WRONG DATE
Posted by bergagna - 31 May 2012 21:29

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Hi there,

I purchased 2 licenses of this components and today I just realized that all the data reported are completely WRONG, I did test with my different kinds of reports and all are wrong.

For example: During the period from May 10 to May 18, we got over 10 orders, but the report (the graph and the table) displays 0.

Please see attachment for more details.

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Re: WRONG DATE
Posted by bergagna - 31 May 2012 21:30

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Please see this attachment, this is my order list from Virtuemart

NOTE: I'm using all latest J2.5.4 and VM2.0.6

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Re: WRONG DATE
Posted by bergagna - 31 May 2012 22:11

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After making some changes in the Integration, the report is different from the attachment but It's still NOT correct.

Additionally, In the Settings, "Integration" tab, "Successful Transaction Status" I can't not select two order status "Confirmed" and "Shipped"

I did test with Chrome 19, Opera 11.6, FF 12 and IE9. All can not select more than one order status.

Hope your quick response

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Re: WRONG DATE
Posted by latitudweb - 31 May 2012 22:44

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Hi bergagna,

To select more than one "Successful Transaction Status", please try keeping the Control button pressed, and then select all the status you want.

We'll make it a little more intuitive in our next release.

Kind regards.

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Re: WRONG DATE
Posted by bergagna - 01 Jun 2012 11:54

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Hi,

Obviously that's the basic knowledge of using computer. I did it, more than one status were selected, however, when I clicked Save, nothing happens, it turns back into one status selected.

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Re: WRONG DATE
Posted by latitudweb - 01 Jun 2012 14:34

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That's very unusual, because it's been carefully tested, there are many installations around, and this bug had not been reported.

Anyway, if it's still not working, you can try to check this on your database.

On the **#_sa_config** table, look for the **vm_order_status** param in the config register. For Completed and Shipped status, it should read something like this:

C|S

Is it correct?

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Re: WRONG DATE
Posted by bergagna - 01 Jun 2012 16:19

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No, it's NOT.

Only vm_order_status="S" is there.

Then I manually change it into vm_order_status="C|S" or vm_order_status="S|C", none of them works.

Login to back-end, open Sales Analysis, no figures displayed. Additionally, in the Settings, "Successful Transaction Status" No status is selected.

Check again try to select 2 status of Confirmed and Shipped, but only "Shipped" is selected after clicking Save. (checked database again as well)

We're running SSL https for the back-end as well, however, there is issue with SSL when we load your component. Browser is warning with "insecure" content. I know it's no problem at all, however, my client complaint about this.

Any solution for this?

Thanks,

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Re: WRONG DATE
Posted by bergagna - 01 Jun 2012 16:21

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There is problem with your support forum, all tabs in Profile page are unclickable. It's totally not working.

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Re: WRONG DATE
Posted by latitudweb - 01 Jun 2012 17:10

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As I said before, the behaviour you mention is very unusual.

The only thing that comes to mind is that either the Atend Framework or the Sales Analytics component have not been correctly installed (maybe a file).

Could you please uninstall them, and then install them again? Please make sure that you are using the latest versions for both Atend Framework and Sales Analytics. You can download them here: analyticto ols.latitudweb.com/downloads/d...sales-analytics.html

About the tabs in the support forum profile page, we'll check that, ok?

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