
BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by sunsup - 2013/11/19 07:33

Hi Admin

Just trying out Quiz Lite on Joomla 3.1.1 and am getting this error

```
1690 BIGINT UNSIGNED value is out of range in '(((unix_timestamp(utc_timestamp())) -
unix_timestamp(`abcdef_jklxi`.`SS`.`StartDate`)) + `abcdef_jklxi`.`SS`.`UsedTime`)' SQL=SELECT COUNT(*) FROM
jos_ariquizstatisticsinfo SSI LEFT JOIN jos_ariquizstatistics SS ON SSI.StatisticsInfold = SS.StatisticsInfold WHERE
SSI.TicketId = '203124c846a653f4457efe8a2840d4d9' AND (SS.EndDate IS NOT NULL OR (SS.StartDate IS NOT
NULL AND (SS.QuestionTime IS NOT NULL AND SS.QuestionTime > 0) AND
(UNIX_TIMESTAMP(UTC_TIMESTAMP()) - UNIX_TIMESTAMP(SS.StartDate) + UsedTime) >= SS.QuestionTime))
```

Any clues on how to fix this ?

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by admin - 2013/11/19 07:53

Hello,

It can be a problem if date and time is not synchronized on web and database server. We can investigate the problem in more detailed if you provide a temporary access to your J! backend and a link to a page where we can see the problem by email.

Regards,
ARI Soft

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by sulibrat - 2015/03/23 17:42

Hi.

I'd like to report similar issue;

Joomla 3.3.6
ARI Quiz Lite 1.2.7

PHP: 5.5.18
SQL: 5.5

memory_limit: 128M
connect_timeout: 60

URL: <http://www.target-training.pl/testy-egzaminacyjne/egzaminy-na-pozwolenie-na-bron.html>
Scroll to page bottom and click "Dalej" button to start quiz.

Screenshot: <http://prntscr.com/6kesph>

How to replicate:

1. Browse to: URL: <http://www.target-training.pl/testy-egzaminacyjne/egzaminy-na-pozwolenie-na-bron.html>
Scroll to page bottom and click "Dalej" button to start quiz.

2. Just answer to questions.

Result:

After a while error pops up. It's possible to click back in browser and apply question once again. After that another

question is loaded.

It happens on irregular basis so you may need to start quiz few times.

Expected result:

No error.

I could provide backend and PHPmyAdmin access on request - just PM or say so here.

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by admin - 2015/03/24 06:11

Hello,

Send credentials to your J! backend by email so we can investigate the problem.

Regards,
ARI Soft

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by navibd - 2015/05/09 12:58

same problem.....

joomla 3.4.1

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by navibd - 2015/05/09 13:11

i just emailed about the problem and also sent credentials of joomla backend..
thank you in advance..

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by admin - 2015/05/09 13:32

Synchronize time on your web and DB servers. Currently time are different on these servers.

Regards,
ARI Soft

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by navibd - 2015/05/09 14:09

how can I do it ?

Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by admin - 2015/05/09 14:24

Contact your hosting support.

Regards,
ARI Soft

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by EAndreyF - 2015/11/10 14:53

Hi, how can I correctly check web and db servers time? I run "select now()" in my sql and run "date" in my unix shell, this time is equal.

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by admin - 2015/11/11 07:17

Hello,

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

Regards,
ARI Soft

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by EAndreyF - 2015/11/11 10:04

Sent

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by admin - 2015/11/11 10:55

Check your mail.

Regards,
ARI Soft

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by EAndreyF - 2015/11/12 09:39

Yeah!

There was problem with time sync, thanks!

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by pinkwitch - 2016/06/07 21:45

i have the same error

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by admin - 2016/06/08 05:22

Hello,

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

Regards,
ARI Soft

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by Kulpan - 2016/11/27 09:38

i have the same error 1690

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by admin - 2016/11/27 09:48

Hello,

If you use a time limited quiz, check that time is synchronised on server where database is located and where web server is installed.

Regards,
ARI Soft

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by Kulpan - 2016/11/27 09:53

Yes, I use the time limit.
How can i do this?

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by Kulpan - 2016/11/28 02:44

Yes, I use the time limit in the quiz. I asked the tech support web hosting, they say that the time is synchronized. But the problem persists. How can I get rid of their own error 1690?

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Re:BIGINT UNSIGNED value is out of range,Joomla 3.1.1

Posted by admin - 2016/11/28 06:41

Could you provide a temporary access to your Joomla! backend by email so we can investigate the problem?

Regards,
ARI Soft

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