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## Documents not loading

Posted by aukevann - 2017/10/23 18:26

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Hi,

I like using AriDocs, however I have troubles with the documents loading. Small documents always seem to load if there is just one on the page. But when I have larger documents they sometimes load and sometimes not. I have to refresh the page frequently. If I put multiple documents on a page than sometimes none of them load.

I work on a dedicated server and fast Inet so that can't be the problem.

Anything I can do to optimize loading?

Kind regards,  
Auke

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## Re:Documents not loading

Posted by admin - 2017/10/23 18:46

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Hello,

What viewer do you use (Google Viewer, PDFJS, MS Office)?

Regards,  
ARI Soft

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## Re:Documents not loading

Posted by aukevann - 2017/10/23 18:57

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Google Viewer, but I tried others and it does not make much difference.

Regards,  
auke

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## Re:Documents not loading

Posted by admin - 2017/10/23 18:59

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If you need it for PDF documents then PDFJS viewer can be used. It loads viewer from your site. Google Viewer and MS Office Viewer are 3rd party services and they have some limitations on number of parsed documents in hour/day.

Regards,  
ARI Soft

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## Re:Documents not loading

Posted by aukevann - 2017/10/23 19:04

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Just looked and did not realize it, but I am using PDF JS now. So this does not solve the problem. Anything else that may help?

Kind regards,  
Auke

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## Re:Documents not loading

Posted by admin - 2017/10/23 19:06

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Is it possible to see the problem?

Regards,  
ARI Soft

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## Re:Documents not loading

Posted by aukevann - 2017/10/23 19:15

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Send you an email

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## Re:Documents not loading

Posted by admin - 2017/10/23 22:17

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We haven't received a mail with login details. Could you re-send it?

Regards,  
ARI Soft

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## Re:Documents not loading

Posted by admin - 2017/10/26 19:19

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It seems this is some limit from Google Docs service. Try to load one document per page.

Regards,  
ARI Soft

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## Re:Documents not loading

Posted by aukevann - 2017/10/26 19:37

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I need multiple docs on a page so that is no option.  
But the problem occurs with all viewers, not only with Google docs.

Kind regards,  
Auke

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## Re:Documents not loading

Posted by admin - 2017/10/26 19:40

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If you want to show several documents on one page, a possible solution is modify the plugin and show a document name. Document will be loaded dynamically when a user clicks by name.

Regards,  
ARI Soft

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## Re:Documents not loading

Posted by aukevann - 2017/10/26 19:42

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I am using yours because it works different from the others ;-)

Cheers,  
Auke

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