P2DXTpro with Internet Explorer
Posted by juanm - 2010/07/02 21:46

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Hi,

I bought P2DXTpro and it seems that Internet Explorer has problems with this component.

When I click the pay button using Mozilla Firefox, I am able to go to the check out page in Paypal.

But if I use IE I go to Paypal, but not to the check out page, that is where I need to go.

Also, if I want to edit the price of my product, I can't edit it using Internet Explorer, it does not show me the Pricing box, just the tax one. I'll show you a Print screen of this.

Please help me with this ASAP.

Thank you very much.

Best regards,

Juan.

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Re:P2DXTpro with Internet Explorer
Posted by omerten - 2010/07/03 07:45

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Hi Juan,

Please make sure you have the latest version 1.02.03 installed. Could you provide me with a link to a test item on your site, so I can have a look?

Thanks and sorry for the inconvenience,

regards,

Oli

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Re:P2DXTpro with Internet Explorer
Posted by juanm - 2010/07/03 15:26

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Hi Oli,

Thanks for your reply.

The version my designer installed is the 1.02.02, how can I get the latest version?

Well I can give you access to my admin area if that's what you asked. This is the link:

www.revelacionesparalatinos.com/administrator

The website is in 2 languages: Spanish and Portuguese, so it's the same product for each language.

Thank you and I look forward to hearing from you.

Regards,

Juan.

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Re:P2DXTpro with Internet Explorer

Posted by juanm - 2010/07/05 17:38

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Hi,

Could you please help me with this Internet Explorer issue please? and how can I get the latest version please.

It's quiet urgent, and sorry for the pressure :(

Thank you and I look forward to hearing from you.

Best regards,

Juan.

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Re:P2DXTpro with Internet Explorer

Posted by omerten - 2010/07/06 05:03

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Hi all,

obviously there was an outdated version in the download area. I can't really explain that (must have something to do with a backup I had to re-install some while ago), however I fixed that now. Please download the latest 1.02.03 version and re-install if you have trouble with IE.
@juan: To be absolutely sure, I installed 1.02.03 on your site and now it seems to work.

Sorry for the inconvenience,

kind regards,

Oli

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Re:P2DXTpro with Internet Explorer
Posted by juanm - 2010/07/06 09:05

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Hi Oli,

Thanks for that, I can see the Paypal check out page now!! :) Thanks a lot.

However, I still have 2 little issues:

1. I can't see the box to edit the price of the product. What I see in the Pricing and Shipping option is: Donation, Tax, Currency and Shipping address required. But no the price option

2. You gave me the link to download the latest version, but when I click on that, it goes to a page where it says: "Sorry, this area is non-existent or unavailable"

So if you could send me the files to me would be great, because I need to install it in some of my websites please.

Thank you again and congratulations for that excellent customer service.

Best regards,

Juan.

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Re:P2DXTpro with Internet Explorer
Posted by omerten - 2010/07/07 06:41

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Hi,

1.) this seems to be a problem with IE8 (I hate that browser!) Do you have the possibility to maintain your items with Firefox or any other browser? I'll fix it for IE8, however that might be a tricky job...
2.) You have to be logged in to acces this special download are.

regards,

Oli

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Re:P2DXTpro with Internet Explorer
Posted by juanm - 2010/07/07 15:10

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Hi thanks for your reply:

1. No unfortunatelly, I had problems with Mozilla and Windows Vista, that'a why the only browser that Vista (which I hate too) allows me to use is IE8. So that's not an option for me.

2. I'm logged in, but still shows me the same message: "Sorry, this area is non-existent or unavailable"

Please let me know what can I do.

Regards,

Juan.

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Re:P2DXTpro with Internet Explorer

Posted by omerten - 2010/07/10 06:01

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Hi Juan,

1.) I'm using Firefox on Vista without problems... however I hope to be able to provide a fix for IE soon.

2.) Did you register P2Dpro (on the "Your profile" tab of joomlaxt.com)?

regards,

Oli

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Re:P2DXTpro with Internet Explorer

Posted by juanm - 2010/07/10 09:16

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Hi,

1. Yes please try to solve that problem with IE8, I think it's quiet crtitical not only for me.

2. When I bought the product, I could not do it with my Paypal account because there was a problem with it (not anymore), so my designer did it for me(using his details), but I paid for it, it was my money.

I tried to register the product with his details, and the system says "No items to register found", I tried with my details and happened the same.

I have the receipt of the product, which I'm attaching on this email.

Please let me know what can I do.

Thank you.

Best regards,

Juan.

PS: My designer tried to modify the price of my product using Vista and he could not see the "Price" box either in the "Pricing and Shipping" tab.

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Re:P2DXTpro with Internet Explorer
Posted by juanm - 2010/07/10 09:21

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Sorry here is the receipt, please read the message above.

Thank you.

Juan.

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Re:P2DXTpro with Internet Explorer
Posted by juanm - 2010/07/10 09:35

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Again Sorry, I did not know about the pixeles,

Please read the messages above.

Thanks,

Juan. http://www.joomlaxt.com/images/fbfiles/images/Receipt_Joomla_XT.jpg

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Re:P2DXTpro with Internet Explorer
Posted by omerten - 2010/07/11 07:17

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Hi,

I just checked... Your products are registered properly and user "ahikmahin" is able to access the P2DPro download area.

I'm working on the IE problem.

regards,

Oli

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Re:P2DXTpro with Internet Explorer

Posted by omerten - 2010/07/15 07:08

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Hi,

I was finally able to create a workaround for the backend issues with IE. It doesn't look nice, however it should work until I figure out a better solution.

Please extract the attached file and copy it to administrator/components/com_p2dxt/script

regards and sorry for the inconvenience,

Oli

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Re:P2DXTpro with Internet Explorer

Posted by omerten - 2010/07/15 07:11

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updated version
http://www.joomlaxt.com/images/fbfiles/files/p2dxt-04c90a12b9cb8b0b81fc84375c542c51.zip

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