
"no preview available" and worse

Posted by zprint - 2016/09/26 08:08

I've submitted a support ticket, but wanted to see if anyone else is experiencing this.

I've got Ari Docs installed on several sites, been using it for at three years or so.

Suddenly most of the docs are returning the "no preview available" error. A few docs are still displaying correctly.

Even stranger, on one site, all of the docs are now displaying the source code of the page in the docs window.

I've installed the most recent version of Ari docs with no change.

Any ideas? Might this be a Google Docs problem or an Ari Docs problem?

thanks

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Re: "no preview available" and worse

Posted by zprint - 2016/09/26 08:31

Figured it out, and luckily it was simple, if really aggravating.

Seems Google Docs will not tolerate ANY spaces in the file name. Previously only double spaces broke it. Once I remove every space from the file name everything works again.

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