Error 500 when opening question in backend

Posted by lotsman - 2018/05/01 20:44

_____

I faced a strange issue after upgrade Ari Quiz. When I create any question in admin panel and save it and then try to open for editing I get error 500. I investigated DB tables and found in table ariquizquestionversion that questions created on old versions has structure in field "Data" like that:

 kghsdfkjghjfsghas
 lfkghskjghsdghsldgs
 shsahdglsdhglashg

But new versions (including latest 3.9.16) creates structure like that:

hdfdhsddfhdsfdsfhsdfhd
And when I manualy remove tags - the questtion opens normally in backend.
So my question is how to resolve this problem?

===

Re:Error 500 when opening question in backend

Posted by admin - 2018/05/02 04:51

_____

Hello,

The problem occurs because on old version of "ARI Quiz" was after upgrade PHP to v. 7.x on your server. Execute the following SQL query to fix this problem (we recommended to create DB backup before running the query):

UPDATE #__ariquizquestionversion SET Data = REPLACE(REPLACE(Data,'', ''), '', '') WHERE Data LIKE '%%'

Just replace #__ with your DB prefix.

Regards,
ARI Soft

===

Re:Error 500 when opening question in backend

Posted by lotsman - 2018/05/02 11:23

_____

If I understand right it can fix some existing records created after upgrade, but what about new questions which I will create in future? Do you mean to execute sql query every time I created new question? I hope there should be another solution.

===

Re:Error 500 when opening question in backend

Posted by admin - 2018/05/02 20:23

_____

The latest version of the extension doesn't have this problem. It saves new questions in correct format.

Regards,
ARI Soft

===

Re:Error 500 when opening question in backend

Posted by lotsman - 2018/05/02 20:58

_____

I speak about the latest version - 3.9.16 - it makes questions with wrong format. Just checked again - it does. May be you didn't publish the fixed version yet?

===

Re:Error 500 when opening question in backend
Posted by admin - 2018/05/02 21:10
_____

This fix was included a long ago (before v. 3.9.16). Could you provide a temporary access to your J! backend by email so we can investigate the problem?

Regards,
ARI Soft

===

Re:Error 500 when opening question in backend
Posted by lotsman - 2018/05/02 21:16
_____

Sent you email.

===

Re:Error 500 when opening question in backend
Posted by admin - 2018/05/03 05:32
_____

It seems XML handling was changed in PHP v. 5.6.x. You can try the the following as a temporary solution:

- Open /administrator/components/com_ariquiz/kernel/Xml/j30/class.XmlHelper.php file and replace the following code:

define('ARI_XML_PHP7', version_compare(phpversion(), '7.0.0', '>='));

with the following one:

define('ARI_XML_PHP7', true);

Let us know if it works.

Regards,
ARI Soft

===

Re:Error 500 when opening question in backend
Posted by lotsman - 2018/05/05 21:37
_____

Yes, it works. Thanks! Could you make the permanent fix in the next version?

===

Re:Error 500 when opening question in backend
Posted by admin - 2018/05/06 14:45
_____

Sorry, but we will not add this fix to standard version. HHVM version of PHP installed on your site. It has version 5.6.99, but it works with XML in another way than standard version of PHP 5.6.x. It works like PHP 7.

BTW, we are going to replace XML with JSON in "ARI Quiz" v. 4.x.

Regards,
ARI Soft

==