Known issues with any web Browser?
Posted by Villasante - 2014/06/05 14:38
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Hi there,
I purchased this software a few months ago, and its excellent and it all work fine at my end, but some customers cant see any data on the tables or charts.
I wonder if it might be an issue with the we browser...

at my end it shows everything as it should but at the other end it shows NO DATA AVAILABLE, or NOT ENOUGH COLUMNS TO DRAW THE REQUESTED CHART.

Any solution for this??

Thanks very much in advance!

Regards

Manu

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Re:Known issues with any web Browser?
Posted by admin - 2014/06/05 14:40
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Hello,

Nobody has reported about the similar issue. If you provide a link to a page where the problem occurs, we will investigate it.

Regards,
ARI Soft

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Re:Known issues with any web Browser?
Posted by Villasante - 2014/06/05 14:45
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Do you want the log in of an account at the customer end, or the access to the back end?

Thanks for the fast reply...

Manu

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Re:Known issues with any web Browser?
Posted by admin - 2014/06/05 14:47
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We need a link to a page where the problem occurs (we suppose it occurs on frontend) and steps how to reproduce the problem.

Regards,
ARI Soft

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Re:Known issues with any web Browser?
Posted by Villasante - 2014/06/05 14:54
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ok... no problem...

I have to provide a log in info..

Could i send it privately by mail?
Thanks so much

Manu

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Re:Known issues with any web Browser?
Posted by admin - 2014/06/05 15:12
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You can send it by email.

Regards,
ARI Soft

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