
Nothing is working.

Posted by jgarcia - 2012/01/30 16:12

I just purchased the ARI Data Table. I installed on my site based on the instructions provided. Module is enable but doesn't work, plugin is enable and it doesn't work. Am I missing something here? SQL queries don't work either and when I click on save and close and come back again the query is missing. Any help will be appreciated. My Joom version is 1.7.3

-John

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Re:Nothing is working.

Posted by admin - 2012/01/30 16:17

Hello,

Check that "System - ARI Extensions" plugin is installed and enabled. This fact is described in readme.txt file from aridatatables_unzip_first.zip archive.

Regards,
ARI Soft

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Re:Nothing is working.

Posted by jgarcia - 2012/01/30 16:48

Thanks for the quick reply. I check the module and plugin both are enable. I can configure the module but when it comes to show the table and/or chart on the page, it only shows the phrase... "No data available".

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Re:Nothing is working.

Posted by admin - 2012/01/30 16:50

Could you provide a link to a page where we can see a problem and temporary access to your J! backend by email so we can investigate an issue?

Regards,
ARI Soft

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Re:Nothing is working.

Posted by jgarcia - 2012/01/30 18:39

Email and login access provided.

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Re:Nothing is working.

Posted by admin - 2012/01/30 18:59

"System - ARI Extensions" plugin is not installed on your site. We wrote about it in our previous post. Use plg_system_ariextensions.zip archive from aridatatables_unzip_first.zip to install the plugin. After installation enable the plugin.

Regards,

ARI Soft

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Re:Nothing is working.

Posted by jgarcia - 2012/01/30 20:48

Thank you very, very much!

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