
Problem connecting to the server. Please try again

Posted by xoundboy - 2009/07/14 16:02

I have what appears to be an intermittent problem with a quiz that has previously been working fine until today. I upgraded to the latest version (2.5.2) but the problem persists.

Problem:

After selecting the quiz I get a javascript dialogue that says

"Problem connecting to the server. Please try again. If the problem still appears please contact administrator"

(see attached image)

..this is in firefox. In IE7 it just says "Loading...please wait" and hangs.

what is wrong? is it something to do with the server? <http://www.ari-soft.com/images/fbfiles/images/quiznotloading.png>

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Re:Problem connecting to the server. Please try again

Posted by admin - 2009/07/14 20:36

Hello,

Could you say link where we can see this problem?

Regards,
ARI Soft

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Re:Problem connecting to the server. Please try again

Posted by xoundboy - 2009/07/14 22:04

<http://teflworldwideprague.com/test2/>

log in using this account...

username: ***

pass: ***

click "Vstupn½ test angl tiny" link

click the "Pokracujte" button

the test should load...except sometimes it does and sometimes it just hangs and we get the browser dialogue box described in the original post

thanks for you help

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Re:Problem connecting to the server. Please try again

Posted by admin - 2009/07/14 22:19

We have investigated your issue and it looks like problem with 301 redirect. You can read this topic on our forum. In other words, teflworldwideprague.com/test2/ and www.teflworldwideprague.com/test2/ is two different site and in your Joomla! settings site url is set to www.teflworldwideprague.com/test2/, but you try to use quiz on teflworldwideprague.com/test2/ site and browser don't send AJAX request due to security reason, it can also be affected on SEO because search system like Google, Yahoo and other will think that it's two different sites. If you configure 301

redirect, all should work fine.

Regards,
ARI Soft

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Re:Problem connecting to the server. Please try again

Posted by xoundboy - 2009/07/15 08:38

I just changed the joomla config - removed the "www." in the live site value but we're still having the problem.

Someone else will be taking over this thread on my behalf (wife just went into labour!)

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Re:Problem connecting to the server. Please try again

Posted by admin - 2009/07/15 08:48

Could you restore access for arisoft user that we can check it?

Regards,
ARI Soft

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Re:Problem connecting to the server. Please try again

Posted by shubhaanshu - 2017/05/13 07:09

I am also facing the same problem:

Problem connecting to the server. Please try again. If the problem still appears please contact administrator.

is there any solution to this?

the url is:
<http://igkvweedsearch.com/qb>

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Re:Problem connecting to the server. Please try again

Posted by admin - 2017/05/13 11:52

Hello,

Could you provide a temporary access to your J! backend by email so we can investigate the problem?

Regards,
ARI Soft

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Re:Problem connecting to the server. Please try again

Posted by shubhaanshu - 2017/05/21 05:36

Hi Admin,
I have send the mail containing the ID, Pass.
Please investigate asap....

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Re:Problem connecting to the server. Please try again

Posted by shubhaanshu - 2017/05/21 06:33

error log:

PHP Fatal error: Call to a member function getName() on boolean in
/home/igkvweedsearch/public_html/administrator/components/com_ariquiz/kernel/Xml/j30/class.XmlHelper.php on line 73

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Re:Problem connecting to the server. Please try again

Posted by admin - 2017/05/21 10:56

Try now please. "Method to determine lime requirement?" and "The activity of actinomycetes is maximum at pH"
questions were corrupted.

Regards,
ARI Soft

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Re:Problem connecting to the server. Please try again

Posted by shubhaanshu - 2017/05/21 11:04

Please let me know how the questions get corrupted, so that I can prevent it in the future...
what all precautions should I take before importing the questions?

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Re:Problem connecting to the server. Please try again

Posted by admin - 2017/05/22 06:37

If you import questions from a CSV file, check that the file is saved in UTF-8 encoding without BOM.

PS: We will add better bad data handling in the next version of the extension.

Regards,
ARI Soft

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