
White Screen and freezing on loading gif

Posted by mustweb - 2015/07/29 13:27

Hi,

I am using ARI Smart Book for one year now and discovered when creating new books that ALL catalogues have white screen while loading with gif turning during hours ...

After lots of tests :

I updated the component to last = still blocked

then

I checked internet connection and tested direct instead of WiFi = still blocked

How can I please check what is wrong as I got no problems so far ?

Regards

Eric

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Re:White Screen and freezing on loading gif

Posted by admin - 2015/07/29 20:27

Hello,

Is it possible to see the problem anywhere? It can be a javascript conflict with a 3rd party extension.

Regards,

ARI Soft

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Re:White Screen and freezing on loading gif

Posted by mustweb - 2015/07/30 10:00

Hi !

Here after the URL listing my catalogs (working since I started with ARI Smart Book)

<http://www.wiwowas.fr/nos-catalogues>

Looking foreward to hear from you !

Regards

Eric

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Re:White Screen and freezing on loading gif

Posted by admin - 2015/07/30 11:21

Hello,

This problem with a banner rotator extension (we suppose it is a module with ID = 138). It generates an incorrect javascript code and prevent execution of javascript of other Joomla! extensions. You can see javascript error in browser's error console.

Regards,

ARI Soft

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Re:White Screen and freezing on loading gif

Posted by mustweb - 2015/07/30 11:30

Hi !

I disabled the rotation of this banner zone and this is back working.

Thank you very much !

Best Regards
Eric

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