
Posted by admin - 2010/03/09 15:51

_____

We have found the reason of problem. It seems that uninstall process was interrupted and Joomla! didn't clear all
necessary records from database because you can't install new version of the component. Run the following SQL query
on your server for fixing this issue:

DELETE FROM jos_components WHERE `option` = 'com_ariquizlite'

Regards,
ARI Soft

==

Re:Installed but not showing up in Components Menu
Posted by dynamicw - 2010/03/09 15:58

_____

If i run this on the live site, won't that destroy and erase all the database info that we have for our current quizzes?

DELETE FROM jos_components WHERE `option` = 'com_ariquizlite'

==

Re:Installed but not showing up in Components Menu
Posted by admin - 2010/03/09 16:03
_____

No, it's only delete Joomla! system info for "ARI Quiz Lite" component. This information will be restored after install the component. We have run this query on your test server and you can see that now it shows your previous quizzes normally.

Regards,
ARI Soft

==

Re:Installed but not showing up in Components Menu
Posted by dynamicw - 2010/03/09 16:52
_____

ok - that fixed the install issue. I tried the upgrade and it made things worse for this site. The original developer has what appears to be numerous hacks. Trying to upgrade, blew out the modifications he made to the site pages. It appears he must have greatly modified either some of the css files are other php files.

Instead of a full re-install, do you have a list of critical files I could upgrade on the old site?

I'm going to submit another ticket for ARI Quiz 1.0.

It will be called "User Quiz stops, won't proceed to next quiz".

Please help me address this next issue now that the program and site are fully functional.

Thank you.

==

Re:Installed but not showing up in Components Menu
Posted by admin - 2010/03/09 17:07
_____

We can't say which files you need to replace because we don't know which custom work you did. You can use a tool for comparing files from the latest version of the component and files for the component which are located on your server for finding difference between files and merging them. Araxis Merge is a good tool for this purpose, but it's commercial tool. If you need non-commercial tool, you can try to find it.

Regards,
ARI Soft

==