
Fatal Error and missing images

Posted by egorman - 2010/05/05 18:48

Hi there,

I just wanted to inform you of an issue I am having with ariprettyphoto and ariprettyphotoanywhere plugins.

I have been using Ari PrettyPhoto on my site for the past few months and it was working great.

When I turned on JoomSEF, the image corners in my automatic popup are missing.

See my homepage: www.indianalivecasino.com

Not a big deal. I thought I could figure it out.

To start, I thought maybe it could be solved with a setting in AriPrettyPhoto somewhere. So I went into the plugins area and 'published' the ariprettyphotoanywhere plugin.

Wrong move. I got a Fatal Error when I tried to view my site:

Fatal error: Cannot redeclare class JModuleHelper in

D:\inetpub\vhosts\indianalivecasino.com\httpdocs\plugins\system\advancedmodules\modulehelper.php on line 47

I was also unable to access the administrator backend to unpublish the ariprettyphotoanywhere plugin.

I googled the error and I found this site:

<http://www.nonumber.nl/forum/4-advanced-module-manager/5828-jconnector-not-compatible>

So, I started deleting files from the ariprettyphotoanywhere folder in my remote view (after a backup was made of course).

I deleted class.ModuleHelper.php and the site came back online.

Just thought I'd let you know that there is something in that file that caused an error. It looks like it has something to do with me also using the Advanced Module plugin which also uses JModuleHelper.

Soooo.... now I am back to figuring out how to get the images to show up in my homepage AriPrettyPhoto popup.

Any thoughts? I was thinking it had to do with the url path to the images, now that I am using JoomSEF.

Any help would be appreciated.

Re:Fatal Error and missing images

Posted by admin - 2010/05/05 20:27

Hello,

Regarding issues:

1. If you open modulehelper.php file from 'Advanced Module Manager' plugin, you can find the following class definition:

```
class JModuleHelper
```

class with this name contains core Joomla! framework and it's not good approach use the same name. 'System - ARI Pretty Photo Anywhere' use core Joomla! class and it's normal practice. This problem with 'Advanced Module Manager'. If you can provide temporary access to your Joomla! backend by email, we can try to fix this, but keep in mind that the reason of this problem in 'Advanced Module Manager' code.

2. It seems the extension is installed incorrectly or your deleted some files, rounded corners don't appear because '/modules/mod_ariprettyphoto/includes/js/images/prettyPhoto/light_rounded/' folder on your server doesn't contain images, try to re-install 'ARI Pretty Photo' module or provide temporary access to your Joomla! backend that we can investigate this issue.

Regards,
ARI Soft

Re:Fatal Error and missing images

Posted by egorman - 2010/05/05 21:18

Thanks! I will look more into this in the morning.

Re:Fatal Error and missing images

Posted by egorman - 2010/05/05 21:21

Also, quickly:

I checked and the images folder you are referring to and the images do exist on the server. See attached.

Re:Fatal Error and missing images

Posted by egorman - 2010/05/05 21:23

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

Re:Fatal Error and missing images

Posted by admin - 2010/05/06 04:17

If you try to load an image from this folder in a browser, you'll see 404 page. For example, try to load this image. It can be problem with .htaccess file.

Regards,
ARI Soft

Re:Fatal Error and missing images

Posted by admin - 2010/05/06 12:36

We have tried reproducing issue with 'Advanced Module Manager' and we couldn't do it. We use the following versions:

Joomla! v. 1.5.15
'Advanced Module Manager' plugin v. 1.8.4
'ARI Pretty Photo' v. 1.3.0

Everything works fine with this configuration.

Regards,
ARI Soft

Re:Fatal Error and missing images

Posted by egorman - 2010/05/06 13:29

Yes, I am using Advance Module Manager 1.7.0. I will have to upgrade. Thank you for spending the time to advise me on this, I really appreciate it.

Also, I'm pretty sure the missing corner images are due to the fact that I am using IIS server with the IIRF Rewrite module with Artio JoomSEF. I didn't have to edit the .htaccess but I did have to write some rewrite rules to an lifr.ini file. Maybe I need to write some rewrite rules for AriPrettyPhoto. Or maybe I need to take a look at the .htaccess file.

=====

Re:Fatal Error and missing images

Posted by admin - 2010/05/06 13:32

Could you provide lifr.ini file or temporary access to your Joomla! backend by email that we can investigate this issue?

Regards,
ARI Soft

=====

Re:Fatal Error and missing images

Posted by egorman - 2010/05/07 17:08

Hi again! I bet you are glad to hear from me. JK.

I uninstalled JoomSEF and that did not solve the problem of not seeing the images in the rounded corners.

I also reinstalled mod_ariprettyphoto.zip (I did not uninstall the old one first) and that did not make the images show up.

I also tried renaming light_rounded in every js file and css file. That did not work, so I don't think it is the underscore - but maybe it is.

Would you still be willing to help me solve the problem?

I was thinking of asking my host to see if they could find the images out on the web.

=====

Re:Fatal Error and missing images

Posted by admin - 2010/05/11 21:08

Hello,

It was a problem with Lifr.ini configuration file, it contained an error.

Regards,
ARI Soft

=====

Re:Fatal Error and missing images

Posted by egorman - 2010/05/12 13:42

Thank you so much. I appreciate your time. My client already emailed me this morning to say that the close button is back. I appreciate your time!!!

Thanks again.

=====