First time user, Live Stats doesn't load..

Posted by Sanjic - 2012/04/28 10:16

Hi I'm trying to test JoomlaWatch. Installation goes fine. And I have updated version of Joomla 1.5

After installation I can find JoomlaWatch...after starting it..alll get..."Loading stats"..."Loading visits"...

Based on FAQ I managed to find link in "View source""...and when I try to open that link I get following error:

Database Error: Unable to connect to the database:Could not connect to MySQL

In JoomlaWatch status page mySql seems fine:

Database status

table name rows data
jos_joomlawatch 0 0.004 MB
jos_joomlawatch_blocked 0 0.004 MB
jos_joomlawatch_cache 0 0.004 MB
jos_joomlawatch_cc2c 235 0.013 MB
jos_joomlawatch_config 4 0.009 MB
jos_joomlawatch_goals 0 0.001 MB
jos_joomlawatch_history 0 0.001 MB
jos_joomlawatch_info 0 0.004 MB
jos_joomlawatch_internal 0 0.004 MB
jos_joomlawatch_ip2c 107100 3.629 MB
jos_joomlawatch_uri 0 0.001 MB
jos_joomlawatch_uri2title 0 0.004 MB
jos_joomlawatch_uri_history 0 0.001 MB
total: 3.678 MB

How can I solve this to make JoomlaWatch working?

Regards

==========

Re:First time user, Live Stats doesn't load..

Posted by gmagnesa - 2012/05/11 10:29

Hello,
I have exactly the same problem.
I'm testing this component on my local website.

Did you get the solution?

Thank you

Giulia

==========

Re:First time user, Live Stats doesn't load..
Posted by boaz - 2012/08/05 04:33

_____

I've just recently installed JW v1.2.12 on Joomla v1.6.4 and I'm having the same problem with "Loading visits... Loading stats... " being the only output I get.

AFAIK I've installed it correctly. So I checked the codegravity FAQ where I found the following Q:

"I install joomlawatch 1.2.14 but I can't see nothing in (Loading visits, Loading stats)"

The answer to the Q was:
"This is a problem of some webhostings.
On Live stats page, click in your browser View -> Page Source
Find a link:
yoursite - components - com_joomlawatch - js - joomlawatch.js.php? rand=somenumber

Click this link. You most probably will get a HTTP 500 error. Ask your webhosting provider why this doesn't work."

I tried the to run the link and it failed somewhat as noted.

My hosting provider suggests that the code might be attempting to access an external database which is not allowed by my provider. So... does JW attempt to access an external database?

Thanks for your assistance. :)

boaz :unsure:

==========

Re:First time user, Live Stats doesn't load..
Posted by dmaislin - 2012/08/15 23:13

_____

Load the component in firefox as your browser. All other browsers didn't show me a link. It said Warning: site in your browser and live site in configuration: don't match. I clicked the link and then it worked.

This only shows in Firefox. I am on a Mac and tried Chrome and Safari with no luck.

==========

Re:First time user, Live Stats doesn't load..
Posted by boaz - 2012/08/15 23:31

_____

Thanks for your reply...

However, I usually only use Firefox. So the Live Stats don't load at all in Firefox (v14.0.1). I just now tested IE (v9) and got the same result.

I've tried all the other suggested solutions to this problem without a fix.

Any other ideas?

Cheers,

boaz :S

==========

Re:First time user, Live Stats doesn't load..
Posted by stephenremovals - 2012/08/21 04:04

_____

I also experience this problem and until now I can't load it. Any alternative solution?

==========

Re:First time user, Live Stats doesn't load..
Posted by boaz - 2012/08/21 07:57

_____

I've received no help so far... I certainly hope something will come up.

boaz :(

==========

Re:First time user, Live Stats doesn't load..
Posted by mans.engman - 2012/08/24 19:45

_____

I have exactly the same problem with Joomla 1.5.25 and Joomlawatch 1.2.12. (This is the latest version running on Joomla 1.5, right?)

Webhosting told me that I possibly installed the extension wrong or I could need to enter database login/parameters somewhere, but this is clearly (I think) not the case... The module stores visits in the database so it's working so far, it's just joomlawatch.js.php that fails... I told them this and asked if they had any more clues, let's see what they reply...

Does anyone had any success in solving this or getting the web provider to fix it, and if so, how do you make things work?

/Måns

==========

Re:First time user, Live Stats doesn't load..
Posted by elbo - 2012/08/27 10:58

_____

Hi,

Now I am having this issue also. When I click on the link, as suggested, my message is Cannot Connect to MySQL. So it does seem to be a failed database connection.

Now what?? :(

==========

Re:First time user, Live Stats doesn't load..
Posted by mans.engman - 2012/08/27 16:20

_____

Ok so I got an answer from the web hosting support. Doesn't make much sense to me, but anyway, here's a rough translation:

>Maybe the extension tries to fetch data from an external site such as codegravity.com

>We do allow cUrl to fetch external data

>We block fopen() in php due to security reasons

>I recommend you ask the developers about this issue

Any clues? :huh:
(php/js is not really my bag so I haven't dug much in the code.)

/Måns

==========