Loading.....Please wait

Posted by csmnatra.com - 2011/06/08 19:12

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Hi,

At the moment we are facing two issues with the ARI Quiz component.

1. The radio button is not appearing in front of the answer choices. For eaxmple its just coming below "Choice A". Am I missing some configuration? Beacuse I saw that in your demo its showing it perfect.

2. Not being able to load questions: in almost all the quizes and very frequently, quiz get stuck at any question. It just shows 'Loading... Please wait' and it never succeed to load the next question even in 20 mins or one hour. One does not have any option but to navigate away from the quiz. This is very very critical and annoying issue at the moment.

In this case it also show "Error on page" warning. below is the error description. You might get some idea based on this.

Webpage error details

User Agent: Mozilla/4.0 (compatible; MSIE 8.0; Windows NT 5.1; Trident/4.0; GTB6.6; InfoPath.2; .NET CLR 2.0.50727; .NET CLR 3.0.4506.2152; .NET CLR 3.5.30729)
Timestamp: Wed, 8 Jun 2011 18:53:41 UTC

Message: Exception thrown and not caught
Line: 7
Char: 2424
Code: 0
URI: http://csmantra.com/components/com_ariquiz/js/yui/build/json/json-min.js

Thanks in Advance,

-Kapil Indoria

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Re:Loading.....Please wait

Posted by admin - 2011/06/09 06:14

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Hello,

1. Is it possible to see the problem? It can be a conflict with site template styles.

2. Is "Parse Plugin Tag" option enabled in quiz settings or not? It it possible to provide link to page where we can see the problem?

Regards,
ARI Soft

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Re:Loading.....Please wait

Posted by csmnatra.com - 2011/06/14 19:10

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Hi,

This is really very disappointing that after a week of email communication you did not able to reproduce or fix the problem.

We have already lost a week time because of this problem and also stuck with our plans. So now at our end its really critical to arrange the fix of this problem ASAP or to uninstall and look for some other component. We are not reallyu willing to look for another component as our team has already prepared lots of questions in the ARI Quiz csv format. So our effort for that part will just go wasted. I hope you can understand the urgency of the issue.

SO again as mentioned earlier we are facing this issue in firefox and IE8 both. I prepared a sreencast video of the error.

Please check the same at http://www.youtube.com/watch?v=jm1GwdYcx-Q

I hope this video will help to fix the issue soon.

Regards,
Kapil Indoria

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Re:Loading.....Please wait
Posted by admin - 2011/06/14 19:55

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Hello,

Yes, we can't reproduce the problem because you haven't provide enough information how to reproduce it. After your video we found the reason of the problem. 301 redirect doesn't configured on your site so csmantra.com and www.csmantra.com looks like two different sites. You can verify this if login on csmatra.com and then open www.csmantra.com site, you will not login on it. If you try to get quizzes by www.csmantra.com address, it will work fine so we can't reproduce the problem. It also bad approach for SEO because search engines will be indexed your site as two different sites. Configure 301 redirect that avoid this problem.

Regards,
ARI Soft

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Re:Loading.....Please wait
Posted by csmnatra.com - 2011/06/16 18:48

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Hi,

Thanks for your help. We are able to start the quizzes in a proper manner with the support provided by you.

The problem we are still facing is that unfinished sessions are still creating the problems.

As you mentioned earlier you can provide us with SQL query that can delete unfinished sessions and all quiz sessions, so please provide us those queries so that there will not be any problem of any sort with the quizzes.

Thanks in advance.

Kapil Indoria

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Re:Loading.....Please wait
Posted by admin - 2011/06/17 13:11

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Use the next SQL query:

DELETE FROM
  jos_ariquizstatistics,
  jos_ariquizstatisticsinfo
USING
  jos_ariquizstatisticsinfo LEFT JOIN jos_ariquizstatistics
    ON jos_ariquizstatisticsinfo.StatisticsInfoId = jos_ariquizstatistics.StatisticsInfoId
WHERE
  jos_ariquizstatisticsinfo.Status 'Finished'

Regards,

ARI Soft

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Re:Loading.....Please wait
Posted by csmnatra.com - 2011/06/18 15:45
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Hi,

Thanks for the query for deleting all the active quiz sessions. Now the quiz loading problem is solved.

Unfortunately now we are facing another problem. We are using sh404sef component for seo. When this is enabled for ARI Quiz urls then the questions are displayed out of default template.

Please see the attached image for reference.

Thank you.

Regards,
Kapil Indoria

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Re:Loading.....Please wait
Posted by admin - 2011/06/20 08:48
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Hello,

We have sent the answer by email.

Regards,
ARI Soft

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