
Documents loading eternally

Posted by NetartWeb - 2018/10/11 18:39

Hey guys! I'm having a problem with ARI Docs in the recent days...

My pdfs doesn't load anymore, if I use iframe engine. My website was set to https some days ago, and since then I have this problem. I cannot use google engine because my client is a syndicate, and in the employees' company the google docs platform is blocked, so they wouldn't have access to read the documents.

I also get a "mixed contents" error when I inspect with chrome's console, saying that the page was loaded over https, but the requested resource was insecure (http), even calling the document from path "https://.../file.pdf".

I really need you help, please! My joomla version is 2.5.9, php 5.6.38 and ARI Docs 1.3.9.

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Re:Documents loading eternally

Posted by admin - 2018/10/11 18:58

Hello,

If your site uses HTTPS protocol then links to PDF files should also use HTTPS protocol or protocol less URLs. Check it.

Regards,
ARI Soft

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Re:Documents loading eternally

Posted by NetartWeb - 2018/10/11 19:05

Hi! I already tried with both of them, putting "https://www.sindipetronf.com.br/images/pdf/nascente/1060.pdf" or "images/pdf/nascente/1060.pdf", and none of them worked... =(

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Re:Documents loading eternally

Posted by admin - 2018/10/11 19:05

Is it possible to see the problem anywhere?

Regards,
ARI Soft

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Re:Documents loading eternally

Posted by NetartWeb - 2018/10/11 19:12

Yes, the page that I used as an example is this one:

<https://sindipetronf.org.br/publicacoes/nascente/item/11277-nascente-1060>

And the pdf is saves with the whole path, including the "https" in the beggining.

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Re:Documents loading eternally

Posted by NetartWeb - 2018/10/11 22:02

ARI Team, I've double checked with my team here, and I thought we already had tried with only "images/....".

Anyway, we got! thank you very much for your help and suggestion!

Kind regards, Lucas.

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