
White space everywhere.

Posted by dvalentina - 2014/09/02 07:59

Hello,

After getting everything up and running i noticed that when i want to browse the book/magazine the page turns white evrywhere (turn to page 2 and scroll the webpage up/down everything turns white). And i only see one page, when mouseover the other page it becomes visible.

I also have a similair problem when viewing the book on a smartphone. It has a large white space below the book.

Link to the magazine:

http://dc-trading.com/index.php?option=com_arismartbook&view=book&bookId=1&Itemid=288#page/1

I would appreciate your help.

Kind regards,

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Re:White space everywhere.

Posted by admin - 2014/09/02 10:08

See "Styles settings -> Optimum page width" and "Styles settings -> Optimum page height" parameters in template settings ("ARI Smart Book -> Templates" page).

Regards,
ARI Soft

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Re:White space everywhere.

Posted by dvalentina - 2014/09/02 12:09

Thank you 4 the fast reply.

Your suggestion did solve the smartphone issue but the google chrome problem is still there. Everything works fine with microsoft internet explorer, but witch Chrome not.

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Re:White space everywhere.

Posted by admin - 2014/09/02 12:12

Could you send screenshot(s) where we can see the problem?

Regards,
ARI Soft

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Re:White space everywhere.

Posted by dvalentina - 2014/09/02 12:18

Sure!

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Re:White space everywhere.

Posted by dvalentina - 2014/09/02 20:24

Hi,

I don't know if you did something but it's working fine!

Thanks!

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Re:White space everywhere.

Posted by admin - 2014/09/03 06:59

Hello,

We do nothing, but if the problem appears let us know.

Regards,
ARI Soft

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Re:White space everywhere.

Posted by dvalentina - 2014/09/05 07:58

Hi,

Bad news, the problem is still there. I've e-mailed you pictures of the problem a couple of days ago. Summary: when using google chrome the page turns white when i'm browsing/scrolling/zooming into the magazine.

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Re:White space everywhere.

Posted by admin - 2014/09/07 06:45

We can't reproduce the problem in Google Chrome v. 37.0.2062.103 m. Do you use the latest version of Google Chrome? Could you provide exact steps how to reproduce it?

Regards,
ARI Soft

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