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## Problem showing Thumbnails

Posted by Karmageddons - 2011/10/06 14:18

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Hi support team!

I love your module ARI image slider!

I used it over months without problems.

But now, after my webspace hoster, transferred my website to another server, some joomla components, mods and plugins didnt work anymore.

At ari image slider I have got the problem that I can not see the thumbs of my pictures anymore.

Visit my website [www.pinto-for-pleasure.at/portal](http://www.pinto-for-pleasure.at/portal)

There is the grey rectangle where my slider should show small versions (400x200) of my pictures (2:1 in different original sizes).

If I click on one empty thumb, the original opens correctly.

But I cant see the thumbs.

Here are screenshots of my configuration:

<http://pinto-for-pleasure.at/ariimg/ariprob1.jpg>

<http://pinto-for-pleasure.at/ariimg/ariprob2.jpg>

<http://pinto-for-pleasure.at/ariimg/ariprob3.jpg>

My slider folder is in the joomla installation in images/slider1

That should be correct.

I dont know where the auto-generated thumbs are saved.

Or are they not saved anywhere, just minimized original pictures?

I hope you can help me.

Thank you

Katrin

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## Re:Problem showing Thumbnails

Posted by admin - 2011/10/06 14:21

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Hello,

Clean /cache/mod\_ariimageslider/ folder and check that it has writable permissions.

Regards,  
ARI Soft

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## Re:Problem showing Thumbnails

Posted by Karmageddons - 2011/10/06 14:31

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Thank you!

Works again.

the folder mod\_ariimageslider in "cache" is now at 755. Is this correct?

After moving my webspace to another server, some of my permissions got altered, and I dont know why and what permission all the files have to have. :-/

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## Re:Problem showing Thumbnails

Posted by admin - 2011/10/06 14:32

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Yes, it is correct.

Regards,  
ARI Soft

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## Re:Problem showing Thumbnails

Posted by Karmageddons - 2011/10/06 14:33

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Thanks! Great support, and soooo fast. Really nice work.

Greetings  
Katrin

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## Re:Problem showing Thumbnails

Posted by blesko - 2012/04/04 17:07

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Hello!

I've reviewed the forum discussions regarding grey rectangles in the thumbnails and have verified that:  
the cache folder is writeable  
the system cache is enabled and yes is checked for cache of content  
the cache time is set to 5 minutes

But the images are still partially greyed out.

We have:  
ARI Extensions  
ARI Pretty Photo ANywhere  
ARI Pretty Links  
ARI Pretty Photo

Plugins installed.

We have opted for the system to generate thumbnails and for loading to be based on DOMready.

Can you give me more suggestions on how to resolve this?

Should I clear expired cache?

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## Re:Problem showing Thumbnails

Posted by admin - 2012/04/04 17:09

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Hello,

Where we can see a problem?

Regards,  
ARI Soft

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## Re:Problem showing Thumbnails

Posted by blesko - 2012/04/04 17:28

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Here:

<http://extechinc.jackson.uptimeit.net/extech-exterior-technologies-photo-galleries/translucent-walls-gallery/the-principal-riverwalk-skating-fountain-plaza.html>

Thanks for the quick response!

Beth

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## Re:Problem showing Thumbnails

Posted by blesko - 2012/04/04 17:42

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I went to my cache folder and the image is stored in cache with the same partial load - so the problem is with the thumbnail generator.

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## Re:Problem showing Thumbnails

Posted by admin - 2012/04/04 18:53

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It seems this is a problem with extension configuration. Send screenshot(s) of module (plugin and plugin code) settings page by email please.

Regards,  
ARI Soft

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## Re:Problem showing Thumbnails

Posted by blesko - 2012/04/04 19:22

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Sure! To clarify, you want screenshots of the named plugins and the module for that gallery?

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## Re:Problem showing Thumbnails

Posted by admin - 2012/04/04 19:27

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If you use "ARI Pretty Photo" module for the gallery, send screenshot(s) of module settings page. If you use "ARI Pretty Photo Anywhere" plugin, send plugin code which you use and screenshot(s) of plugin settings page.

Regards,  
ARI Soft

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## Re:Problem showing Thumbnails

Posted by blesko - 2012/04/04 20:16

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Okay. I've emailed you screenshots of the settings.

Anything jumping out at you?

Thanks so much for taking a look,

Beth

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## Re:Problem showing Thumbnails

Posted by blesko - 2012/04/05 01:24

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I've verified that our server has the PHP library files for GD.

I tested by deleting one of the images on the page link I sent you, to see if it would generate a new thumbnail, but it is not generating one at all.

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## Re:Problem showing Thumbnails

Posted by blesko - 2012/04/05 01:37

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Now a new thumbnail has been generated, but it is partial again!

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## Re:Problem showing Thumbnails

Posted by admin - 2012/04/05 07:44

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Clean Joomla! cache and try again.

PS: It is not clear do you use the module or the plugin, you have not specified it here and in email messages.

Regards,  
ARI Soft

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## Re:Problem showing Thumbnails

Posted by PaddyThorne - 2012/10/28 10:36

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Hi there,  
I have been using Ari Image SLider for some time and LOVE the extension. It has worked well for my site.  
Recently I have updated Joomla and the Thumbnails are no longer being loaded from the thumb/{\$filename} subfolder and the original images are simply being squashed.  
Could you have a look at this and let me know why this might be happening?  
url=<http://design.paddythorne.co.uk>  
Thanks,  
Paddy

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## Re:Problem showing Thumbnails

Posted by PaddyThorne - 2012/10/28 11:06

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Hi Admin,  
Sorry for posting this again... I just realised I actually asked this exact question to you a couple of years ago and you gave me a solution.  
For anyone else reading this, to correctly link to a specific thumbnails folder, make sure that the path name is correct (it is case sensitive!): thumb/{\$fileName}  
Thanks,  
Paddy

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