
The selected exam is not available, contact with A

Posted by mswja99 - 2017/05/05 15:49

I have a customer that is unable to take any quiz. No other user is having issues. I created an new user for him and he is able to take quizzes. What might have happened to his original user account? Can old user account be cleared or reset somehow?

=====

Re:The selected exam is not available, contact with A

Posted by admin - 2017/05/05 16:25

Hello,

We can investigate the problem if you provide a temporary to quizzes behalf on user who has the problem and a temporary access to Joomla! backend or you can delete all running quiz session for the user if execute the following SQL query (it can be executed via PHPMyAdmin tool or AceSQL or similar Joomla! extension):

```
DELETE FROM #__ariquizstatisticsinfo WHERE UserId = USERID AND Status 'Finished'
```

Just replace USERID with ID of the user.

Regards,
ARI Soft

=====

Re:The selected exam is not available, contact with A

Posted by mswja99 - 2017/05/05 17:12

That took care of the issue, the script did not work but I manually went into SQL and started the paused quiz.

=====