Not working on Joomla 3.3.3
Posted by piccnt - 2014/09/18 11:24

Hello!
I just updated to Joomla 3.3.3 and AriDoc string is not working. It's displayed as text.
I have 775 an all folders, 644 on all files and the folder and files to be displayed in AriDoc are in 777.

Any suggestions?

Thanks in advance http://www.ari-soft.com/images/fbfiles/images/Schermata_2014_09_18_a_15.png

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Re:Not working on Joomla 3.3.3
Posted by admin - 2014/09/18 11:51

Hello,

Check that the plugin is enabled and provide a link to a page where the problem occurs.

Regards,
ARI Soft

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Re:Not working on Joomla 3.3.3
Posted by piccnt - 2014/09/21 07:09

Plugin is enabled.
This is the link: http://tra.gov.om/annual-reports/1062-annual-reports-2013

Thanks in advance

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Re:Not working on Joomla 3.3.3
Posted by admin - 2014/09/21 07:13

The plugin code looks normal. Could you provide a temporary access to your J! backend by email so we can investigate the problem?

Regards,
ARI Soft

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Re:Not working on Joomla 3.3.3
Posted by piccnt - 2014/09/21 07:18

Email sent.
Thank you

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Re:Not working on Joomla 3.3.3
Posted by admin - 2014/09/21 07:32

We received mail with Joomla! credentials, but your server ask authorization before open login page.

Regards,
ARI Soft

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Re:Not working on Joomla 3.3.3
Posted by piccnt - 2014/09/21 07:45

Apologies.
Password removed.

Thanks

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Re:Not working on Joomla 3.3.3
Posted by admin - 2014/09/21 08:08

Could you grant permissions so we can edit plugin files (for example using eXtplorer or other Joomla! file manager extension)?

Regards,
ARI Soft

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Re:Not working on Joomla 3.3.3
Posted by piccnt - 2014/09/21 08:12

Should be now available.

Thanks

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Re:Not working on Joomla 3.3.3
Posted by admin - 2014/09/21 08:18

What extension we can use to edit files?

Regards,
ARI Soft

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Re:Not working on Joomla 3.3.3
Posted by piccnt - 2014/09/21 08:22

Just installed extplorer.

Thanks

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Re:Not working on Joomla 3.3.3
Posted by admin - 2014/09/21 08:25

We don't have permissions to use it. You can see it if login under our account.

Regards,
ARI Soft

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Re:Not working on Joomla 3.3.3
Posted by piccnt - 2014/09/21 08:26

Strange, sorry.
Please check now.

Thanks

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Re:Not working on Joomla 3.3.3
Posted by admin - 2014/09/21 16:17

It seems this is a problem with a 3rd party extension or site template. When JResponse::getBody() method is called (this is standard Joomla! API), it returns empty and it is incorrect.

Regards,
ARI Soft

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Re:Not working on Joomla 3.3.3
Posted by piccnt - 2014/09/22 04:35

Thanks for the troubleshooting.
Why the issue started as we updated the Joomla version to 3.3.3? No thing have been changed and AriDoc was working perfectly.

Any suggestion?

Thanks

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Re:Not working on Joomla 3.3.3
Posted by admin - 2014/09/22 05:32

It works fine on our test server with Joomla! 3.3.3. In your case it can be a problem with 3rd party extension or site template if it affects on returned value of JResponse::getBody() Joomla! method.

Regards,
ARI Soft

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Re:Not working on Joomla 3.3.3
Posted by piccnt - 2014/09/22 08:16

Thanks for the help and the troubleshooting.
Issue solved.
:) :)

Thanks and regards

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