
Install Error

Posted by VantageAutomotive - 2015/05/07 06:55

I have searched and only found questions without answers... I have tried to install paid version for the first time and get the following error message

1054 Unknown column 'parent_id' in 'where clause' SQL=SELECT CategoryId FROM jos_ariquizcategory WHERE parent_id = 0

When I select ARI Quiz form the components menu, I get the following error message

1054 Unknown column 'C.parent_id' in 'field list' SQL=SELECT C.CategoryId,C.CategoryName,C.parent_id,C.lft,C.rgt,C.level FROM jos_ariquizcategory C WHERE C.lft > 0 ORDER BY lft asc

Can someone please help - not a good start for first time use!

Thanks

=====

Re:Install Error

Posted by admin - 2015/05/07 07:22

Hello,

It seems the extension was incorrectly upgraded from a previous version of "ARI Quiz" or from "ARI Quiz Lite". Could you provide a link to a page where the problem occurs and a temporary access to your J! backend by email so we can investigate the problem in more details?

Regards,
ARI Soft

=====

Re:Install Error

Posted by VantageAutomotive - 2015/05/07 22:47

Email sent - thanks you guys!

=====

Re:Install Error

Posted by admin - 2015/05/08 11:23

Try now please.

Regards,
ARI Soft

=====

Re:Install Error

Posted by VantageAutomotive - 2015/05/08 12:39

:woohoo:
All fixed - thank you so much!

What was causing the problem?

=====

Re:Install Error

Posted by admin - 2015/05/08 12:40

As we wrote previously, it seems the extension was incorrectly upgraded. We re-installed it.

Regards,
ARI Soft

=====