## Only showing blank page Posted by Duffman\_DK - 2016/08/11 19:55

Hello Ari-Soft

I have downloaded and installed the Ari Docs Viewer. But when I insert the code with the "Embed Doc Button" it just displays a blank page I have tried with both a local joomla file, and a url located file. And tried both the google and pdfjs engine.

Maybe you can help? I have sent a mail with the url link, and access credentials.

-John

Re:Only showing blank page Posted by admin - 2016/08/12 12:48

Hello.

Try now.

Regards, ARI Soft

Re:Only showing blank page Posted by Duffman\_DK - 2016/08/12 19:47

Great, it works! :cheer:

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Can you tell me what the problem was?

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## Re:Only showing blank page Posted by admin - 2016/08/13 06:08

An old Joomla! version is used on your site. We added support of this Joomla! version to the latest version of the extension.

Regards, ARI Soft

## Re:Only showing blank page Posted by Rivierelement - 2016/09/04 18:43

Thank you for this plugin and for the support, I tried to use as well and received a blank page, I'm on Joomla 3.6.2 and I wonder if I have same issue as other users reported, thank you for your support

## Re:Only showing blank page Posted by admin - 2016/09/04 18:44

ARI Soft Forum - ARI Soft

Hello,

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

Regards, ARI Soft