
Lightbox blank on Firefox

Posted by timsimon - 2013/09/12 13:08

Hi

Our lightbox was working fine before but recently is now showing just blank white in Firefox, both on PC and Mac. It works ok on IE, Chrome and Safari.

You can see this on www.lendloaninvest.co.uk home page.

We have Ari Sexy Lightbox version 1.10.9 running on Joomla 2.5.14 and Firefox 23.0.1

Please let me know what other information you need to solve this.

Regards Tim

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Re:Lightbox blank on Firefox

Posted by admin - 2013/09/12 13:26

Hello,

It seems you use an incorrect code. If you use "System - Ari Sexy Lightbox", you can read how to insert YouTube video [here](#).

If you use "System - Ari Sexy Lightbox Anywhere" plugin, you can read how to insert YouTube videos [here](#).

PS: BTW, disable or uninstall "ARI Sexy Lightbox Lite" plugin because "System - Ari Sexy Lightbox" plugin from "ARI Sexy Lightbox" provides all functionality of this plugin. Currently javascript files are loaded twice by "ARI Sexy Lightbox" and by "ARI Sexy Lightbox Lite".

Regards,
ARI Soft

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Re:Lightbox blank on Firefox

Posted by timsimon - 2013/09/13 12:51

Hi

Many thanks for that.
I have now used the code:

```
{arisexylightbox activeType="rcontent" width="853" height="480" url="http://www.youtube.com/watch?v=6dKxL03hPao" title="Borrowing Video"}
```

```
{/arisexylightbox}
```

I hope that is correct. It is working correctly on IE, Chrome and Safari and the PC and Mac, and Firefox on the PC, but I still get blank white screen in the lightbox on Firefox on the Mac.

However there is now another problem.

After a period of time the code appears on the front page as if the plugin is no longer enabled (but it is).

The only way I have discovered to solve this, is to open the article, toggle the editor to HTML and re-save the article.

Regards Tim

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Re:Lightbox blank on Firefox

Posted by admin - 2013/09/13 15:52

1. Download and upgrade the module. Clean browser's cache and try the following code:

```
{arisexylightbox activeType="rcontent" width="853" height="480"
url="http://www.youtube.com/watch?v=6dKxL03hPao&html5=1" title="Borrowing Video"}

{/arisexylightbox}
```

2. It seems this problem with Joomla! cache. Try to clean it.

Regards,
ARI Soft

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Re:Lightbox blank on Firefox

Posted by timsimon - 2013/09/13 17:46

I downloaded and upgraded the plugins and module.
I cleaned the browser's cache
I updated the code as instructed
I cleaned Joomla!'s cache

But I still get the lightbox blank white on Firefox on the Mac.
All other browsers are ok on the Mac and all, including Firefox, are ok on the PC.
I tried disabling all add-ons in Firefox, it didn't help.
Could this be a particular setting on the Mac Firefox that I need to change? What other information can I give you to solve this?

The second problem is now solved.

Many thanks for your help.
Regards Tim

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Re:Lightbox blank on Firefox

Posted by admin - 2013/09/14 06:43

Try to download and upgrade the module again. Probably this is a problem with mixed content (via http and https protocols).

Regards,
ARI Soft

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Re:Lightbox blank on Firefox

Posted by timsimon - 2013/09/14 09:04

Absolutely correct! That is fixed now.
Very many thanks for your help.
A great support service.
Regards
Tim