help

Posted by ssahin33 - 2012/10/28 06:59

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test results do not have pictures admin panel http://www.ari-soft.com/images/fbfiles/images/help.png

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Re:help

Posted by admin - 2012/10/28 07:02

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Hello,

Check that you use the latest version of the extension (v. 3.3.1). If not, upgrade the extension to the latest version.

If it doesn't help, 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:help

Posted by ssahin33 - 2012/10/28 07:31

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I think that may be the problem http://www.ari-soft.com/images/fbfiles/images/help2.png

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Re:help

Posted by admin - 2012/10/28 07:33

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Do you use the latest version of the extension?

PS: We can't reproduce the problem on our test server.

Regards,
ARI Soft

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Re:help

Posted by ssahin33 - 2012/10/28 07:36

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yes, I installed version 3.3.1

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Re:help

Posted by admin - 2012/10/28 07:38

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

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Re:help

Posted by ssahin33 - 2012/10/28 07:49

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Okay, I sent access information

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Re:help
Posted by admin - 2012/10/28 09:17

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Thank you. We found the reason of the problem and we will provide fix within 24 hours.

Regards,
ARI Soft

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Re:help
Posted by admin - 2012/10/28 18:33

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Upgrade the extension to v. 3.3.2. It should help.

Regards,
ARI Soft

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Re:help
Posted by ssahin33 - 2012/10/28 22:25

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Thank you. excellent

I got a request :blush:

the administrator should use the link to the result of http://www.ari-soft.com/images/fbfiles/images/help3.png

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Re:help
Posted by admin - 2012/10/29 06:32

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Find the answer here please.

Regards,
ARI Soft

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