
Images not loading

Posted by Jatz - 2013/04/14 11:24

Images were loading fine, but now do not.

steps:

1. installed ARI component and set up, worked great!
2. updated joomla from 2.5.8 to 2.5.9;
3. installed PPGallery;
4. updated rocket theme extensions.

now not working.

steps to resolve:

5. uninstalled ARI module;
6. uninstall PPGallery plugin;
- 7 deleted cache
- 8 deleted browser cache
9. reinstalled ARI module
10. changed file path in directory and ARI module.

Still not working.

I am running:

- Rockettheme template
- joomla 2.5.9

URL

www.therhen.com

login as guest, user guest.

any help would be appreciated.

Cheers,

J

Re:Images not loading

Posted by admin - 2013/04/14 17:02

Hello,

We can't login with guest/guest credentials.

Regards,

ARI Soft

Re:Images not loading

Posted by Jatz - 2013/04/14 23:15

Sorry, Please try again with guest, guest.

thank you.

Re:Images not loading

Posted by admin - 2013/04/15 12:11

This problem with the following javascript code which is added by RokBox (or other extension which is used RokBox extension) extension:

```
if (typeof RokBoxSettings == 'undefined') RokBoxSettings = {pc: '100'}
```

It should contain ; at the end.

Regards,
ARI Soft

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Re:Images not loading

Posted by Jatz - 2013/04/15 13:40

Sorry, i am unsure how to fix.

does this mean i either use Rockbox or ARI soft?

Thank you for your help.

J

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Re:Images not loading

Posted by admin - 2013/04/15 13:48

This problem with RokBox. We can help to fix it, if you provide a temporary access to your J! backend by email.

Regards,
ARI Soft

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Re:Images not loading

Posted by jaguarxxl - 2013/04/20 06:49

Hi,

we have the same problem after updating Rokbox. Can you tell where to make the change of the script?
Exactly the same code line seems to be the problem in our case. Would the problem be solved if we uninstall Rokbox?

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Re:Images not loading

Posted by admin - 2013/04/20 07:00

Hello,

Where we can see the problem?

Regards,
ARI Soft

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Re:Images not loading

Posted by jaguarxxl - 2013/04/28 09:17

I fixed it as I unpublished the rokbox plugins. It worked fine.

Now I have another problem. the front picture is shown when the slides start. after the first move to the next picture the front pic is not shown. Lets say I have 10 pics and the first one is shown as front pic. then the first rotate and the frontpic is gone. 9 pics are not shown when they are in front and only one pic is shown when in front.

Is that known from somewhere else? please see the attachments...

frontpic ok

http://www.ari-soft.com/images/fbfiles/images/frontpic_ok.jpg

frontpic not ok

next post

Re:Images not loading

Posted by jaguarxxl - 2013/04/28 09:22

http://www.ari-soft.com/images/fbfiles/images/frontpic_not_ok.jpg

this is for all pictures except the one in the pic above....

Re:Images not loading

Posted by admin - 2013/04/28 15:11

Provide a link to a page where we can see the problem.

Regards,
ARI Soft

Re:Images not loading

Posted by jaguarxxl - 2013/04/29 07:32

I can give you the link via pm and a user and pw is needed to see the page. I already created one for you. how should I share it to you?

Re:Images not loading

Posted by admin - 2013/04/29 07:43

Send it by email.

Regards,
ARI Soft

Re:Images not loading

Posted by jaguarxxl - 2013/04/29 10:12

Note: this issue is not on the mobile version of the page. I think not all of the scripts are loaded at mobile version. Is that a help?

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Re:Images not loading

Posted by jaguarxxl - 2013/04/29 11:10

any news?

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Re:Images not loading

Posted by admin - 2013/04/29 12:32

We can't login with credentials which you sent.

Regards,
ARI Soft

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Re:Images not loading

Posted by jaguarxxl - 2013/04/29 12:59

now u can

=====

Re:Images not loading

Posted by admin - 2013/04/29 15:17

This problem with site template styles. Add the following CSS rule:

```
.ari-cloud-carousel IMG
{
  max-width: none;
}
```

Regards,
ARI Soft

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