ARI Photogallery Plugin sometimes fails to work
Posted by wedontbyte - 2013/08/28 13:14

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I'm having problems with my web site host in that sometimes when I upload new images and then create a new web page with them, the web page fails to load.
Mozilla Firefox just shows a blank page; IE10 says the web site is closed for maintenance or the web page has a programming error.
There's no way it can be your extension. I suspect that the host site is having write permission errors and they are investigating.
The problem can occur following the upload of a new images folder or if I attempt to change the size of the thumbnails for an existing set of images on an existing web page.
There are 2626 ARI thumbnails in the cache folder, I don't suppose there might be a problem because of this number and, at the moment, I'm reluctant to try deleting them all.
Any suggestions gratefully received.

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Re:ARI Photogallery Plugin sometimes fails to work
Posted by admin - 2013/08/28 13:19

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Hello,

Could you provide a link to a page where we can see the problem and a temporary access to your J! backend by email so we can investigate it?

Regards,
ARI Soft

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Re:ARI Photogallery Plugin sometimes fails to work
Posted by wedontbyte - 2013/08/28 14:26

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The host techies have increased my PHP settings (what ever that means?) and everything is working fine again.

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Re:ARI Photogallery Plugin sometimes fails to work
Posted by admin - 2013/08/28 14:38

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Probably they increased value of "memory_limit" PHP parameter.

Regards,
ARI Soft

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Re:ARI Photogallery Plugin sometimes fails to work
Posted by wedontbyte - 2013/08/28 15:54

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Thanks.
Could I ask about these thumbnails?
I assume I can delete them all. The next time somebody views a corresponding page they will be regenerated.
In the Joomla backend, I tend to copy articles, revise all the parameters and then view the results in the Frontend. I may well then adjust the thumbnail size parameter (maybe several times) until I get the look I want. So, does your extension rewrite the thumbnails or delete and recreate them or not delete them? I don't mind which, but if I'm increasing the number of thumbnails by doing this, I need to remember to delete cache every now and again.
Many thanks for your help.

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Re:ARI Photogallery Plugin sometimes fails to work

Posted by admin - 2013/08/28 16:10

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You can delete thumbnails and the extension will generated them next time when it is loaded.

Regards,
ARI Soft

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