
No content displaying in ARI Easy Slider module

Posted by railer - 2014/08/29 17:51

Hi ARISoft,

I'm working on a client's site who uses ARI Easy Slider on a Joomla 2.5.24 site. The version of Easy Slider in use is 1.7.4.

It was working and then it stopped. I can't say why at the moment other than I got an email from the client saying that nothing is displaying in the module. The custom navigation numbers do display, but no content.

The snippets being used are:

```
{ $title }  
{ $introtext }
```

I just upgraded from J2.5.22 to 2.5.24 today, thinking it might fix the problem, but it did not.

Please advise on how I can fix this.

Thanks in advance for your help.

Best,
Railer

I've seen a couple of other threads in this forum where people said nothing was display, and then the tech asked for the URL, and the issue was solved. But no one bothered to post what the solution was.

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Re:No content displaying in ARI Easy Slider module

Posted by admin - 2014/08/29 18:52

Hello,

Upgrade the module to the latest version (1.7.6) and try to use the following code for "Template" parameter:

```
{ $title }  
{ $introtext|restore_tags }
```

If it doesn't help, could you provide a temporary access to your J! backend by email so we can investigate the problem in more details?

Regards,
ARI Soft

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Re:No content displaying in ARI Easy Slider module

Posted by railer - 2014/08/29 19:35

Thanks for your quick reply.

I don't have access to version 1.7.6. Can you please either provide a link to it, or a email it to my email account? I did try the new code snippet you recommended with 1.7.4 just to see if it would work, but it didn't.

I've emailed you admin credentials as requested, if you care to take a look.

Thanks,
Railer

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Re:No content displaying in ARI Easy Slider module

Posted by admin - 2014/08/29 19:40

The latest version of the extension is always available in "Member Area" on our site.

Regards,
ARI Soft

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Re:No content displaying in ARI Easy Slider module

Posted by railer - 2014/08/30 11:59

I personally do not have access to the member area, since I didn't purchase the module myself. I'll see if I can get my client to contact whomever originally purchased the module to go and get the new version. But in the meantime, can't you take a look and figure out why it just stopped working out of the blue?

Thanks

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Re:No content displaying in ARI Easy Slider module

Posted by admin - 2014/08/30 13:47

Try now please. It is not possible to use "auto" value for "Height" parameter. We set it to 250.

Regards,
ARI Soft

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Re:No content displaying in ARI Easy Slider module

Posted by railer - 2014/08/30 21:02

Thanks ARI Soft... So is the auto height parameter broken? It seems odd for the short articles to have so much empty space, and for the long articles to extend beyond the height and not have a way to scroll the see all of the introtext.

Will auto height work in 1.7.6?

Why is it not working in 1.7.4, and can you fix it?

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Re:No content displaying in ARI Easy Slider module

Posted by admin - 2014/08/31 12:20

The extension doesn't support ability to use "auto" value for "Height" parameter.

Regards,
ARI Soft

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