
images not shown in lightbox

Posted by krentzis - 2012/10/23 10:07

Hello,

my image directory is at images/stories/shop

using {loadposition shopphotos} in my content I see the thumbnail and when I click it I see a white lightbox with no image. If I click the thumbs icon I will see all the thumbs. If I click one thumb I will not see the image in the lightbox.

what it can be the problems ?

thanks

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Re:images not shown in lightbox

Posted by admin - 2012/10/23 10:08

Hello,

Where we can see the problem?

Regards,
ARI Soft

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Re:images not shown in lightbox

Posted by krentzis - 2012/10/23 16:31

unfortunately it is in local host

if you can not guess something that I can try in the present phase we can postpone it when the site will be online.

thanks

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Re:images not shown in lightbox

Posted by admin - 2012/10/23 16:38

It would be fine, if you can provide a link where we can see the problem because it is not clear what plugin code/module settings do you use. It can also be a problem with a 3rd party extension.

Regards,
ARI Soft

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Re:images not shown in lightbox

Posted by krentzis - 2012/10/30 07:39

Hello,

I have uploaded the site.

I am sending you all login info.

thanks

Re:images not shown in lightbox

Posted by admin - 2012/10/30 09:41

Hello,

Check your mail please.

Regards,
ARI Soft

Re:images not shown in lightbox

Posted by krentzis - 2012/10/30 11:09

It seems the problem appears only in Chrome,

on IE & Mozilla is working fine.

Is there any solution to run this in Chrome?

thanks

Kostas

Re:images not shown in lightbox

Posted by admin - 2012/10/30 11:48

Try now please.

Regards,
ARI Soft

Re:images not shown in lightbox

Posted by krentzis - 2012/10/30 12:02

it opens now but I am getting something like this.

thanks <http://www.ari-soft.com/images/fbfiles/images/photogallery.jpg>

Re:images not shown in lightbox

Posted by admin - 2012/10/30 12:03

It seems a screenshot is not attached. You can send it by email.

Regards,
ARI Soft

Re:images not shown in lightbox

Posted by krentzis - 2012/10/30 12:06

I just added the screenshot.

thx

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Re:images not shown in lightbox

Posted by admin - 2012/10/30 12:07

Do you use AVG antivirus?

Regards,
ARI Soft

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Re:images not shown in lightbox

Posted by krentzis - 2012/10/30 12:17

I use mcafee

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Re:images not shown in lightbox

Posted by admin - 2012/10/30 15:18

Clean browser's cache and try again please.

Regards,
ARI Soft

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Re:images not shown in lightbox

Posted by krentzis - 2012/10/31 15:04

it works fine now

thanks

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Re:images not shown in lightbox

Posted by krentzis - 2013/02/18 14:40

Hello,

I am having the same issue with this site
<http://generalbox.gr/products/xartinisyskeyasia.html>

can you please let me know what you did last time so there will be no need to bother you in the future.

thanks

Kostas

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Re:images not shown in lightbox

Posted by admin - 2013/02/18 14:54

Hello,

What browser do you use? We have checked it in FireFox and Google Chrome browser and "ARI Photo Gallery" works fine on your site.

Regards,
ARI Soft

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Re:images not shown in lightbox

Posted by krentzis - 2013/02/18 15:32

I use chrome and I see something like that:
<http://www.ari-soft.com/images/fbfiles/images/photogallery.jpg>

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Re:images not shown in lightbox

Posted by admin - 2013/02/18 16:07

The screenshot is not from your site. The extension works fine on your site in Google Chrome for us:

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

Regards,
ARI Soft

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Re:images not shown in lightbox

Posted by krentzis - 2013/02/18 16:26

this is what i see

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

the previous screenshot was from a website that had the same problem and you fixed it.

thanks

Kostas

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Re:images not shown in lightbox

Posted by admin - 2013/02/18 16:29

Upgrade the module to the latest version and clean browser's cache.

Regards,
ARI Soft

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Re:images not shown in lightbox

Posted by krentzis - 2013/02/18 16:44

thanks it works now

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