
ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigEEK - 2013/03/05 04:36

Hi

Our site uses the Sexy Lightbox sexy links plugin and has so for a while....
It works fine in most other browsers but for some reason the content of the lightbox no longer appears in Safari on mac or on iOS devices

I get this showing up as an unexpected "eof" in safari when trying to debug

```
if (typeof(jQuery) != 'undefined') window.jQueryASL =
```

The site is located at skulptpersonaltraining .com.au

Thanks

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Re: ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigEEK - 2013/03/05 04:45

Just updated module and plugins but still no luck :(

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Re: ARI Sexy Links not working in Safari (Mac) or iOS

Posted by admin - 2013/03/05 07:26

Hello,

"Account Suspended" message appears when we try to open the page.

Regards,
ARI Soft

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Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigEEK - 2013/03/05 09:13

I just had the account pulled by my new host for going over resources!? ...which it hasnt!
(not impressed)

Will respond here when its back up hopefully very soon!

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Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigEEK - 2013/03/05 09:57

ok back on line now

the host says that something looping was causing a massive server load....I had left the offending window open so that probably caused it.... not sure if that helps or not

Click on the orange mind body orange sign in to see an example

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Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigEEK - 2013/03/05 13:22

Is it possible its something wrong with the CSS selectors I am using?

```
"#menu152"|width=1024&height=700&tmpl=component&background=#000
"#statement a"|width=1024&height=700&tmpl=component&background=#000
```

Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigEEK - 2013/03/06 01:41

Bit of a bump ;)

Can you please take a look at it now...

Sorry to hassle just scared they will pull the account down again if I don't

Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigEEK - 2013/03/06 05:35

I have set up a user account for you admin and sent you an email with details to info@ari-soft.com

Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by admin - 2013/03/06 10:08

Try now please.

Regards,
ARI Soft

Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigEEK - 2013/03/06 11:09

Still not working...Tried in safari on Mac and on Iphone
cleared cache on both before trying...
its still working on firefox though :)

Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by admin - 2013/03/06 15:23

It works fine for us on MacOS in Safari v. 6.0:

<http://www.ari-soft.com/images/fbfiles/images/mac.jpg>

Regards,
ARI Soft

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Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigEEK - 2013/03/06 23:56

Strange.....Its wasn't working for me with www
I then tried without the www. (as i noticed that in your screenshot) which worked.

Then when I went back to it with the www. it worked....

However still cant get it to show up on my phone?/Tablet

And wondering if clients are going to have the same trouble...

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Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigEEK - 2013/03/07 00:57

The only way I can get the above to work on other computers or devices is to go to the mindbodyonline.com url first in a separate window then I visit the website and use the lightbox link and it works.

If I haven't visited the other site first nothing happens still?

I thought It was cache but the same appears to be the case on computers that haven't visited the site at all?

Any ideas on how we can ensure it opens for everyone

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Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by admin - 2013/03/08 21:00

We can't reproduce the problem.

Create an article, load the site to element and try to reproduce the problem.

Regards,
ARI Soft

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Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigEEK - 2013/03/25 03:42

It works for me if I visit the url for mind body first, but this doesn't help visitors to the site as they wouldn't visit the url first
I have created an iframe...see <http://www.skulptpersonaltraining.com.au/test>

If I view this on my iphone without visiting anything else I get a message that says "cookies are required to access this site" in the iframe and the orange "mind body link (sexy lightbox) still shows a blank page....I am assuming this also has the cookies are required message in black text on a black background.

we are getting a heap of complaints regarding this so would really like to get to the bottom of it.

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Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by admin - 2013/03/26 20:53

Sorry, but it is not clear. Does it work in which you created or not?

Regards,
ARI Soft

Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigeek - 2013/03/27 00:04

No...says "cookies are required to access this site".

it only works if you visit the external page in a separate window first, which clients visiting the site would not know how to do. Its as if it has to store the page in safaris cache first in order for it to work.

View it on an iphone to see what I mean

Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by admin - 2013/03/27 07:35

If it doesn't load into , this problem with site which you try to load. "ARI Sexy Lightbox" doesn't do any magic, it loads external pages into .

Regards,
ARI Soft

Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigeek - 2013/03/27 07:48

I don't think you understand the problem.....Im not asking for magic. :(
Im wondering if its a conflict or something wrong with the template (i have noticed you troubleshoot things like this in the past)

To recreate the problem....

1. Go to the website (skulptpersonaltraining) using firefox browser or IE
2. Click on the orange mind body popup
3. See it work ok (it used to also work ok in safari)
4. Go to the website (skulptpersonaltraining) on iphone ipad or mac computer using safari browser
5. click on mind body popup
- 6 see it NOT work
7. now go to <https://clients.mindbodyonline.com/ASP/home.asp?studioid=22181> (the lightboxed link) in a new window in safari browser.
8. Close that window and repeat steps 4 and 5 and see it now works in safari.

Maybe that is magic but I'm hoping theres a scientific or logical explanation for the bug instead? :s

Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by admin - 2013/03/27 10:41

This limitation of Safari browser on i-Devices. The browser doesn't accept cookies in frames. You can read about it [here](#).

Regards,
ARI Soft

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Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigEEK - 2013/03/27 10:57

So correct me if I am wrong....but does this mean sexy lightbox would no longer work in safari at all?
A pity as its a great and very useful plugin

Any idea if there is a workaround for this that wouldn't involve user interaction?

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Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigEEK - 2013/03/27 11:25

I've tried a couple of the solutions in that post that are not specific to Facebook (most of them seem to be

I put this in the head of the site template..

```
top.window.location="?start_session=true";
```

but no luck :(

My knowledge of handling cookies like this is pretty limited..... are you able to offer a solution that might be more specific to sexy links? where it would load cookies from another site without any user interaction

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Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by admin - 2013/03/27 11:48

This is not "ARI Sexy Lightbox" issue. You can see that the problem occurs when you try to load the page into ("ARI Sexy Lightbox" doesn't use in this case). This problem with Safari browser limitation on iPhone/iPad/... and the page which you try to load. It requires cookies to work correctly. Other pages will work fine.

Regards,
ARI Soft

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Re:ARI Sexy Links not working in Safari (Mac) or iOS

Posted by antigEEK - 2013/03/27 11:52

I managed to get it to work!!

Thanks for persisting with this and pointing me in the right direction!

For any one else having this issue here is the fix.

Add this to your websites template immediately after the opening `<tag>` and be sure to change the `$page_url` parameter to the target website.

```
top.window.location="?start_session=true";
```

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