
images (and questions) don't appear

Posted by eMCe71 - 2010/11/15 14:47

Hi there,

I have kind of an urgent question. I use ARI Quiz component on my website: www.PrzypadkiMedyczne.pl

I have just activated new quiz with different kind of questions and figure out problem. One of my user (Ros84) claims that during solving quiz images and questions sometimes don't appear! Look here please: <http://przypadkimedyczne.pl/quiz-testy.html?task=quiz&quizId=13>

Facts:

- I saw this problem in this quiz (id=13) when I embedded it in article so I forgot about embedding it and I placed a link directly to quiz (as I gave you above). I don't know if anyone beside Ros84 have the same problem right now but I have to believe him, because...
- Couple months ago I had the same problem in other quiz. There was 30 questions and only one with image so if I remember correctly I deleted this question.

I will be very thankfull for help because it's a first day of very important competition and I can't fail!

Thanks,
Mat

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Re: images (and questions) don't appear

Posted by eMCe71 - 2010/11/15 15:25

I have just received another two complains about not seeing question (this time they see image but don't see question)

Please help!

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Re: images (and questions) don't appear

Posted by eMCe71 - 2010/11/15 16:24

3rd UPDATE:

All of those 3 users were using Internet Explorer (2 of them - 7.0, and 1 of them - 8.0). Systems: windows 7, vista, xp

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Re: images (and questions) don't appear

Posted by admin - 2010/11/15 17:17

Hello,

If you have the same problem like in this post, download and re-install the component. It contains fix for IE.

Regards,
ARI Soft

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Re: images (and questions) don't appear

Posted by eMCe71 - 2010/11/16 15:15

Hi,

no, it's something different. They just don't show up.

Mat

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Re: images (and questions) don't appear

Posted by admin - 2010/11/16 15:37

We can recommend to update the component. We wrote about it when you contact us before. The latest version of the component is 2.9.7, but v. 2.7.3 is used on your site.

Regards,
ARI soft

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Re: images (and questions) don't appear

Posted by eMCe71 - 2011/02/10 11:48

Hi again,

I am not creating new topic because this is still the same issue as here and in my previous topic (<http://www.ari-soft.com/ARI-Quiz/3415-Can-t-include-images-in-questions.html#3415>)

Couple of my users can't see images in quizzes. Changing browser and deleting cookies - nothing helps.

As you asked me before I updated ARI Quiz but I am still getting messages from users that some of them doesn't see pictures. For example in this last competition: <http://www.przypadkimedyczne.pl/quiz-testy.html?task=quiz&quizId=25>

Did you have any similar issue? It's getting more and more annoying and I would be very satisfied if we could finally get rid of this.

Thanks,
Mat

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Re: images (and questions) don't appear

Posted by admin - 2011/02/10 13:05

Hello,

Could you specify where images are not shown (hotspot questions or in question text for other question types)?

Regards,
ARI Soft

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Re: images (and questions) don't appear

Posted by eMCe71 - 2011/02/10 13:36

One of users wrote to me that he can't see most of the pictures from that quiz. I have just mail him to and ask to specify - I will let you know.

Personally, I had problems even with question where I just put and with hotspot too.

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Re:images (and questions) don't appear

Posted by admin - 2011/02/10 13:42

Some of our customers reported a similar problem, it was a problem with core Joomla! SEF. We can send plugin which fix it by email, but we can not guarantee that it will help because we can not reproduce this problem.

Regards,
ARI Soft

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Re:images (and questions) don't appear

Posted by eMCe71 - 2011/02/10 13:45

Do you think it's about core Joomla! SEF even if I use direct quiz link like: <http://www.przypadkimedyczne.pl/quiz-testy.html?task=quiz&quizId=25> which is not embedded in article?

Yes, send me this please.

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Re:images (and questions) don't appear

Posted by admin - 2011/02/10 13:52

It doesn't matter use direct link or embed a quiz into an article. We have sent plugin and detailed answer by email.

Regards,
ARI Soft

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Re:images (and questions) don't appear

Posted by eMCe71 - 2011/02/12 14:35

Thanks a lot - it's working correctly right now :) That's great!

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