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## Ari Docs Viewer Stopped Working

Posted by jaysunp - 2014/11/18 09:03

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We have used the ARI Docs Viewer with our Joomla 2.5.x site for over two years and it was worked fine. Now all of a sudden the docs are not displaying. You can see an example here: <http://www.panterrapca.org/public-notice/world-administrative-bodies/registered-mail-receipts>

I don't see any errors, just no docs. Can someone take a quick look to see if they can identify the problem?

Here is the code used to render the docs:

```
{aridoc engine="google" width="900" height="1200"}http://199.119.180.198/pca/notices/regMailReceipts.pdf{/aridoc}
```

Any suggestions are appreciated.

jason

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## Re:Ari Docs Viewer Stopped Working

Posted by admin - 2014/11/18 10:39

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Hello,

Set "Include jQuery" parameter to "Yes" in plugin settings.

Regards,  
ARI Soft

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## Re:Ari Docs Viewer Stopped Working

Posted by jaysunp - 2014/11/18 11:06

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The jQuery setting had been on the whole time until tonight when I was doing some troubleshooting. I have attached a screen shot of the plugin settings. Any other ideas? It is very strange. I make very few changes to this website and have not been installing new components, modules or plugins.

jason [http://www.ari-soft.com/images/fbfiles/images/Screen\\_Shot\\_2014\\_11\\_18\\_at\\_2.png](http://www.ari-soft.com/images/fbfiles/images/Screen_Shot_2014_11_18_at_2.png)

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## Re:Ari Docs Viewer Stopped Working

Posted by admin - 2014/11/18 11:17

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Now it works fine for us:

<http://www.ari-soft.com/images/fbfiles/images/docs-d6b1bbf667f16a767ac38259037c90c9.jpg>

Regards,  
ARI Soft

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## Re:Ari Docs Viewer Stopped Working

Posted by fsfneo - 2014/11/19 00:17

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I'm having the same issue too. Document doesn't load. However, it does work on Chrome and Firefox, just not Internet Explorer. You can check with the demo page <http://www.demo2.ari-soft.com/joomla-documents-viewer.html>

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## Re:Ari Docs Viewer Stopped Working

Posted by joomlalover - 2014/11/19 03:35

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same issue here. no changes to site. some people can see some cannot.

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## Re:Ari Docs Viewer Stopped Working

Posted by admin - 2014/11/19 05:55

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Works fine in IE:

<http://www.ari-soft.com/images/fbfiles/images/docs-e5d89fc0cc1458fa1ad2f89bb6d9fa9b.jpg>

Regards,  
ARI Soft

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## Re:Ari Docs Viewer Stopped Working

Posted by jaysunp - 2014/11/19 08:26

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Any ideas why the plugin would suddenly stop working consistently? Changes to Firefox? OS updates?

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## Re:Ari Docs Viewer Stopped Working

Posted by admin - 2014/11/19 08:50

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What exactly doesn't work? You see nothing, a plugin code, a loading pane or an error message?

Regards,  
ARI Soft

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## Re:Ari Docs Viewer Stopped Working

Posted by fsfneo - 2014/11/19 11:17

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Thanks for the replies. I've figured out what the issue is for me and Internet Explorer now. The issue is Adblock Plus which I use to block advertising. Just go to manage add-ons and disable it. For some reason it's now blocking google docs viewer.

If someone else is using an ad blocker can they verify it please.

Thanks.

Paul

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## Re:Ari Docs Viewer Stopped Working

Posted by joomlalover - 2014/11/19 12:14

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confirmed, adblock plus is the issue for me as well.

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## Re:Ari Docs Viewer Stopped Working

Posted by joomlalover - 2014/11/21 13:24

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It appears google or ARI has a div called adv-container which ABP thinks is an ad. I have no idea how to fix this.

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## Re:Ari Docs Viewer Stopped Working

Posted by admin - 2014/11/21 13:42

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We suppose ABP blocks all content in `<div>` element and don't analyze source of `<div>`. Probably it is possible to configure some filters. In any case it is not a good idea to block content from docs.google.com service. You can contact ABP support and ask them to fix it.

Regards,  
ARI Soft

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## Re:Ari Docs Viewer Stopped Working

Posted by fsfneo - 2014/11/21 14:55

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I think I've found a fix.  
You need to edit two files and change the class adv-container (I changed mine to ari-container).

The two files you need to edit are:  
`/plugins/system/aridocsviewer/aridocsviewer/kernel/DocsViewer/Models/class.DocsViewerIframeModel.php` (line 37)  
and  
`plugins/system/aridocsviewer/aridocsviewer/assets/aridocsviewer.js` (lines 4,7 and 12)

Let me know if it works for you.

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## Re:Ari Docs Viewer Stopped Working

Posted by jaysunp - 2014/11/22 04:52

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Just confirmed AdBlock Plus 2.6.6 was blocking the iFrames. Going to try the suggested edits.

Good work.

After changing the instances of "adv-container" as suggested my pages are "loading" eternally.

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## Re:Ari Docs Viewer Stopped Working

Posted by admin - 2014/11/22 07:05

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If "Loading" icon is showing constantly, this is a javascript conflict with a 3rd party extension. Send a link to a page where we can see the problem.

Regards,  
ARI Soft

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## Re:Ari Docs Viewer Stopped Working

Posted by jaysunp - 2014/11/22 07:26

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That behavior began after I made the code edits suggested above by fsfneo. I have since reverted to the original code in your plugin and filed a report with Adblock Plus about the problem on the page(s). So for now, I am back to the plugin not rendering anything.

Adblock Plus says it's a filtering problem. Hopefully they will identify the problem. I hope others on this thread will take a few minutes and file a report also. Here is a link to their page that explains how to submit the report:

Ad Block Plus Error Reporting

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## Re:Ari Docs Viewer Stopped Working

Posted by admin - 2014/11/22 07:29

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Download and upgrade the plugin. It contains the fix from the post above.

Regards,  
ARI Soft

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## Re:Ari Docs Viewer Stopped Working

Posted by jaysunp - 2014/11/22 07:51

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Thanks. That seems to have done the trick. I must not have completed all of the required edits.

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