
Ari Image Slide Show has problems with joomla 3.8

Posted by pixelschupser - 2017/09/29 23:36

good day support

I have here a problem with the Ari Image Slide Show since I have upgraded from Version joomla 3.7.5 to Version 3.8. I can see on all sides which have the image slider running a separate window under the window out of the box with the same value I can see on the side. I see a little bit more than in the window I have running image slider. The Version of Image Slide Show is the version you have on your homepage it's from July this year. You can see what I mean on the homepage

<https://www.b-em.de/unser-angebot/lederstickerei>

The first picture is the normal value from the side

the second picture is showing the separate window under the footer

kind regards

Hansjörg Lauble http://www.ari-soft.com/images/fbfiles/images/screenshot_105.png http://www.ari-soft.com/images/fbfiles/files/screenshot_106.zip

Re:Ari Image Slide Show has problems with joomla 3.8

Posted by admin - 2017/09/30 12:25

Hello,

Try to open "System - ARI Extensions" plugin settings, set "Fix Joomla! cache issue" parameter to "Yes", save plugin settings and clean Joomla! cache.

Regards,
ARI Soft

Re:Ari Image Slide Show has problems with joomla 3.8

Posted by pixelschupser - 2017/09/30 16:33

hello support

I have tested all 3 positions from system ari extension.

Step 1. i have disabled the cache option from joomla.

Step 2. i have deleted all cache files in homepage

Step 3. i have changed the value from yes to no

step 4. delete the caches from firefox

I have checked the homepage nothing has changed its all as before.

I have done Step 2. Step 3. from no to auto Step 4. delete cache firefox

Nothing has changed on the homepage.

I have done Step 2. Step 3. from auto back to yes Step 4. delete cache firefox

Nothing has changed it all as before.

It seems the value from the ari extensions has nothing to do with my problem.

I have installed the following versions from your side:

ARI Cloud Carousel 1.1.5 Oktober 2016

Ari Image Slide Show 1.5.9 July 2017

ARI Scroller 2.1.1 August 2015

ARI Zoom 2.3.12 June 2017

Content ARI Image Slide Show 1.5.0 October 2012

System ARI Extensions 1.3.2 October 2016

System ARI Scroller 2.1.0 October 2012

System ARI Zoom Anywhere 2.3.12 June 2017

There must be something an error in your Software in the ARI Image Slide Show.

I have copied the advance menu from the module leather as described in my message before. I think here is the error in one value from the code.

But in which value ?

kind regards

Hansjörg Lauble http://www.ari-soft.com/images/fbfiles/images/screenshot_107.jpg

Re:Ari Image Slide Show has problems with joomla 3.8

Posted by admin - 2017/09/30 16:36

Hello,

This problem with Joomla! cache. It duplicates javascript code which is added via Joomla! API. Could you provide a temporary access to your J! backend by email so we can investigate the problem in more details?

Regards,
ARI Soft

Re:Ari Image Slide Show has problems with joomla 3.8

Posted by pixelschupser - 2017/09/30 16:42

I have send you the access to the server

kind regards
Hansjörg Lauble :)

Re:Ari Image Slide Show has problems with joomla 3.8

Posted by admin - 2017/09/30 19:00

We can login to backend part with the provided credentials. Anyway download the latest version of the extension (1.5.10) and upgrade the module on your site. After this clean browser's cache. It should help.

Regards,
ARI Soft

Re:Ari Image Slide Show has problems with joomla 3.8

Posted by pixelschupser - 2017/09/30 20:09

:) :) :) :) Super hero
It works

thanks an kind regards
Hansjörg Lauble