Google Docs PDF not displayed first time

Posted by sandychelsea - 2013/08/02 21:11

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Hello

I have used the following code in joomla article to embed the pdf in google doc viewer

{aridoc engine="google" width="600" height="700"}images/stories/abc.pdf{/aridoc}

The pdf is not displayed when the article is loaded for the first time. It displays the following message with here as a hyper link with path to the document . When I click on the here in the message it loads the document.

Message displayed in Google Doc Viewer:
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.

Please let me know how I can solve this.This is happening every time I load or reload the article. After clicking on here in the message the pdf is displayed.

Thanks in Advance,
Sandy http://www.ari-soft.com/images/fbfiles/images/Capture-717a264614184338c5e28c0288dd30fc.PNG

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Re:Google Docs PDF not displayed first time

Posted by admin - 2013/08/03 05:02

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Hello,

Where we can see the problem?

Regards,
ARI Soft

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Re:Google Docs PDF not displayed first time

Posted by sandychelsea - 2013/08/05 14:52

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I am sorry!!! I am building my website on localhost and it is not publicly accessible. Is there any way that I can help you to figure out the problem?

Thanks,
Sandy.

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Re:Google Docs PDF not displayed first time

Posted by admin - 2013/08/05 15:38

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Let us know when your site will be available online so we can investigate the problem.

Regards,
ARI Soft

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Re:Google Docs PDF not displayed first time

Posted by sharelle - 2013/08/22 18:45

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I am experiencing the same issue described above and getting the error message, "Sorry, we were unable to find the

document at the original source..."

Here's a link to the Page on which I wish it to display:
http://www.signaturesightandsound.com/brochure2

Here's the plugin code used in the backend:
{aridoc engine="google" width="775" height="600"}http://www.signaturesightandsound.com/images/download/Signature-Sight-and-Sound-Brochure-2013-mod.pdf{/aridoc}

Here's a direct link to the PDF being called:
http://www.signaturesightandsound.com/images/download/Signature-Sight-and-Sound-Brochure-2013-mod.pdf

This MAY be an issue but I am not sure why it would be...This is not in an Article but rather a K2 Item. From the description of the Plugin it seems that it should work regardless.
Any thoughts?

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Re:Google Docs PDF not displayed first time
Posted by admin - 2013/08/22 20:09
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Hello,

Switch WYSIWYG editor to plain text mode and then enter plugin code. Currently the plugin code is incorrect because it was modified by WYSIWYG editor.

Regards,
ARI Soft

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Re:Google Docs PDF not displayed first time
Posted by sharelle - 2013/08/22 21:31
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I presume you are referring to the WYSIWYG/HTML editor in the actual article/item as opposed to the System settings? I actually switched the editor in the System settings then went back to the article/item and lo and behold, there was all that excess code.

Thanks for taking a look at it. I should've looked at the code prior to submitting a post but hopefully it will help someone else and be a quick and easy fix when they read the solution. :)

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Re:Google Docs PDF not displayed first time
Posted by Tomoe - 2014/01/09 15:38
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Hi,
I have exactly the same problem. I've disabled Wysywig before inserting Ari Docs code, so there is no unwanted links.
Example here : Test

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Re:Google Docs PDF not displayed first time
Posted by admin - 2014/01/09 18:15
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Hello,

It seems this problem with connection between your and Google servers. The similar problem is described here. The possible solution is loading your document to another server (for example to DropBox).

Regards,
ARI Soft

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Re:Google Docs PDF not displayed first time
Posted by Tomoe - 2014/01/10 14:55

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Thanks, but the document is on site's server. Actually, it's a shared web hosting, so maybe that's the reason why it's too slow. I liked to use Ari Docs with Google viewer, so there was tools, a visible scrollbar and automatic download link. Furthermore, it's impossible to put files on open services like Slideshare or Issuu and to embed it in articles, because most of the documents are restricted to some users (i.e. not public documents). And it's difficult to put them on external server, like Dropbox, because these special users have to put documents on the server. Well, it seems that there is no way except to use iframe as doc viewer engine and to insert a manual download link.

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Re:Google Docs PDF not displayed first time
Posted by Tomoe - 2014/01/10 15:28

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It's definitely a server response problem. Because with lighter documents, there is no issue. All I have to do now is to test until which doc weight issue is upcoming. And to ask users to produce light documents. Not the easiest part   ;)
Thanks

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