
Language Problem

Posted by stefangr - 2009/03/06 20:24

Hello,

We have translated the component in Greek but the characters are not showing properly. The site unfortunately is not using utf8 encoding but iso-8857.

Is there any change to get some help with this problem.

It's serious cause we can't use the component.

Please provide us with some help.

Thank you.

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Re:Language Problem

Posted by admin - 2009/03/06 20:40

Hello,

Can you provide language files and say which version of Joomla, PHP and MySQL you are used?

Regards,
ARI Soft

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Re:Language Problem

Posted by stefangr - 2009/03/06 20:45

Language files?

The joomla files i suppose?

Where can i send them? Provide me with an email.

The joomla version is 1.0.15

PHP 5.2.8

MySQL 5.0.67-community

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Re:Language Problem

Posted by admin - 2009/03/06 20:47

You said in previous post that you translated the component. Can you provide this translated language files that we can investigate this issue. You can export language files on component backend in 'Languages' and 'Frontend Languages' sections.

Regards,
ARI Soft

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Re:Language Problem

Posted by stefangr - 2009/03/06 20:56

I am sending the files

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Re:Language Problem

Posted by stefangr - 2009/03/06 20:57

Here are the files <http://www.ari-soft.com/images/fbfiles/files/Lang.zip>

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Re:Language Problem

Posted by admin - 2009/03/06 21:54

Can you say how you did the translation? Did you translate it on your local machine and import to ARI Quiz?

Regards,
ARI Soft

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Re:Language Problem

Posted by admin - 2009/03/06 22:31

Try export language files from attached archive, please. <http://www.ari-soft.com/images/fbfiles/files/Greek.zip>

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Re:Language Problem

Posted by stefangr - 2009/03/08 12:43

Hi
Thanks for your help!
The problem is solved but i am dealing with another.
Although all the messages from the component are ok
when i created a new quizz and selected multiple choice all
the questions there, are with wrong encoding.

The questions are browsing ok but the answers are not. (Wrong
encoding) Is there anything you can do about this?

Thanks again.

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Re:Language Problem

Posted by admin - 2009/03/08 12:46

Hello,

Can you say your order number and provide access to your Joomla backend that we can investigate this issue?

Regards,
ARI Soft

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Re:Language Problem

Posted by stefangr - 2009/03/11 08:25

Hello,

I have a refer number. It's 31954326.

I am sending you also an address so you can see where the problem is.
Unfortunately the owner of the site does not want to give access to the backend.

http://exclusive.gr/index.php?option=com_ariquiz&task=question&ticketId=e0260e7933c5c7efa601ad27f474c9ba&Itemid=200

You have to login first at the site as a user.
Send me an email address so i can provide you with a simple user account.
It's very important to give a solution in this problem.
Thank you.

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Re:Language Problem

Posted by admin - 2009/03/11 08:54

Hello,

You can send credentials to info@ari-soft.com

Regards,
ARI Soft

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Re:Language Problem

Posted by admin - 2009/03/11 09:31

Can you say value of `_ISO` constant defined in your Joomla language file? Usually it seems like `DEFINE('_ISO',)`

Regards,
ARI Soft

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Re:Language Problem

Posted by stefangr - 2009/03/11 09:35

it is iso-8859-7 if this is what you want.

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Re:Language Problem

Posted by admin - 2009/03/11 10:52

Can you enable `ICONV` extension for PHP?

Regards,
ARI Soft

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Re:Language Problem

Posted by stefangr - 2009/03/11 14:46

What exactly is this?

I have to talk with my hosting provider.

Re:Language Problem

Posted by admin - 2009/03/11 14:52

ICONV extension for PHP <http://www.php.net/iconv>. Usually it's installed. But in your case it seems that it didn't install. ARI Quiz use it for converting strings from one encoding to another when using non-unicode encoding in Joomla (usually it's Joomla 1.0 with non iso-8859-1 encoding).

Regards,
ARI Soft

Re:Language Problem

Posted by stefangr - 2009/03/12 07:31

Hello,

My hosting company says that the extension is installed.
The problem was that i had a custom php.ini with register_globals set OFF. The made some changes. Can you try now to solve the problem?
Thanks

Re:Language Problem

Posted by admin - 2009/03/12 10:26

Hello,

Can you try now create question, save it and see it on frontend?

Regards,
ARI Soft

Re:Language Problem

Posted by stefangr - 2009/03/12 10:39

just a moment

Re:Language Problem

Posted by stefangr - 2009/03/12 10:48

I created a question.

The question encoding is right but the answers are with wrong encoding.

Here is the link

http://exclusive.gr/index.php?option=com_ariquiz&task=question&ticketId=2f5c9e11baaa610a378e16b24abde2fe&Itemid=200

Re:Language Problem

Posted by admin - 2009/03/12 11:12

Sorry, but we have a problem to provide solution because we can't reproduce this problem on our servers. We can reproduce it only with disabled ICONV extension. Check again, please, that this extension enabled, you can see it on Joomla backend in System->System Info->PHP Info section. If it enabled then we can't provide solution without investigated this issue.

Regards,
ARI Soft

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Re:Language Problem

Posted by stefangr - 2009/03/12 11:18

So you want the the extension to be disabled?
You told me before that you want the extension to be installed.
So i will tell the hosting company to disable it.
Correct?

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Re:Language Problem

Posted by admin - 2009/03/12 11:22

No, it must be enabled for Joomla 1.0 non ISO-8859-1 encoding. We mean that if it enabled then we don't have any idea why it don't work and we can say it only after investigate this issue on your server because we can't reproduce this issue on our servers.

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Re:Language Problem

Posted by stefangr - 2009/03/12 11:26

What access to you need now?

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Re:Language Problem

Posted by admin - 2009/03/12 11:44

To your Joomla backend and FTP access to directory where backend of ARI Quiz located (/administrator/components/com_ariquiz).

Regards,
ARI Soft

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Re:Language Problem

Posted by stefangr - 2009/03/12 12:00

What access do you want in Joomla. Administrator is ok?

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Re:Language Problem

Posted by admin - 2009/03/12 12:02

Yes, we need possibility to manage 'ARI Quiz' on backend and see PHP Info page.

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Re:Language Problem

Posted by stefangr - 2009/03/12 12:03

I will send all the info at you email.
Please be careful with the accounts!

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Re:Language Problem

Posted by admin - 2009/03/12 12:45

Check it now, please. We have added in question from 'test' quiz one answer item for testing purpose.

Regards,
ARI Soft

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Re:Language Problem

Posted by stefangr - 2009/03/12 12:51

Yes it seems ok!
Just let me creat one quiz to test it myself.
Question:
Where did you find this question?
The new item i mean.
Where are your company located?

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Re:Language Problem

Posted by admin - 2009/03/12 13:15

We open question list for quiz 'test'. It contains one question and we use it.

PS: Problem appeared because of your ARI Quiz installation had class.String.php file which contained bug with iconv.

Regards,
ARI Soft

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Re:Language Problem

Posted by stefangr - 2009/03/12 13:19

So everything is ok.
I will erase the account now.

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