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## ARI Quiz Results

Posted by dashbaugh6025 - 2012/10/27 22:50

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Hello. All of the quiz results have stopped appearing for each quiz. Everything is published and enabled. Could you please take a look at the admin panel. I sent you and email with website and log in information.

Thank you,  
David

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## Re:ARI Quiz Results

Posted by admin - 2012/10/28 05:59

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Hello,

Open quiz settings page and select text template in "Successful Template" and "Failed Template" parameters.

Regards,  
ARI Soft

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## Re:ARI Quiz Results

Posted by dashbaugh6025 - 2012/10/28 22:05

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Hello, It appears that the text and email templates have disappeared. The results template are not there. It is serious issue because all of the results and scoring is lost as well. I tried to upgrade to latest version to see if that would create a solution. It appears that my joomla 1.53 is not compatible with Ari quiz 3.3 I followed install instructions and had issues with the templates. So I reienstatlled previous version with the same issue with the templates. Is it possible to recover the templates? Where might I search for the files? Just a reminder, If you want to view the admin of the site I sent you an email yesterday with user and paswd.

Thank you  
David

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## Re:ARI Quiz Results

Posted by admin - 2012/10/29 06:38

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"ARI Quiz" is compatible with Joomla! 1.5. "ARI Quiz" v. 2.8.4 is installed on your site (it is not v. 3.3.0 about what you wrote in your post).

Regards,  
ARI Soft

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## Re:ARI Quiz Results

Posted by dashbaugh6025 - 2012/10/29 13:35

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Hello,

As I said in previous post. I uninstalled 2.8 and installed 3.3 and there were problems with templates so I re installed. 2.8. My main question is what could have happened to all of the text and email templates? Can I recover if 3.3 is installed?

Thank you,  
David

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## Re:ARI Quiz Results

Posted by admin - 2012/10/29 13:45

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How v. 2.8 was installed again? Did you restore previous database backup? It seems templates are not selected in v. 2.8.

Regards,  
ARI Soft

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## Re:ARI Quiz Results

Posted by dashbaugh6025 - 2012/10/29 13:47

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Hi ,

I had previous version on my pc that I re installed. Not from a back up. Thoughts?

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## Re:ARI Quiz Results

Posted by admin - 2012/10/29 13:49

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It is not clear how you downgrade from v. 3.3 to 2.8. Could you described it in more details? Currently we see templates are not selected in v 2.8 so they will not be selected after upgrade to any version.

Regards,  
ARI Soft

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## Re:ARI Quiz Results

Posted by dashbaugh6025 - 2012/10/29 14:07

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Hi,

I uninstalled. 3.3 and then reinstalled 2.8 as an upload from my pc. It was the version I had in stalled in 2010. I don't see the templates? I only see standard template.. but none of the created templates?

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## Re:ARI Quiz Results

Posted by admin - 2012/10/29 14:20

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If you want to install "ARI Quiz" 2.8 instead of v. 3.x, it is necessary to restore database backup which is used before upgrade to v. 3.x.

Upgrade process is described here and we recommend to create database backup prior upgrade of the extension.

Regards,  
ARI Soft

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## Re:ARI Quiz Results

Posted by dashbaugh6025 - 2012/11/03 19:24

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Hello, There seems to be some confusion... My ari quiz program was operating correctly then all of the sudden the text and mail templates have disappeared. There are approximately 25 different templates with results. Is there another plugin or something that need to to be enabled? As before I sent you the user and pswd via email.

I would like to have your direction regarding this as our only option is to re enter all of the templates which we would prefer not to do. Can you please let us know what might have happened to the templates or where we could recover the files?

Thank you,  
David

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## Re:ARI Quiz Results

Posted by admin - 2012/11/03 19:46

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Regarding to your previous message, you upgraded the extension and then installed old version of the extension again. As we wrote previously, it is not possible to downgrade the extension. If you want to downgrade extension, it requires to restore database backup for previous version of the extension and then install old version of the component.

"ARI Quiz" v. 3.x and 2.x are stored templates in different tables. Currently templates are stored in tables which are used by "ARI Quiz" v. 3.x, but you downgrade the extension to v. 2.x incorrectly so templates are not available.

Regards,  
ARI Soft

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## Re:ARI Quiz Results

Posted by dashbaugh6025 - 2012/11/03 20:50

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Hello,

Sorry to be overly simplistic. Is what your saying is that I cannot access those mail and text templates now? We must re enter the data?

