
ARI Quiz Lite doesn't work

Posted by quizzz - 2013/04/09 06:35

Hello. I have a problem with ARI Quiz Lite

When I click on continue button it opens main page of the site

It was working fine untill, I think, joomla was updated to 2.5.8

Please help.

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Re:ARI Quiz Lite doesn't work

Posted by admin - 2013/04/09 11:09

Hello,

We can investigate the problem if you provide a link to a page where we can see it and a temporary access to your J! backend by email.

Regards,
ARI Soft

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Re:ARI Quiz Lite doesn't work

Posted by quizzz - 2013/04/10 04:05

Thank you ARI Soft for solving the problem.

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Re:ARI Quiz Lite doesn't work

Posted by adhiraj - 2013/05/08 14:56

I have the same problem. The quiz was working fine until a few days back. Clicking on continue simply takes you to the main quiz list.

Please Help.

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Re:ARI Quiz Lite doesn't work

Posted by admin - 2013/05/08 19:16

Hello,

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

Regards,
ARI Soft

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Re:ARI Quiz Lite doesn't work

Posted by gradtutors - 2013/07/23 09:38

Hello,

I have the same problem. The component was working fine last time.

But now, after clicking on continue, the user is brought to the quiz result page immediately. I tried to investigate what happened, but perhaps its due to the 17k records I have in my ariquiz statistics database.

I am using J1.5, so I think its likely due to the database problem causing the quiz component to be unstable.

is that so? Pls help.

My url below:

www.gradtutors.com/grammar-test

Thanks in advance.

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Re:ARI Quiz Lite doesn't work

Posted by admin - 2013/07/23 09:57

Hello,

17K records is not a lot. It can be a problem with quiz settings or a conflict with a 3rd party extension. We can investigate the problem if you provide a temporary access to your J! backend by email.

Regards,
ARI Soft

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Re:ARI Quiz Lite doesn't work

Posted by admin - 2013/07/23 10:09

BTW, we can't reproduce the problem under guest user.

Regards,
ARI Soft

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Re:ARI Quiz Lite doesn't work

Posted by gradtutors - 2013/07/24 03:34

Hi yes, I have just cleared the records in my database. So perhaps this was useful.

There are 170k records, sorry not 17k. And the database table was 2MB.

Will there be any problems due to the large amount of storage? How can I clear the stats table from my backend admin? thanks.

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Re:ARI Quiz Lite doesn't work

Posted by admin - 2013/07/24 05:25

It is not a problem with DB size. If the problem still appears, we can investigate it (it requires a temporary access to backend part of your site).

You can read here how to delete quizzes results.

Regards,
ARI Soft

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Re:ARI Quiz Lite doesn't work

Posted by gradtutors - 2013/07/24 06:11

Hello,

I have sent you an email with the username and password.

The problem still exist, no use after I cleared the database. It started to happen about 1.5 months ago. last time it was working fine.

please assist. thanks.

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Re:ARI Quiz Lite doesn't work

Posted by admin - 2013/07/24 06:41

Send step by step instructions how to reproduce the problem. The quiz on your site works fine when we start it from guest user.

Regards,
ARI Soft

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Re:ARI Quiz Lite doesn't work

Posted by gradtutors - 2013/07/24 06:57

I cannot always reproduce the problem. It just happen sometimes.

Sometimes when I click "continue", it will straight away jump to the result page:
http://www.gradtutors.com/index.php?option=com_ariquizlite&task=quiz_finished&ticketId=a0d45802ce21bbf1d511da424e10cd3f&Itemid=228

sometimes after a few questions it will jump.

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Re:ARI Quiz Lite doesn't work

Posted by admin - 2013/07/24 08:10

We can't reproduce the problem. We tried to do it in different browser's under guest user.

You use time limited quiz and it can show results page if previous quiz session is not completed (for example a user leaves quiz page and don't complete it) and time is over.

Regards,
ARI Soft

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Re:ARI Quiz Lite doesn't work

Posted by gradtutors - 2013/07/24 09:33

Thanks. I think its the time over issue. I understand now. :)

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