
displays error message

Posted by toniomorais - 2011/06/09 10:51

Hello

First I have to say that this is a very good and useful plugin.

I have a small problem and I try lots of things without succes.... maybe I missing something.

I want to display some pdf files in a website. The files are in the website server.

The code I put was:

```
{aridoc engine="google" width="925" height="1300"}jornalretratos/jornalretratos7.pdf{/aridoc}
```

the pdf files are in folder (jornalretratos)

In the website front view I see the plugin layout but I have a message:

"Unable to retrieve the document for viewing or is not authorized to view it."

The website is in Portuguese and still not finished but You can see the problem at:

<http://scm-mesaofrio.org/index.php/instituicao/publicacoes/jornal-retratos-7-edicao>

Any sugestions? What i'm missing here?

Thanks in advance.

More information:

If i'm logged in my google account the pdfs files load in the website without problems.

If i'm logged out of my google account the pdf files don't load

My question is. If the pdf files are in my server why is needed the google account? If one visitor don't have google account he can't view the files.

Thanks

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Re:displays error message

Posted by admin - 2011/06/09 10:57

Hello,

Sorry, but the document is loaded fine on provided page:

<http://www.ari-soft.com/images/fbfiles/images/docs-0ce718b8a419bcec7a00c969e65bd09c.jpg>

Regards,
ARI Soft

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Re:displays error message

Posted by toniomorais - 2011/06/09 11:01

Thanks for your quick reply.

Please confirm only this new information:

More information:

If i'm logged in my google account the pdfs files load in the website without problems.

If i'm logged out of my google account the pdf files don't load

My question is. If the pdf files are in my server why is needed the google account? If one visitor don't have google account he can't view the files.

Thanks

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Re:displays error message

Posted by admin - 2011/06/09 11:06

We can't reproduce described problem. When we open provided page into a browser, the document is loaded fine even if we are not logged in Google account.

Regards,
ARI Soft

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Re:displays error message

Posted by toniomorais - 2011/06/09 11:31

Hello again

strange...

I tested in firefox, google chrome and internet explorer and the same message apears..

I will to put print screen

http://www.ari-soft.com/images/fbfiles/images/test_in_google_in_firefox.jpg this is in firefox

this is internet explorer

I have one more with google chrome....

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Re:displays error message

Posted by toniomorais - 2011/06/09 11:33

Internet Explorer

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

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Re:displays error message

Posted by toniomorais - 2011/06/09 11:35

Google Chrome

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

Sorry for the multiple posts but I think we just can put one image per post.

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Re:displays error message

Posted by Solimyr - 2011/11/07 10:53

Hi,

I get the same problem of before and I have also another problem. First of all I have joomla1.7 and I'm working in localhost using xampp.
My problem is that I get the message of error like in previous post. I also get the string " in the bottom of the article.

I can add that I can't see the pdf in the view but, if I click on download I can see the documents very well!!!

The code that I have used is:

```
{aridoc engine="google" width="980" height="500"}images/test{/aridoc}
```

Do you have some suggestion about this?Any guess?
I'm a noob with web design but I have used your plugin ARI image slider and I was very happy about your work so I've decided to post here instead of searching a different one!!

Thanks in advance,
Solimyr

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Re:displays error message

Posted by admin - 2011/11/08 10:21

Hello,

A document is not shown because it is located on local server and online service (Google or Zoho Viewer) can get access to this document. If you upload your site to on online server, it will work fine. About " issue, read this post please.

Regards,
ARI Soft