What's going on?
Posted by kitecom - 2008/12/09 11:14

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Man - if you're going to to move my post to another board (which I would have posted it to in the first place if I could see "bug reporting") then please, please make it a forum that I have access to...

Otherwise the reply you appear to have posted will only frustrate me more!!!!

Don't wish to be impatient, but if you are going to charge 35 euros for your component, then your then your support has to be 35 euros better than the guys who don't charge.

Could you just email me the reply to my post,
Thanks
K

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Re:What's going on?
Posted by stainless - 2008/12/09 19:16

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Hi K,

Have you had the chance to use the component yet? I am doing some research into it and on Joomla there are many positive reviews, yet on the forum there is only three post!? I am trying to find an outsiders thoughts about the component before I purchase it and of course will be posting to the Pre-Sales question here in a second.

Thanks,
Stainless

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Re:What's going on?
Posted by crashmodem - 2008/12/09 20:56

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I would definitely get your questions answered before you buy. I took the reviews seriously, and bought a product that may or may not ever work. The users' manual is 60 pages long, and does not address hardly any installation issues, there are literally hundreds of parameters that have to be entered.. without tutorials.

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Re:What's going on?
Posted by edwin2win - 2008/12/09 21:29

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To have access to all the forum categories, you just have to login into jms2win.com.
Some of the categories are only accessible to registered users.

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Re:What's going on?
Posted by kitecom - 2008/12/10 16:54

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I've paid for the component so I am a customer as well as a registered user of your site, and rather than answering my post with an effort at resolving the issue I have - you prefer to point out that
To have access to all the forum categories, you just have to login into jms2win.com.
Some of the categories are only accessible to registered users.
Which is as far away from useful as could possibly be right now.
Simple question - trying again. I had the component working, but now if I try to access the admin panel of either the master or slave sites I get the following message:

No configuration file found and no installation code available. Exiting...
(I would imagine that this post will get moved to some obscure corner of a forum that currently contains an enormous nine posts)
I'm really not sure whether I'm more angry about the problems I have with a paid for component or the complete disregard you've had so far for my question...
Look forward to being allowed to read your response.
@stainless, crashmodem - TBH it looks like there's a simple problem with the config at the moment, I'd set about fixing it myself - but seeing as I paid for it, I had hoped that I'd get some response here... I'd hold fire on buying it for the moment - watch this space!

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Re:What's going on?
Posted by edwin2win - 2008/12/11 23:48

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The reply to your question has been given 1 week ago in the appropriate forum.
http://www.jms2win.com/forum?func=view&id=3&catid=5

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Re:What's going on?
Posted by kitecom - 2008/12/12 10:51

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AAAARRRRRRGGGGGHHHHHHH!!!!

Why are you being so incredibly difficult about this!?!?
Look at the screenshot attached - why do you think I am still having this conversation!?!?!

http://www.jms2win.com/images/fbfiles/images/no_access.jpg

Could you please, please just tell me the answer to my question?

Thank you

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Re:What's going on?
Posted by nomikon - 2008/12/12 20:43

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edwin2win wrote:
The reply to your question has been given 1 week ago in the appropriate forum.
http://www.jms2win.com/forum?func=view&id=3&catid=5

Hi, I just registered but I'm unable to read those forums yet. I still get a "You do not have access to this Forum!" answer.

Am I missing something?

Regards,
NK.

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Re:What's going on?
Posted by kitecom - 2008/12/14 19:06

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Hi, I just registered but I'm unable to read those forums yet. I still get a "You do not have access to this Forum!" answer.

Am I missing something?

Really have no idea NK - what I can tell you is that I still don't have access to the answer that was apparently posted here;

http://www.jms2win.com/forum?func=view&id=3&catid=5

Rather than simply answering the question - edwin2win has put the the answer in a forum to which I have no access and will neither post the answer in a forum that I can view or let me have access to the forum where the answer is. Ridiculous

I just hope that the answer is a good one - I've paid for this and am staggered at the complete lack of responsibility that edwin2win has taken with regards to his customers.

I would be shouting for a refund if I thought it would do any good - if I can't get an answer to a question, what chance do I have of getting a refund...

I think I might have to take this to the Joomla forum - just so that others are made aware of just how bad edwin2win's idea of customer service really is.

I could bang on for hours about it here - but seeing as there's still not more than 20 people here I guess I'd be wasting my breath...! Ho hum

@edwin2win - I am still waiting for an answer to a question that I asked over two weeks ago...!

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Re:What's going on?
Posted by kitecom - 2008/12/16 01:38

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Still nothing...

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Re:What's going on?
Posted by justinw1970 - 2008/12/18 00:36

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There appears to be a bug in the forum which wont let us view the response. Glad I checked out the forum. Hope this can work eventually, its what I need and there dont seem to be many other alternatives out there. If anyone figures out more do let me know!

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Re:What's going on?
Posted by jmfavre - 2008/12/20 21:17

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It's working for me. I've just registered yesterday.
In any case, keep quite guys. I know that this kind of situation is quite annoying, but ...
I guess that the problem will be solved soon. This might be a fireboard problem. Let's see what happen.

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Re:What's going on?
Posted by jmfavre - 2008/12/20 21:19

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No, in fact you are right. It is not working for me either. I can't open the message above. Same problem ;-)

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