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## Site gives error and stops loading

Posted by jjsjjs - 2018/02/03 13:49

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Hi,

all of a sudden a site of us stopped loading and gives this error.

error:undefined index: mime public\_html/libraries/arisoft/Arisoft/Joomla/Document/Includesmanager.php on line 99

can you please check this out and update?

When i have error reporting on and then check with other browser i got this error. Somehow Firefox remembers something and won't load at all.

But the error is now on all browser chrome, firefox, edge.

Thanks for your help.

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## Re:Site gives error and stops loading

Posted by admin - 2018/02/03 18:27

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Hello,

What version of the plugin do you use? Is it possible to see the problem anywhere?

Regards,  
ARI Soft

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## Re:Site gives error and stops loading

Posted by jjsjjs - 2018/02/03 18:54

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Hi,

i used the latest version that was available.

The error occurred after the last Joomla update, so maybe that caused it.

This Error only shows when you turn on Error Reporting, and otherwise Firefox or Chrome gives an error that a network protocol has been used wrong.

But unfortunately you can't see it anymore. I had to disable the plugin and use another, although i really like yours.

Because we needed to display some info in pdf asap.

The error is as stated above, so perhaps something not ok with line 99.

Thanks and hope you can solve it for others and maybe i will return using ARI doc viewer, but for now the site has to run.

Thanks!

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