
Length of the e-mail message

Posted by stepan39 - 2017/05/15 10:07

Hi!

An e-mail template was created to notify the user about the results. Everything works fine, but the message text is cropped. It seems that his length is limited. How can this be remedied?

=====

Re:Length of the e-mail message

Posted by admin - 2017/05/15 10:11

Hello,

The extension doesn't have any limit for length of mail message. Is it cut only when send email or also when open mail template edit page?

Regards,
ARI Soft

=====

Re:Length of the e-mail message

Posted by stepan39 - 2017/05/15 10:15

When you save a template, nothing is cut out. The user receives only part of the message specified in the template

=====

Re:Length of the e-mail message

Posted by admin - 2017/05/15 10:20

Could you specify what value is used for mail template (if you use a WYSIWYG editor, switch it to plain text mode and copy HTML code) and send a sample mail based on the template to our email (info@ari-soft.com)?

Regards,
ARI Soft

=====

Re:Length of the e-mail message

Posted by stepan39 - 2017/05/15 10:25

Sent to info@ari-soft.com

=====

Re:Length of the e-mail message

Posted by admin - 2017/05/15 10:28

Could you also configure the extension to send a sample mail based on the template to our email (info@ari-soft.com)?

Regards,
ARI Soft

=====

Re:Length of the e-mail message

Posted by stepan39 - 2017/05/15 10:32

Configured sending to your address

=====

Re:Length of the e-mail message

Posted by admin - 2017/05/15 10:49

Text in mail looks like:

... clipped text ...

It seems a 3rd party extension modify mail content. If you use AutoReadMore or similar extension, try to disable it.

Regards,
ARI Soft

=====

Re:Length of the e-mail message

Posted by stepan39 - 2017/05/15 10:54

Thanks for the help, the cause of the problem was the AutoReadMore extension

=====

Re:Length of the e-mail message

Posted by stepan39 - 2017/05/15 13:35

There was one more question on e-mail templates. The client receives the letter with relative (without the domain) links to sections and the site logo, accordingly there is an error.

/rules instead of mydomen/rules

How can I fix this?

=====

Re:Length of the e-mail message

Posted by admin - 2017/05/15 14:16

It seems URLs are changed from absolute to relative by a WYSIWYG editor. If you use TinyMCE editor, open "Editor - TinyMCE" plugin settings page and set "URLs" parameter to "Absolute" value.

Regards,
ARI Soft

=====

Re:Length of the e-mail message

Posted by stepan39 - 2017/05/15 14:21

This setting will affect the work of the entire site, I have all the relative links. Is there some other solution to the problem?

Re:Length of the e-mail message

Posted by admin - 2017/05/16 07:42

Update the component to v. 3.9.7. It converts relative links to absolute automatically for mail templates.

If you use a custom version of the extension, update only `/components/com_ariquiz/controllers/quizcomplete.php` file.

Regards,
ARI Soft

=====