
The plugin does not work

Posted by Panenshin - 2025/01/28 16:22

The plugin does not work in wordpress in the Zino theme. When opening a PDF, a lightbox opens with a gray background. That's all.

If you switch to the "Iframe" mode, it works in the desktop version, but does not work in the mobile version.

If you install an older version, it works with some documents in the desktop version, but it definitely doesn't work in the mobile version.

I have experience using it on another topic - everything is fine, I even wanted to donate. But I ran into this problem. There are 3 sites with your plugin ahead.

Re:The plugin does not work

Posted by admin - 2025/01/28 17:02

Hello,

Is it possible to see the problem anywhere?

Regards,
ARI Soft

Re:The plugin does not work

Posted by Panenshin - 2025/01/29 05:20

<https://aktiv-uk.ru/documents/>

I tried version 1.3.13 and version 1.3.18.

They behave differently in different browsers and with different documents.

For example, microsoft edge desktop now opens all documents per page.

Some of them don't open in yandex browser.

It doesn't open any documents in Firefox.

The situation is similar in mobile browsers. Some documents are opened, and some are not.

The PDF was reassembled by different applications. Including microsoft print to pdf.

On another site this is not observed at all, version 1.3.13 is there, I'm afraid to update.

Re:The plugin does not work

Posted by Panenshin - 2025/01/29 05:26

Could this be due to the fact that the pages are https and the files are on Http?

But I make links by type /documents/.... pdf

Without the domain part of the path

Re:The plugin does not work

Posted by Panenshin - 2025/01/29 05:44

Panenshin wrote:

ARI Soft Forum - ARI Soft

Kunena Forum Component version: NEW VERSION GOES HERE

Generated: 17 March, 2025, 21:54

Could this be due to the fact that the pages are https and the files are on Http?
But I make links by type /documents/.... pdf
Without the domain part of the path

This issue has been resolved. It didn't help. Some documents are opened, and some are not.

Re:The plugin does not work

Posted by admin - 2025/01/29 05:47

Make sure MIME type for *.mjs files is configured properly on your server. It should be text/javascript instead of application/octet-stream.

You contact hosting/server support ask this question.

The related post on PDF viewer support form is here.

Regards,
ARI Soft

Re:The plugin does not work

Posted by Panenshin - 2025/01/29 12:17

They replied that everything was fine on the part of the hosting server.

We agree that the problem is the incompatibility of the "Zino" theme (by Manesh Timilsina) and the "ARI Fancy Lightbox" plugin.

How to fix it? :(

Re:The plugin does not work

Posted by admin - 2025/01/29 13:21

The problem on aktiv-uk.ru was with MIME type configuration on web server side. Currently the plugin is disabled on the site so we can't check if MIME type issue is fixed.

Regards,
ARI Soft

Re:The plugin does not work

Posted by Panenshin - 2025/02/12 09:44

The hosting refuses to admit that the problem is on the web server.

Moreover, there is a website of the energy company trigger-it.ru the plugin version 1.3.13 worked fine on it.

Today I dared to update the plugin to 1.3.18 and got the same empty windows instead of a PDF document.

PHP 8.2
Wordpress 6.7.2

rolled back to the backup site with 1.3.13

Re:The plugin does not work

Posted by Panenshin - 2025/02/12 10:06

Now I noticed that on 1.1.13 there are also some PDF documents that used to open normally, but now the screen is blank. But not in all browsers, only in Opera. Chrome - open. Yandex - open. Edge - open. Maybe something in browsers changes with the update of versions?

For example on the page: <https://trigger-it.ru/openinfo/2025-2/>

point "19Ð²", chapter "Ð±"

And in version 1.1.18, it becomes quite explicit and obvious as at the beginning of this post. PDF documents behave differently and unpredictably in different browsers.

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Re:The plugin does not work

Posted by Panenshin - 2025/02/12 10:17

I'll try experimenting with clearing the browser cache. Maybe something gets clogged. I deleted all the data from Opera and restarted it. The document began to open.

But that's not normal, is it? The visitors won't be doing this. Mobile devices, various websites.

I will write about the results of the experiment.

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Re:The plugin does not work

Posted by Panenshin - 2025/02/12 10:37

I'm inclined to believe that there is no compatibility with the Zino theme. nothing helps her. No different versions of the plugin. No cleaning of the cache. What can be done with MIME on my part is not clear, on another site on the same server of the same hoster everything works on version 1.1.13. There were glitches - clearing the cache.

Tomorrow, after the backup, I will try again to update to 1.1.18 and see if the PDF opening breaks or not. And whether clearing the cache in browsers will help.

But none of this works on the Zino theme. The same wordpress, the same hosting, the same web server, the same php version

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Re:The plugin does not work

Posted by admin - 2025/02/12 11:10

Is the problem occurs only in Opera on [rigger-it.ru/openinfo/2025-2/](https://trigger-it.ru/openinfo/2025-2/) site now?

We checked it on MacOS (Safari, Chrome, Opera) and point "19Ð²", chapter "Ð±" is showing fine into the lightbox.

Regards,
ARI Soft

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