Results Disappeared

Posted by blueinkmedia - 2020/10/27 14:54

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Why would quiz results for some quizzes mysteriously disappear? Is there a way to find them in the database?

- No teacher deleted anything in the Quiz Results
- Kids saw their result after the test. Teacher went to the back end to download, results are gone.

Please help :(

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Re:Results Disappeared

Posted by admin - 2020/10/28 06:11

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Hello,

The extension stores all results in a database and they can be deleted only by administrators on "ARI Quiz -> Quizzes Results" page via "Delete" or "Delete All" buttons.

Check #__ariquizstatisticsinfo DB table.

Regards,
ARI Soft

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Re:Results Disappeared

Posted by blueinkmedia - 2020/10/29 14:22

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Hi, now all our RESULTS have completely been wiped out! We didn't have problems with the Lite version, and now we're having all kinds of problems with the paid version?

Could you at least look at it and see what's happening?

Thank you.

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Re:Results Disappeared

Posted by admin - 2020/10/31 12:26

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Could you provide an access to Joomla! backend and to a database by email?

Regards,
ARI Soft

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Re:Results Disappeared

Posted by blueinkmedia - 2020/10/31 17:51

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Hi, thank you for the response. In isolating the problem, we concluded that the cause of the results disappearing is that a couple of users in the back end clicked the "Delete All" button, and another one clicked the "Delete" button.

I think those buttons should only be available to Super Users. I disabled the buttons by doing the following:

1. Go to administrator/components/com_ariquiz/views/quizresults
2. Open view.html.php
3. Comment out lines 181-185 and 189

With those two buttons unavailable to anyone, there is zero risk of results being deleted.

Lesson learned.

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