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## PDFs stopped Loading

Posted by dpitfield - 2018/01/17 18:46

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I have an urgent issue. The pdfs have stopped loading into the ARI Doc viewer for some reason on all the pages on my site where they are present. I have no idea why, I have looked into it, but am no closer. They had been loading fine.

Please can you take a look?

Here is an example:

<http://soccer.virnative.com/possession-drills/5vs2-rondo#pdf>

If you need further access to locate, please let me know.

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## Re:PDFs stopped Loading

Posted by admin - 2018/01/18 05:58

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Hello,

It seems the problem occurs due to the following tag which presents on your pages:

<http://www.ari-soft.com/images/fbfiles/images/pdf-5b765fdb0dc882556e65a57f537e440.jpg>

It can be added by site template or 3rd party plugin.

Regards,  
ARI Soft

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## Re:PDFs stopped Loading

Posted by dpitfield - 2018/01/18 08:03

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I have spent hours now looking for the source of this. Is there a way to help pinpoint where it is coming from or override it?? It has only happened in the last few weeks? What type of plugin would add or modify this?

Could you take a look?

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## Re:PDFs stopped Loading

Posted by dpitfield - 2018/01/18 08:41

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Really need some extra help on this one to get it back up and running.

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## Re:PDFs stopped Loading

Posted by admin - 2018/01/18 19:58

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You can download PHP source of your site to your local computer and search in files X-Frame-Options string.

Regards,  
ARI Soft

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## Re:PDFs stopped Loading

Posted by dpitfield - 2018/01/18 19:59

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What is the easiest way to download the joomla php source only in Joomla?

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## Re:PDFs stopped Loading

Posted by admin - 2018/01/18 20:03

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For example login to hosting panel, usually it contains a file manager. Go to Joomla! folder, place folders/files to ZIP archive and download it.

Regards,  
ARI Soft

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## Re:PDFs stopped Loading

Posted by dpitfield - 2018/01/19 00:10

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Ok,working on removing the plugins one by one to test.

Thx  
Darren

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## Re:PDFs stopped Loading

Posted by dpitfield - 2018/01/19 00:21

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Ok, after 6 hrs or so I found the source of the X-Frame 'DENY' code and removed it.

It however, did not solve the issue! The pdf is still not displaying!?

There is an error showing on inspection in Chrome. Is this the cause?:

Uncaught (in promise) TypeError: Cannot read property 'addEventListener' of null  
at x (pdf.viewer.js:8)  
at

Please advice. [http://www.ari-soft.com/images/fbfiles/images/Screen\\_Shot\\_2018\\_01\\_18\\_at\\_4.png](http://www.ari-soft.com/images/fbfiles/images/Screen_Shot_2018_01_18_at_4.png)

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## Re:PDFs stopped Loading

Posted by dpitfield - 2018/01/19 00:40

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Resolved, was to do with the edit I made a week or so ago.

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