Quizzes, qustions, categories all not showing up!!

Posted by astgeorge - 2008/08/18 22:44

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Hello,
  So when I add a category for a question or for the a quiz it acts as if it saves it and then flashes the saved noticed however it then wont show any category. So if I go to Quiz Categories and create a new category and then go to questions and come back to categories there is nothing in the category list. This is happening for all parts of the component. If I create a new question it acts as if it saves it and then when I return to it there is no questions there.

please help?

Also it should be noted that when I do the same process in IE it says done but with errors on the page... (how can a 75.00 USD product behave this way, a core Joomla! extensions directory Administrator asks?)

The error is:
Line 285
Char: 382
Error: Unterminated string constant
code:0
URL: http://amputationpreventionpartners.com/administrator/index2.php?option=com_ariquiz&task=category_list

cheers

Aaron

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Re:Quizzes, qustions, categories all not showing up!!

Posted by admin - 2008/08/19 06:36

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Hello,

Which version of IE do you use? Could you please provide us with access to your Joomla! system so we could log in and investigate. Please send us credentials via email.

Regards,
ARI Soft

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Re:Quizzes, qustions, categories all not showing up!!

Posted by astgeorge - 2008/08/19 13:54

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I am using IE 7, (this is what shows me the errors) in Firefox 3 I do not see the errors but the lists of category items or questions etc do not show up either just like in IE. I have the same problem in Opera and Safari.

You must have a better way of trouble shooting this, I can not simply provide you with access to the site it is a live production commercial website and it would be unethical for me to provide you access without the client being privy. If your only way of trouble shooting this issue is to log in to my client site I will require you to sign an NDA. (Non Disclosure Agreement) is this something you are prepared to do?

Bottom line is this I purchased your product, installed as the readme.txt file said. (I am no stranger to Joomla! mind you.)Right out of the box it is throwing IE errors. Here is my system set up for this particular client site.

Joomla! 1.0.15
Latest version of ARI-Quiz
Apache 2.0.54
MySQL 4.1
PHP 4

I have heard nothing back from the contact us support button via the ARI-Site as of yet....Tell you what I am going to create a dummy fresh Joomla! 1.0.15 install on the same server, and install your product. Insert the license key and you can have access to this site. I am willing to bet it will have the same problems as my commercial site. I will post back to

this in about 10 minutes when I am done configuring the test site. .

Cheers (but a little disappointed in your product thus far, hope the customer service makes up for it)

Aaron

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Re:Quizzes, qustions, categories all not showing up!!
Posted by admin - 2008/08/19 14:07

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Hello,

We are looking forward for your fresh Joomla! installation to have a look. ARI Quiz component has been purchased by dozens of customers and noone except you reported such issue so we really want to investigate. This may be related to some conflicting components or something.

For customers to have a look at WORKING version of component we have 2 demo sites: demo.ari-soft.com for Joomla 1.0.x and demo2.ari-soft.com for Joomla! 1.5 so you can always see the component in action.

Since you contacted us via contact form and via forum we thought that forum is better means of communication. In this case we don't duplicate the message thread and other customers can have a look at this topic in case of similar problems.

Regards,
ARI Soft

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Re:Quizzes, qustions, categories all not showing up!!
Posted by astgeorge - 2008/08/19 14:22

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UPDATE: OK I have found out what the problem is. It is not really an issue with your product but rather a conflict between the Object Request of your product and a given template with a similar processes. However, this is good for you to know so you can mention it with your product or perhaps fix in a future release. It turns out that your product only seems to work with the default Joomla! Admin template (or templates not using AJAX). When I use it with any of my custom admin templates or the Mid One Point Five by joomlaworks.gr none of the items from the quizzes, questions etc show up, however when I go back to the default admin template they appear and all is well. I believe it is from the XML HTTP Request Object loading of the content you use in your product as the joomlaworks.gr template and my custom templates do the same process to load the entire admin side so there must be a conflict. In my spare time I will work on a fix and post back here when I get something.

In this case this will work for me as the client does not access this back end and hence there is no need for a customized template (I was using my custom admin template for my own efficiency). However in the future I highly recommend that you make this noted to the end user who may or may not be purchasing your product. I am not going to leave a comment on your extension in the JED as I believe it is your responsibility to do so, however I will be making a note in the Administration side of the JED listings.

Just to be sure I am fulling testing the component with the default admin template now. So far it seems to be functioning just fine, now that I know the issue it wont be difficult to trouble shoot in the event of a problem.

I do appreciate your help and your support response was relatively fast with a one day run around. Other then this little issue you have a great product here!

Cheers

Aaron

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Re:Quizzes, qustions, categories all not showing up!!

Posted by admin - 2008/08/19 14:39

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We will be waiting for your update on this issue.

Anyway as you may understand it is very difficult to guarantee that the component will work with ALL third-party templates since this is unknown in which way they are implemented. ARI Quiz component uses Yahoo! UI javascript library and the template you are using may work with other javascript library that might be incompatible or conflicting.

It would be useful for us to have a look at the issue and make some investigation. Could you please provide a link to joomlaworks.gr template you are using.

Regards,
ARI Soft

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Re:Quizzes, qustions, categories all not showing up!!
Posted by astgeorge - 2008/08/19 14:48

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I understand completely as I run into this quite a bit while developing. You can download the joomlaworks template here:

http://joomlaworks.googlecode.com/files/jw_minted_one-point-five_v2.3.zip

They use 2 custom libraries they have built as well as the fat.js effects. (Fade Anything Technique)

I will be tooling around with a fix for this particular template and let you know when I have something of RC status.

cheers, the product is working great now, I appreciate your time.

Aaron

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Re:Quizzes, qustions, categories all not showing up!!
Posted by admin - 2008/08/19 19:48

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We resolved the problem. We sent you the corrected component by email. It also includes new functionality with full quiz statistics.

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