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## Problem loading pdf

Posted by dafaher - 2018/03/30 19:49

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Hello guys, I was wondering if you could lend me a hand on this. I've been using ARI Docs Viewer since the beginning and never had this problem before. I tried changing pdfjs and iframe, but it still doesn't work. My pdf is in my own server in a subfolder inside public\_html. I'm running Joomla 8.6.3 and PHP 7.0.25. I would appreciate any advice or suggestion. Thank you very much in advance! Btw, this is the page

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## Re:Problem loading pdf

Posted by admin - 2018/03/31 06:34

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Hello,

It looks like a problem with plugin which is used to optimize scripts loading. It loads jQuery library after "ARI Docs Viewer" scripts.

Regards,  
ARI Soft

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## Re:Problem loading pdf

Posted by dafaher - 2018/03/31 15:25

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Sorry to bother you again, could you teach me how to find that plugin? Maybe there's some evidence on which plugin is causing this problem. I just checked the source code of my page but I can't tell. Or at least what are the lines of code that interfere with ARI Docs Viewer, so I can investigate the origin and disable that plugin.

I have two plugins in my list of suspects: JCH Optimize Pro and jQuery Easy, but I can't tell from the source code. Thank you again!

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## Re:Problem loading pdf

Posted by admin - 2018/04/01 17:32

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It seems this problem with JCH Optimize. Try to temporary disable scripts optimizing.

Regards,  
ARI Soft

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## Re:Problem loading pdf

Posted by dafaher - 2018/04/01 21:46

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Well, finally I could fix it. But it wasn't JCH Optimize nor JQuery Easy (I uninstalled them just in case and the problem kept happening anyway). The problem was the link to the document, it was set as http and I changed it to https. Problem fixed haha. Thank you very much for all your support!

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