
Smiley face Light going out?

Posted by gman - 2008/01/31 06:39

I am not sure of my mistake so am hoping you can point it out for me.

Anyway, when I log into mambo then go into chat the yellow face lights up properly but then after I am in chat briefly the light goes out?

I checked my dynamic update setting in my module and it is set to 30 seconds. Do I have that messed up lol :lol:

Also, last night one of my members tried to go into chat and got an error message saying the global user was already in use. So we deleted her mambo account and her blast chat account and she re-registered at mambo. Then when she tried to go into chat it still said global user already in use? Is there some other member data that I should have deleted? Also, once she logged in she had multiple login icons like about 5 of them stacked vertically in the blast chat module on my mambo homepage.

I hope I am not driving you crazy. The problem is not the software or the programming... the problem is me :woohoo: haha Thanks for your help!

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Re:Smiley face Light going out?

Posted by Prutkar - 2008/01/31 13:27

Yes, 30 seconds is way too short, chatters keep active session with your website every 60 seconds.

What is that user's username, let me take a closer look at this.

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Re:Smiley face Light going out?

Posted by gman - 2008/01/31 14:39

i have several user names that are having problems

gman1964
gman

jenny
ritchell
xchellent_goddess

I also changed the dynamic session update to 300 seconds.

Do you need the address of the site or do you need a mambo id and password? If so please let me know.

Thank you for all your help!

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Re:Smiley face Light going out?

Posted by Prutkar - 2008/01/31 18:45

- gman1964, jenny, ritchell are existing usernames for your website
- xchellent_goddess is not existing

1. dynamic is ok if set at 60 or more seconds
2. note: your members do not need to create account at blastchat.com at all
3. only guest nickname is checked against global usernames, not your members as that is independent

All this usernames you listed have problem accessing chat? If not, please list only those that have problem.

Re:Smiley face Light going out?

Posted by gman - 2008/01/31 18:49

ritchell
jenny
gman1964

are having problems

Re:Smiley face Light going out?

Posted by Prutkar - 2008/01/31 19:46

ok:

1. Portion of this is old old mambo bug or incapability to hold properly single session for user who is behind IP proxy bank like AOL, that is why your module think that user is already not in chat or some users have name listed multiple time
2. If logged in member clicks on "join chat", but mambo doe snot send members information to blastchat server, blastchat things user entering chat is a guest and prompts for guest nickname, this is mambo problem not correctly handing over data about current user. If this is random, then I have no clue what to do with it. Will debug more 4.6.2 for upcoming client 2.3

Re:Smiley face Light going out?

Posted by gman - 2008/01/31 22:10

I noticed something else if it helps you for 2.3

If i log into mambo then i am logged not the chat module.

Then when I click on chat the yellow smiley light turns on and it stays on for as long as i leave the page up.

If I refresh the browser or say go to admin and then come back to homepage then the smily light has gone out.

It seems that the smiley light stays on UNTIL i change the page, refresh the page or leave the page and come back, etc.....