Does ari quiz require mootools to operated properly?

Thank you,  
david

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## Re:ARI Quiz Results

Posted by admin - 2012/11/03 20:52

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Restore database backup which you used for old version of the extension or upgrade the extension to the latest version.

The extension doesn't require MooTools javascript library.

Regards,  
ARI Soft

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## Re:ARI Quiz Results

Posted by dashbaugh6025 - 2012/11/03 20:56

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Hello,

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I followed your prescribed procedures and I have received this error message in the admin panel when I choose a quiz.

TYPR ERRor: Object # - has no Method 'upgrage Log'

What can i do to save or recover my questions and get the quiz program to function properly? When I upgraded to 3.3 it seemed to have conflicts with the templates and I receive a number of errors.

Thank you,  
David

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## Re:ARI Quiz Results

Posted by dashbaugh6025 - 2012/11/03 21:16

I just installed ari quiz 3.3 and in admin I received this error. I restored data base.

The website encountered an error while retrieving  
[http://www.relationalhuman.com/administrator/index.php?option=com\\_ariquiz&view=quizzes](http://www.relationalhuman.com/administrator/index.php?option=com_ariquiz&view=quizzes).

What steps can I take at this point to recover older quiz files?

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## Re:ARI Quiz Results

Posted by dashbaugh6025 - 2012/11/03 22:03

Hello,

I followed your instructions and after uninstalling and re installing... I was able to find the files. I appreciate your patience and your fantastic support. I like the component and will continue using it because of your support.

Thank you!  
David

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## Re:ARI Quiz Results

Posted by admin - 2012/11/04 07:18

Does it work fine now?

Regards,  
ARI Soft

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## Re:ARI Quiz Results

Posted by dashbaugh6025 - 2012/11/04 18:06

The quiz extension works fine. I was able to locate all of the templates. I have a small conflict with the top menu. Not sure what is causing this issue. I appreciate your support.

Thank you,  
david

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## Re:ARI Quiz Results

Posted by dashbaugh6025 - 2012/11/08 00:17

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Hello,

I have spent the last two days attempting solve the top menu issue. When I installed latest version of Ariquiz with joomla 1.523 it created a conflict with topmenu. I was using superfish. I am now using ariextmenu. The menus are working fine now.

This issue I have now is that when choosing an quiz the quiz appears twice in the template. Inside the module and outside the template. What can I do to correct this?

Thank you,  
David

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## Re:ARI Quiz Results

Posted by admin - 2012/11/08 12:10

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Try now please.

Regards,  
ARI Soft

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## Re:ARI Quiz Results

Posted by dashbaugh6025 - 2012/11/08 19:20

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Hi, Thank you for correcting the issue of quiz outside the template. When you go to site and choose knowledge assessments from the topmenu, it will go to a category page with the complete list of quizzes. However, if you go to topmenu while on this you will also have a dropdown menu with all of the quizzes. If you choose from the dropdown the component can't be found. Also, you have another "knowledge assessments" tab that appears under the top menu in the slide show images.

How can I correct or could you look at it and let me know what adjustments to make?

Thank you,  
David

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## Re:ARI Quiz Results

Posted by dashbaugh6025 - 2012/11/08 19:37

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Hello, I wanted to explain the issue clearly. When you choose the "knowledge assessment" from top menu you get a category page with all of the quizzes listed (great). When you choose a quiz and the quiz appears the topmenu changes to a dropdown. If you choose a different quiz from the dropdown the component is not found. Also, a new tab appears under the topmenu "knowledge assessments" if you choose that it takes you back to the category page.

I hope that explains the situation clearly.

Thank you,  
David

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## Re:ARI Quiz Results

Posted by admin - 2012/11/09 06:59

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When we choose a quiz from quiz list, we don't see a drop-down menu with quizzes. Could you send screenshot(s) by email where we can see steps how to reproduce the problem?

Regards,  
ARI Soft

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## Re:ARI Quiz Results

Posted by dashbaugh6025 - 2012/11/09 16:30

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Hi, I will send screen capture with this post. Choose the knowledge assessments. choose a quiz. NOW look at topmenu you will see that it has moved. (as in screen capture shows) Now choose knowledge assessments and the menu will drop down with list of assessments. If you choose one it will say component not found.

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## Re:ARI Quiz Results

Posted by admin - 2012/11/09 16:45

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Try now.

Regards,  
ARI Soft

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