
Error upgrading Ari Quiz Lite to Ari Quiz

Posted by NilsT - 2016/07/12 14:12

Hello!

I just tried to upgrade the Quiz lite to full Quiz and somehow I now get this error message: (tried it various times)

```
"Table 'DB2617166.#__arigenerictemplate' doesn't exist SQL=SELECT
GT.TemplateId,GT.TemplateName,GT.Value,GT.CreatedBy FROM #__arigenerictemplate GT INNER JOIN
#__arigenerictemplateentitymap GTEM ON GT.TemplateId = GTEM.TemplateId LEFT JOIN #__ariquizmailtemplate
MT ON GT.TemplateId = MT.TextTemplateId WHERE MT.MailTemplateId IS NULL AND GTEM.TemplateType IN
('QuizAdminEmail','QuizFailedEmail','QuizSuccessfulEmail') AND GT.BaseTemplateId = 1 GROUP BY GT.TemplateId"
```

If I retry I get another message concerning a duplicate entry in the DB.

Also in the Joomla-Components-Menu there is now an entry "com-ariquiz-menu-ariquiz" which only leads to an error.

Since I think there might be a need for a Joomla-backend-access I already created an user with Admin-Access an sent it to your Account...

Thank you very much for any help in advance!

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Re:Error upgrading Ari Quiz Lite to Ari Quiz

Posted by admin - 2016/07/12 15:14

Hello,

We have updated the component on your site.

Regards,
ARI Soft

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Re:Error upgrading Ari Quiz Lite to Ari Quiz

Posted by NilsT - 2016/07/12 15:23

Now thats what I call super Support! Thank you very much!!

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Re:Error upgrading Ari Quiz Lite to Ari Quiz

Posted by moquereau - 2016/09/22 12:35

I have the same problem, how can I do ?

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Re:Error upgrading Ari Quiz Lite to Ari Quiz

Posted by admin - 2016/09/22 12:39

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>Error upgrading Ari Quiz Lite to Ari Quiz

Posted by moquereau - 2016/09/22 13:28

No I can't because it's a private network !

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Re>Error upgrading Ari Quiz Lite to Ari Quiz

Posted by moquereau - 2016/09/22 13:29

error <http://www.ari-soft.com/images/fbfiles/images/Capture-9746495a78a0676e8f2f0de7633ee91d.PNG>

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Re>Error upgrading Ari Quiz Lite to Ari Quiz

Posted by admin - 2016/09/22 13:38

Does this error appear during installation of "ARI Quiz", when try to open a page on frontend or open a page on backend?

Regards,
ARI Soft

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Re>Error upgrading Ari Quiz Lite to Ari Quiz

Posted by moquereau - 2016/09/22 14:05

I have the lite version and all was good. We have made some quiz and all work. I have bought the complete version and installed it by "installer extension", succesfully installed.

On the back office there's no problem, I can manage old quiz and create new, etc... But I can't open old and new Quiz on the front office. When I clic on any of them I have the error with the database. It's a Virtual machine so i have snapshot if i need to reinstall the module. But I try twice and i already have this error.
thanks.

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Re>Error upgrading Ari Quiz Lite to Ari Quiz

Posted by admin - 2016/09/22 17:25

Create new menu item(s) (or modify existing) for "ARI Quiz" extension instead of "ARI Quiz Lite".

Regards,
ARI Soft

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Re>Error upgrading Ari Quiz Lite to Ari Quiz

Posted by moquereau - 2016/09/22 17:33

thanks It works. So simply !!

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