Border artefact on lightbox popup

Posted by adrian_vg - 2018/09/10 10:46

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Hi all,

Just installed the sexy lightbox lite plug in my Joomla 3 and got an unexpected graphical artefact.
What can I do to resolve this?

Please see below screen dump from the popup.
See the weird black non-connected border.

Pic is resized at initial show to 800x600.
The original pic is a full screen-dump at 1920x1080.

Thanks for any insights!

http://www.ari-soft.com/images/fbfiles/images/capture_2018_09_10_12.jpg

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Re:Border artefact on lightbox popup

Posted by admin - 2018/09/10 18:46

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Hello,

Could you provide a link to a page where the problem occurs so we can investigate it?

Regards,
ARI Soft

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Re:Border artefact on lightbox popup

Posted by adrian_vg - 2018/09/11 06:10

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Hi and thanks for the feedback!
Unfortunately this is an internal web site with no connection to the outside world.

Is there anything I could do myself to troubleshoot?

Edit: I've tried smaller original pics, and these don't seem to have that artifact.
Seems to be size related, maybe the problem is when resizing the popup pic, ie the popup is 1920x1080 and the monitor
itself is also 1920x1080?

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Re:Border artefact on lightbox popup

Posted by admin - 2018/09/11 19:05

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We can investigate the problem if you reproduce the problem on a public site.

Regards,
ARI Soft

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Re:Border artefact on lightbox popup

Posted by adrian_vg - 2018/09/12 10:52

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Working on it. Have a site for you to see, but can't seem to get the plugin to pop up the pic...

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Re:Border artefact on lightbox popup
Posted by adrian_vg - 2018/09/12 12:24

Never mind. Found another solution.
Sorry about wasting your time!

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