
upgrade to 3.4 AriZoom not working correctly

Posted by RED - 2015/12/08 21:00

Hello Support,

I upgraded Joomla to 3.4 and AriZoom stop working. So I purchased the extension again thinking that it was old and needed updating. Unfortunately, it still fails to work. I can send you a link if it helps.

The scroll panels are also not working since the upgrade. See error message below:

Fatal error: Class 'JElement' not found in

/home/sites/wshc.eu/public_html/mmp_upgrade/plugins/content/contentscrollpane/contentscrollpane/fields/k2cat.php on line 30

I have the old working version available and the upgrade via a mirror site.

Regards

Rob

=====

Re:upgrade to 3.4 AriZoom not working correctly

Posted by admin - 2015/12/09 06:20

Hello,

Could you provide a link to a page where the problem occurs and a temporary access to your J! backend by email?

Regards,
ARI Soft

=====

Re:upgrade to 3.4 AriZoom not working correctly

Posted by RED - 2015/12/09 09:21

Hi Support,

I have set-up a user account for you.

Details here:

user: ***

pass: ***

Access: ***

Thank you for your help.

Regards,

Rob

=====

Re:upgrade to 3.4 AriZoom not working correctly

Posted by admin - 2015/12/09 09:30

Send a link to a page please where the problem occurs.

Regards,
ARI Soft

=====

Re:upgrade to 3.4 AriZoom not working correctly

Posted by RED - 2015/12/09 09:34

here it is:

http://www.wshc.eu/mmp_upgrade/index.php/education/tudor-documents.html

The old version (J2.5) is here:

<http://www.wshc.eu/education/tudor-documents.html>

=====

Re:upgrade to 3.4 AriZoom not working correctly

Posted by admin - 2015/12/09 09:48

We can't login with the provided credentials. Check it please.

Regards,
ARI Soft

=====

Re:upgrade to 3.4 AriZoom not working correctly

Posted by RED - 2015/12/09 11:06

Apologies, I mistyped. It should work now.

=====

Re:upgrade to 3.4 AriZoom not working correctly

Posted by admin - 2015/12/09 11:12

Clean browser's cache and try again. It should help.

Regards,
ARI Soft

=====

Re:upgrade to 3.4 AriZoom not working correctly

Posted by RED - 2015/12/09 11:15

brilliant - thank you.

Can you do anything about the scrolling panels underneath? Does this also require an upgrade of Content Scroll Panel?

=====

Re:upgrade to 3.4 AriZoom not working correctly

Posted by admin - 2015/12/09 11:17

Contact support of scrolling panel extension. It seems javascript code of this extension doesn't work properly.

Regards,
ARI Soft

=====

Re:upgrade to 3.4 AriZoom not working correctly

Posted by RED - 2015/12/09 11:31

Sorry I thought it was one of yours. AriZoom is excellent! And thank you for sorting this so quickly

=====