
Plugin Error All of Sudden

Posted by spalexander - 2023/03/02 19:59

I am using Fancy Lightbox plugin on our Wordpress site. We moved the site from the testing domain to the root domain.

If I upload a PDF file and link to it, I get the error message that The requested content cannot be loaded. Please try again later.

I am at a loss what is causing it. I can copy the link to the pdf file and paste in another tab and it opens just fine. The site is https and the link is https. Is there a setting I am missing somewhere?

Here is the page the error is shown on and the link is on the last line of the paragraph:

<https://bletsr.org/news/comprehensive-resource-guide-now-available-for-all-blet-members-covered-under-the-national-health-welfare-plan/>

Thanks in advance.

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Re:Plugin Error All of Sudden

Posted by spalexander - 2023/03/02 20:22

Did some more testing, and if I upload the document to the testing subdomain, it loads just fine. It has to be something that has to do with going from subdomain to the root directories.

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Re:Plugin Error All of Sudden

Posted by admin - 2023/03/03 04:59

Hello,

What browser do yo use? We checked it in Google Chrome and Safari and the document is shown fine:

<https://www.ari-soft.com/images/fbfiles/images/pdf-115a67daebf27497933aad0eb07aff63.jpg>

Regards,
ARI Soft

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Re:Plugin Error All of Sudden

Posted by spalexander - 2023/03/03 13:59

I think I fixed it. I had to check Open in new tab for it to work. If I left the Open in new tab option unchecked I would get the error message, Is that the intended action?

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Re:Plugin Error All of Sudden

Posted by admin - 2023/03/03 14:01

Could you provide a screenshot with the option to understand what you mean?

Regards,
ARI Soft

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Re:Plugin Error All of Sudden

Posted by spalexander - 2023/03/03 14:10

Here you go. If is left unchecked, I get the error message.

However, I just went back and created a test post and it works with or without the box checked. Yesterday I could reproduce the error 100% of the time.

I will keep my eye on it. <https://www.ari-soft.com/images/fbfiles/images/Capture-054e7362817f9f7e4f26c854d3020cf3.JPG>

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Re:Plugin Error All of Sudden

Posted by admin - 2023/03/03 14:23

It shouldn't affect on PDF viewer functionality. It seems the reason of the problem is elsewhere.

If it occurs again, let us know so we can investigate it.

Regards,
ARI Soft

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