ARI Image Slider not working correctly on upgrade
Posted by Prodigy - 2019/01/16 12:50

_____

I have been using ARI Image Slider on various sites with Joomlage Simplex template.

Recent auto update to new version appears to have broken the module.

On site load the ARI Image Slider opens as a large square black box, holds for a short period then collapses out of site but no image appears or appears than collapses.

Please can you advise how to fix this problem

Thank you.

Prodigy

==

Re:ARI Image Slider not working correctly on upgrade
Posted by admin - 2019/01/16 19:23

_____

Hello,

Could you provide a link to a page where the problem occurs?

Regards,
ARI Soft

==

Re:ARI Image Slider not working correctly on upgrade
Posted by Prodigy - 2019/01/17 09:26

_____

Hi,

Yes I have re-enable the module on this page for you to check

https://pams.aero/

Thanks.

Prodigy

==

Re:ARI Image Slider not working correctly on upgrade
Posted by admin - 2019/01/17 20:12

_____

Try to temporary disable "JCH Image Optimizer" and clean Joomla! cache.

Regards,
ARI Soft

==

Re:ARI Image Slider not working correctly on upgrade
Posted by Prodigy - 2019/01/21 09:06

_____

I have disabled JCH Optimize Pro, cleaned the Joomla! and browser caches and the problem remains.

Regards.

Prodigy

==

Re:ARI Image Slider not working correctly on upgrade
Posted by admin - 2019/01/21 19:31
_____

JCH optimize is used for the slider. You can see it if open HTML source of the page.

Regards,
ARI Soft

==

Re:ARI Image Slider not working correctly on upgrade
Posted by Prodigy - 2019/01/22 08:51
_____

Hi,

Yes you are right, not all the JCH components were disabled, sorry.

When JCH Optimize is fully disabled the slider works OK,as it has done for a long time until recently.

My point is something has changed recently to cause the problem.

Right now there appears to be an incompatibility which means I have the choice of using JCH Optimize or ARI Image Slider.

For now I will use a static image until I can find a solution.

Thanks.

Prodigy

==

Re:ARI Image Slider not working correctly on upgrade
Posted by admin - 2019/01/22 19:47
_____

We guess JCH Optimize should support option to disable it for specific image(s). You can contact plugin's support and ask this question.

Regards,
ARI Soft

==

Re:ARI Image Slider not working correctly on upgrade
Posted by Prodigy - 2019/01/23 09:33
_____

No problem, I have just replaced ARI Image Slider with one that is compatible.

Thanks.

Prodigy

==