Successful installation but no data in table only header sums

Posted by UkeM - 09 Nov 2014 19:13

Hello Support!

I just purchased your extension "Sales analytics". Installation of newest version (V3.1.1) from your website was fine with no errors.

My Versions:

Joomla V2.5.22

Virtuemart V2.6.6

PHP Version: 5.3.28

The problem is that there is no data table visible in backend. It is the same on all report types. Only the global sums at top are visible and they seems to me right. When i click on "Export data" and open it with Excel the data are visible!

I hope you can help me to fix this issue.

Best regards

UkeM

==========

Re: Successful installation but no data in table only header sums

Posted by UkeM - 16 Nov 2014 16:42

Hello!

I realy want to use that extension!

Please resond to my post!

Greetings UkeM

==========

Re: Successful installation but no data in table only header sums

Posted by ginger - 26 Nov 2014 16:28

Hi,

I have the same problem. The excel spreadsheet works, but there is now graph shown on the page, and the .png export does not work.

Joomla! 2.5.27

VirtueMart 2.6.12

==========

Re: Successful installation but no data in table only header sums

Posted by ginger - 26 Nov 2014 16:30

Sorry, typo, but there is NO graph shown on the page!

==========

Re: Successful installation but no data in table only header sums

Posted by latitudweb - 17 Dec 2014 18:14

Hello UkeM,

Sorry for the delay in the response.

The charts and tables on the reports are displayed via Javascript and the Google Chart APIs here: dev elopers.google.com/chart/

Can you please check whether there is a Javascipt error on your Joomla! installation? It may just be that another extension is writing some buggy javascript code, and thus Sales Analytics charts (those that depend on Javascript) are not correctly displyed.

Kind regards.

==========

Re: Successful installation but no data in table only header sums

Posted by UkeM - 17 Dec 2014 19:04

_____

Hello,

thanks for your late respond. I did not expect your answer anymore :/

So you are right, it was the problem that the Google API was blocked in Firefox. Firefox blocked it because it is not a https URL. When i disable this block for browser session it works.

Is it possible to change the url to https?

Greetings Uke

==========

Re: Successful installation but no data in table only header sums

Posted by latitudweb - 17 Dec 2014 19:17

_____

Hi Uke,

Google didn't suport https on their Charts API, but now it seems it's been worked out.

We'll test this change on the code, and I'll let you know, ok?

Kind regards.

==========

Re: Successful installation but no data in table only header sums

Posted by UkeM - 17 Dec 2014 21:00

_____

Ok Thank you!

==========

Re: Successful installation but no data in table only header sums

Posted by ginger - 29 Jan 2015 12:10

_____

As this was over 5 weeks ago and no fix has been released, I can explain my workaround. Use any of the components designed to change your site's output. I use ReReplacer by NoNumber.

Set the component to replace www.google.com/jsapi with www.google.com/jsapi in the of the admin section of your site, and this is sorted.

If you want to prevent the "mixed content" error, also use ReReplacer to remove the Sales Analytics backlink, which has a .png image that cannot be served by SSL. Search for the following text in the admin section, and replace it with nothing:

Sales Analytics by Latitud WEB Analytic Tools

==========