image path is not correct

Posted by evha - 2011/09/01 06:29
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Hallo!

ARI Cloud Carousel is really great, but it actually doesn't work on my website. :(

There's something wrong with the image path. If i try the image path "images" it works, but if i choose the image path "images/slides" (there are the photos for the carousel) it doesn't work.

What's wrong?

Best regards,
evha!

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Re:image path is not correct

Posted by admin - 2011/09/01 06:34
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Hello,

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

Regards,
ARI Soft

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Re:image path is not correct

Posted by admin - 2011/09/01 07:25
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The error occurs when the extension try to create thumbnails for original images ("Use thumbnails" parameter is set to "Yes"). Memory limit occurs. You can contact hosting support and ask to increase value of "memory_limit" PHP option.

Regards,
ARI Soft

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Re:image path is not correct

Posted by evha - 2011/09/02 06:24
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Thanks for this information. I asked the hosting support to increase memory_limit. The Cloud Carousel works with image path "images" but not with path "images/slides".
I don't also understand, that with image path "images" photos from the subfolder "slides" are shown - although "Scan subfolders" is set to No.

Please can you have a look to my problem again?

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Re:image path is not correct

Posted by admin - 2011/09/02 09:29
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The same error occurs, you can see it if check web server error log or if enabled displaying PHP errors in a browser. You can create thumbnails manually and configure extension to use them.

Regards,
ARI Soft

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Re:image path is not correct
Posted by evha - 2011/09/02 09:37

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Thank you!

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