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## Unable to get PDF working

Posted by MartynK - 2013/03/04 08:27

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Hi,

Using the code:

```
{aridoc engine="google" width="600" height="300"}images/pdf/Beer_Menu.pdf{/aridoc}
```

All I get from the viewer is:

Sorry, we were unable to find the document at the original source. Verify that the document still exists.  
You can also try to download the original document by clicking here.

Clicking "here" does not work as the link created is:

[http://theglobe.com.hk/images/pdf/Beer\\_Menu.pdf%3Cspan%20style=%22font-size:%2012pt;%22%3E%3Ccode%3E](http://theglobe.com.hk/images/pdf/Beer_Menu.pdf%3Cspan%20style=%22font-size:%2012pt;%22%3E%3Ccode%3E)

But it I go to:

[http://theglobe.com.hk/images/pdf/Beer\\_Menu.pdf](http://theglobe.com.hk/images/pdf/Beer_Menu.pdf)

Directly it works fine.

What am I doing wrong here, any ideas ?

Thanks in advance

Martyn

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## Re:Unable to get PDF working

Posted by admin - 2013/03/04 10:26

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Hello,

Switch WYSIWYG editor to plain text mode and enter plugin code again. It seems editor adds extra HTML code.

Regards,

ARI Soft

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## Re:Unable to get PDF working

Posted by MartynK - 2013/03/05 05:10

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Yep, spot on, a re-cut and paste using the basic editor done the trick

Thanks

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## Re:Unable to get PDF working

Posted by markhfrederick - 2013/03/25 16:46

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admin wrote:

Hello,

Switch WYSIWYG editor to plain text mode and enter plugin code again. It seems editor adds extra HTML code.

Regards,

ARI Soft

I have the same issue but have not been able to resolve in the same manner. What am i doing wrong? This is the link

that will not work:  
<http://www.cefederickfamily.com/index.php/special-features/pdfs>

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## Re:Unable to get PDF working

Posted by admin - 2013/03/25 20:05

Hello,

You try to load the PDF file which doesn't exist:

<http://www.cefederickfamily.com/images/pdf.pdf>

Regards,  
ARI Soft

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## Re:Unable to get PDF working

Posted by markhfrederick - 2013/04/04 17:54

Unfortunately the answer is not that simple, in spite of the fact that the error indicates 'no file there.' I ASSURE you, the file is there and several other places in the site at different paths i have trid (ie. www root, wwwroot/images, etc) - i confirmed this using my ftp client and even tried widening permissions.

For some reason, Google Docs viewer will not see it, but your documentation says nothing about required permissions. Can you please look again?

Thanks!  
Mark

PS - In the meantime, another post said "save the desired PDF up to your Google Docs folder, copy the sharing link and post that on your site in an iFrame, which works with the same exact PDF. But, it also necessitates keeping my files elsewhere off my webserver, and it renders other links that can bounce the user out of my site and back to Google docs.

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## Re:Unable to get PDF working

Posted by admin - 2013/04/04 19:25

The file should be available from a browser. In your case file doesn't exist or not available.

Regards,  
ARI Soft

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## Re:Unable to get PDF working

Posted by thecase - 2013/04/06 19:14

I have the same error.

I use the next link {aridoc engine="google" width="650" height="5 50"}<http://www.smo-meppel.nl/dokumenten/Test.pdf{aridoc}>

If i use only the link ,i can go to the pdf file.(so the file exists)  
<http://www.smo-meppel.nl/dokumenten/Test.pdf>

I use Joomla 2.5.9

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If i use it on a other site of me (joomla 1.5) it works good.

When i put the 2 codes (of my 1.5 en 2.5 joomla) together in a article in my joomla 2.5 file ,i only can see the pdf of the 1.5 file ,the other gifs a error

So what do i wrong.

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## Re:Unable to get PDF working

Posted by admin - 2013/04/06 19:52

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Hello,

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

Regards,  
ARI Soft

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## Re:Unable to get PDF working

Posted by thecase - 2013/04/07 10:03

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I have found what I am doing wrong. There was something between the html code of text size and text color, whereby the link did not work. But it's fixed now. Still thank you for this great plug-in. B)

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## Re:Unable to get PDF working

Posted by montano - 2013/09/10 16:46

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I was attempting to use the existing folder dmdocuments from docman. One reason this won't work is because docman puts an htaccess file blocking direct access. Apparently it was still blocked by something else, so I created a new folder and moved the documents to be previewed and now it works as advertised.

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