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## Using with Picasa and it doesn't load

Posted by marshapearson - 2011/04/16 00:01

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Hi There! I am using this with Picasa (public not private). It is simply "loading", but never actually loads. Can you help?  
Many humble thanks!  
[http://02f6d24.netsolhost.com/atro/index.php?option=com\\_content&view=article&id=50&Itemid=57](http://02f6d24.netsolhost.com/atro/index.php?option=com_content&view=article&id=50&Itemid=57)

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## Re:Using with Picasa and it doesn't load

Posted by admin - 2011/04/16 05:04

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Hello,

It seems this problem with configuration of web server. The module can't load necessary javascript file. 403 HTTP error is occurred:

"Access denied. Please click on the back button to return to the former page."

You can see it if try to open this link into a browser.

Contact your hosting provider support that they fix the problem.

Regards,  
ARI Soft

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## Re:Using with Picasa and it doesn't load

Posted by marshapearson - 2011/04/17 20:38

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I have changed CHMOD on the file - still doesn't work. Any thoughts?

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## Re:Using with Picasa and it doesn't load

Posted by admin - 2011/04/18 05:27

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This is not a problem with file permissions in file system. This is a problem with web server configuration. Contact your hosting support that they fix it.

PS: If you use Apache web server, it can be a problem with .htaccess file. If you send it by email, we will check it.

Regards,  
ARI Soft

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## Re:Using with Picasa and it doesn't load

Posted by marshapearson - 2011/04/18 12:40

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Here is htaccess file. Many thanks! <http://www.ari-soft.com/images/fbfiles/files/htaccesszip.zip>

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## Re:Using with Picasa and it doesn't load

Posted by admin - 2011/04/18 12:52

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.htaccess file looks fine.

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Currently Uize.js file is loaded well, but the next files can't be loaded because 403 error is occurred:

/modules/mod\_arislide/show/includes/js/layout/default.js  
/modules/mod\_arislide/show/includes/js/themes/default/theme.css  
/modules/mod\_arislide/show/includes/js/style/slideshow.css

Try to set the same file permissions for these files as for Uize.js file.

Regards,  
ARI Soft

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## Re:Using with Picasa and it doesn't load

Posted by marshapearson - 2011/04/18 15:00

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It changed a little - the word "loading" moved down to the middle of the page. I also changed the permissions on the folders containing the referenced files above - it also did not work.  
What else can I try?

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## Re:Using with Picasa and it doesn't load

Posted by admin - 2011/04/18 20:39

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We have sent the answer by email.

Regards,  
ARI Soft

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