
ARI Quiz no longer functioning and inaccessible

Posted by goldstein - 2014/11/07 05:03

Hello,

At some point while regularly upgrading joomla the ARI quiz became broken and is no longer accessible from the front page. Within a joomla admin I can also no longer access menus such as quizzes, question bank, results etc.

Joomla Version:Joomla! 3.3.6 Stable
ARI Quiz: v. 3.4.7

Can someone please recommend steps on how to proceed in order to fix this issue. Currently installed modules and components:

ARI Quiz Administrator Component 3.4.7 February 2013 ARI Soft
ARI Quiz Results Site Module 2.1.1 December 2012 ARI Soft
ARI Quiz Top Results Site Module 2.1.1 December 2012 ARI Soft
ARI Quiz User Results Site Module 2.1.1 December 2012 ARI Soft
ARI Quiz User Top Results Site Module 2.1.1 December 2012 ARI Soft

If the update is required can you please provide some clues on how to upgrade the above modules and components?

thank you

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Re:ARI Quiz no longer functioning and inaccessible

Posted by admin - 2014/11/07 07:03

Hello,

The latest version of "ARI Quiz" is 3.6.15. Download it from "Member Area" on our site and update the extension on your site (just install new version over standard Joomla! installation page).

Regards,
ARI Soft

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Re:ARI Quiz no longer functioning and inaccessible

Posted by goldstein - 2014/11/07 08:13

thank for this...upgrade seems to fix this issue...

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quiz cycles through endlessly with no final score

Posted by goldstein - 2015/01/04 20:31

Hello,

Today I have got a feedback from our visitor that there is no way to finish the quiz as it cycles through endlessly with no final score and the only way to finish the quiz is to terminate it with terminate button which does not give a score.

This issue started after the above mentioned update. Did anyone had any similary or same issue and can offer a solution.

thank you

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Re:quiz cycles through endlessly with no final score

Posted by admin - 2015/01/05 06:47

Hello,

Nobody has reported about the similar issue. Could you provide a temporary access to your J! backend by email and specify how to reproduce the problem or specify a user and quiz session which has the problem?

Regards,
ARI Soft

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Re:quiz cycles through endlessly with no final score

Posted by goldstein - 2015/01/12 23:44

Hello,

email sent as requested. Awaiting a response.

thank you

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Re:quiz cycles through endlessly with no final score

Posted by admin - 2015/01/13 07:18

The quiz is working fine for us. Check that you use "Save" button to save answers. "Next" button is used to skip a question and go to the next question with ability to return to skipped question.

Regards,
ARI Soft

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Re:quiz cycles through endlessly with no final score

Posted by goldstein - 2015/01/14 03:36

Problem was caused by human error :-)

thank you for you help...Much appreciated...!

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