
ARI Smart Content - Easy Slider

Posted by kefford - 2015/06/24 02:39

Hi,

The install and setup of this extension was smooth and very straight forward. It works great and looks amazing.

One issue I noticed that prior to using the slider I never noticed, but never really had cause to. If you place a slider connected to an external MySQL database on all pages, not only the home page, it prevents other pages with ARI datatables from loading. The pages load completely blank, with no error messages.

All returned to normal when I set the slider to only display on the homepage. After that all other in-article and on-page ARI datatable connections to the database worked as before. The slider seemed to stop all subsequent database connections. Not sure why this would be.

Any ideas? Do you consider this to be normal operation? For me, I would not, and being new to ARI Smart Content, maybe there is something I did wrong in the configuring of the slider.

Ken

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Re:ARI Smart Content - Easy Slider

Posted by admin - 2015/06/24 04:56

Hello,

A PHP error occurs if a blank page appears. It can occurs if PHP memory limit is exhausted or for other reason. Try to set temporary "System -> Global Configuration -> Server -> Error Reporting" parameter on Joomla! backend to "Development" value to see what error occurs and send it to us so we can provide a solution how to fix the problem or provide a link to a page where the problem occurs and a temporary access to your J! backend by email so we can investigate the problem.

Regards,
ARI Soft

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Re:ARI Smart Content - Easy Slider

Posted by kefford - 2015/06/24 13:18

I have the issue enabled on my test site. I enabled error-logging as requested on my test site. I generated the blank page several times this morning, but there are no changes to the log files on the server since about 2 days ago. I am no expert on what to look for in error log files, but I am not seeing any PHP errors being generated as a result of the blank page.

The last things logged were 3 notices as follows,

PHP Notice: Constant ARISMARTCONTENT_VERSION already defined in /home/effo2961/public_html/Sim-X.net/test/administrator/components/com_arismartcontent/defines.php on line 13
PHP Notice: Constant ARISMARTCONTENT_PLUGIN_TYPE already defined in /home/effo2961/public_html/Sim-X.net/test/administrator/components/com_arismartcontent/defines.php on line 14
PHP Notice: Constant ARISMARTCONTENT_INTEGRATIONPLUGIN_TYPE already defined in /home/effo2961/public_html/Sim-X.net/test/administrator/components/com_arismartcontent/defines.php on line 15

These were logged under the error_log found under the administrator folder. The site error logs have no entries since June 19th, assuming I know what to look for.

Ken

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Re:ARI Smart Content - Easy Slider

Posted by admin - 2015/06/24 16:16

Try now please.

Regards,
ARI Soft

Re:ARI Smart Content - Easy Slider

Posted by kefford - 2015/06/24 16:54

Great, seems to work fine now. What was the issue? From your email you suggested the latest ARI Data Tables needs to be installed, but I think I am already running v1.14.12 on both test and live sites.

Re:ARI Smart Content - Easy Slider

Posted by admin - 2015/06/24 16:58

Ignore version number, just download and upgrade the module. It should help.

Regards,
ARI Soft

Re:ARI Smart Content - Easy Slider

Posted by kefford - 2015/06/24 17:03

Ok, that was my thought that maybe you did a tweak. Thanks. I just did the update to the one online and will test shortly. I first need to put the slider back on all pages.

Re:ARI Smart Content - Easy Slider

Posted by kefford - 2015/06/24 18:00

I tested and it works great. Thank you. I have another question so let me raise a new ticket, since it is along a different topic.