
ARI Docs viewer - document not loading

Posted by ildiwhite - 2016/11/02 08:24

I use ARI Doc Viewer with Joomla 3.6.4 and PHP 7.0. When I open a document using Google Doc viewer engine, sometimes the document is not displayed at all. However after several page refreshes the document is displayed again. You can check this here: <http://csanadystudio.hu/en/homepage/publications/94-time-2>. If you refresh the page several times, sometimes the document is not loaded.

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Re:ARI Docs viewer - document not loading

Posted by admin - 2016/11/02 10:36

Hello,

"Google Docs Viewer" is 3rd party only service if a document is not loaded, this some problem or limitation on "Google Docs Viewer" side.

You can use an alternative PDF viewer. The extension supports "PDF JS" viewer, it is not used online services.

Regards,
ARI Soft

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Re:ARI Docs viewer - document not loading

Posted by ildiwhite - 2016/11/02 13:11

Thank you for the reply. Is it possible to hide the download link when using PDF JS and Office Docs Viewer?

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Re:ARI Docs viewer - document not loading

Posted by admin - 2016/11/02 16:08

It is possible to edit editor template for "PDF JS" viewer. For this see `/media/arisoft/pdfjs/web/viewer.html` file.

Regards,
ARI Soft

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