
Problem with Chrome

Posted by johnekl - 2014/09/19 08:26

The plugin is fine in IE, but displays just an empty pop-up frame in Chrome. Is there a fix for this?

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Re:Problem with Chrome

Posted by admin - 2014/09/19 11:05

Hello,

Check that you use the latest version of the extension.

Regards,
ARI Soft

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Re:Problem with Chrome

Posted by johnekl - 2014/09/19 17:22

The latest version solved the problem - thanks.

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Re:Problem with Chrome

Posted by juliendan - 2014/09/22 12:16

the latest version is free (update?) if I already have a version of arisexylightbox or must I pay for it?

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Re:Problem with Chrome

Posted by admin - 2014/09/22 12:23

The latest version of the extension is always available in "Member Area" on our site.

Regards,
ARI Soft

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Re:Problem with Chrome

Posted by juliendan - 2014/09/22 12:51

Thx! Sorry, I'm a noob, I don't know exactly how to update this module in joomla, can u just explain me please?

Thx in advance

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Re:Problem with Chrome

Posted by juliendan - 2014/09/22 13:29

i updated arisexylightbox module but it changes nothing, my pop ups are still empty in google chrome.

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Re:Problem with Chrome

Posted by admin - 2014/09/22 18:57

Clean browser's cache. If it doesn't help, provide a link to a page where the problem occurs.

Regards,
ARI Soft

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Re:Problem with Chrome

Posted by juliendan - 2014/09/23 06:59

click on the images to see the problem : <http://www.maisons-roales-caillot.com/index.php/realisations>

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Re:Problem with Chrome

Posted by admin - 2014/09/23 07:04

You use old version of the extension (1.10.13). The latest version is 1.11.3. Download the extension in "Member Area" on our site and use mod_arisexylightbox.zip archive to upgrade the module. Just open Joomla! installation page and install the module.

Regards,
ARI Soft

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Re:Problem with Chrome

Posted by juliendan - 2014/09/23 07:19

I already installed the latest but it doesn't work. See my picture in attachement.

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Re:Problem with Chrome

Posted by juliendan - 2014/09/23 07:21

image... http://www.ari-soft.com/images/fbfiles/images/Sans_titre_1-5e5795e37df9dc77f26a6c4d2d6ef26d.jpg

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Re:Problem with Chrome

Posted by admin - 2014/09/23 07:21

v. 1.10.13 is installed on your site. The latest version is 1.11.3.

PS: We can update the extension on your site if you provide a temporary access to your J! backend by email.

Regards,
ARI Soft

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Re:Problem with Chrome

Posted by admin - 2014/09/23 07:25

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

Regards,
ARI Soft

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Re:Problem with Chrome

Posted by juliendan - 2014/09/23 08:03

ok. Take my logins here : ***/**

Thx in advance

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Re:Problem with Chrome

Posted by admin - 2014/09/23 08:06

Try now.

Regards,
ARI Soft

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Re:Problem with Chrome

Posted by juliendan - 2014/09/23 08:09

perfect! Thx a lot!

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Re:Problem with Chrome

Posted by juliendan - 2014/09/23 08:22

just to know, how did u do that? Thx!

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Re:Problem with Chrome

Posted by admin - 2014/09/23 08:31

We updated the module.

Regards,
ARI Soft

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