
No preview available for PPT

Posted by Milton - 2016/11/23 20:12

I just recently installed the Ari Docs Viewer plugin on our Joomla 3.6.4 site and am trying to embed a PPT file into an article. I've read the forums and am unable to find a solution to the 'No preview available' message that keeps showing.

The PPT file is in the images folder of our site.

How do I fix this?

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Re:No preview available for PPT

Posted by admin - 2016/11/23 20:14

Hello,

Could you provide a link to a page where the problem occurs and specify what viewer do you use ("Google docs viewer" or "Office docs viewer")?

Regards,
ARI Soft

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Re:No preview available for PPT

Posted by Milton - 2016/11/23 20:16

<http://know.veracitytech.com/index.php/13-knowledge-library/awareness/19-ransomware-101>

Using the Google Docs Viewer

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Re:No preview available for PPT

Posted by admin - 2016/11/23 20:34

We can't open the page.

Try to change viewer "Office docs viewer". Probably the file is saved in PowerPoint version which is not supported by "Google Docs Viewer" service.

Regards,
ARI Soft

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Re:No preview available for PPT

Posted by Milton - 2016/11/23 20:53

My apologies. The link is: <https://know.veracitytech.com/index.php/13-knowledge-library/awareness/19-ransomware-101>

I tried the Office viewer and that did not work.

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Re:No preview available for PPT

Posted by admin - 2016/11/23 20:56

The presentation is shown fine:

http://www.ari-soft.com/images/fbfiles/images/pp_doc.jpg

We checked it in FireFox browser.

Regards,
ARI Soft

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Re:No preview available for PPT

Posted by Milton - 2016/11/23 21:06

So it is at least set up properly. Do you have any idea why it doesn't show up in Chrome or IE? I installed Firefox and confirmed your post.

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Re:No preview available for PPT

Posted by admin - 2016/11/23 21:34

We checked it also in Google Chrome and Safari and everything works fine.

Regards,
ARI Soft

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Re:No preview available for PPT

Posted by Milton - 2016/11/23 21:35

Hmm...I just check Safari and it works. For some reason, it's not working for me in Chrome or IE. Maybe it's a network or local computer issue.

Thank you for you assistance!

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