ARI Doc Viewer doesn\'t work - Joomla 3.4
Posted by Amongthegumtrees - 2015/03/19 02:07
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I've waded through the posts here stating that ARI docs only shows the tag string, not the referenced source.

I also only see the tag
"{aridoc engine="iframe" width="100%" height="400"}https://somedomain/registrationform.html{/aridoc}"

I've tried different engine configurations and even the link from this page
plugins/system/aridocsviewer/aridocsviewer/help/en-GB/help.html

Nothing works.

I am using Akkeeba Admin tools. Could that have an influence?

Anyway, I have uninstalled the plug in for now...

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Re:ARI Doc Viewer doesn\'t work - Joomla 3.4
Posted by admin - 2015/03/19 05:43
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Hello,

If you use a WYSIWYG editor, switch it to plain text mode before inserting plugin code. WYSIWYG editors can add extra HTML code in a design mode. If it doesn't help, provide a link to a page where the problem occurs so we can investigate the problem in more details.

Regards,
ARI Soft

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Re:ARI Doc Viewer doesn\'t work - Joomla 3.4
Posted by Amongthegumtrees - 2015/03/23 22:58
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admin wrote:If you use a WYSIWYG editor, switch it to plain text mode before inserting plugin code. WYSIWYG editors can add extra HTML code in a design mode. If it doesn't help, provide a link to a page where the problem occurs so we can investigate the problem in more details.

... afraid not; I always switch to text in the editor when inserting plug in tags. In this case it has no effect. I just get a blank page.

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Re:ARI Doc Viewer doesn\'t work - Joomla 3.4
Posted by Amongthegumtrees - 2015/03/23 23:02
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Just a thought; I am on an https: server. Could that be the problem? I've had a lot of hassles with plug ins and modules since moving to https because many re-parse the URL that they are given to http?

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Re:ARI Doc Viewer doesn\'t work - Joomla 3.4
Posted by admin - 2015/03/24 06:12
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Could you send a link to a page where the problem occurs?

Regards,
ARI Soft

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Re:ARI Doc Viewer doesn\'t work - Joomla 3.4
Posted by Amongthegumtrees - 2015/03/25 01:57

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Hi
https://ccansw.org.au/index.php/newspublicblog/meeting-information/meetings-in-2015/322-sydney-may-2015/1890-cca-liverpool-sydney-may-2015-program

Thanks

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Re:ARI Doc Viewer doesn\'t work - Joomla 3.4
Posted by admin - 2015/03/25 06:09

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It can be a conflict with a 3rd party extension. We can investigate the problem in more details if you provide a temporary access to your J! backend by email.

Regards,
ARI Soft

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