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## Desperate Need of Help

Posted by BeOneOptica - 2011/07/30 19:42

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Hiya,

I've recently purchased Sexy Light box and I'm trying to get a thumbnail to display and when clicked the light box opens up. Nice and simple...eh? ;o)

Well, no matter what code I put in I always get: "ARI Sexy LightBox: Error Occurs"

I would really appreciate some guidance on how to get this to work.

I don't even know if I'm using the correct code...:(

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## Re: Desperate Need of Help

Posted by BeOneOptica - 2011/07/30 21:33

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Ok, I seem to have something working but the image doesn't show in a pop up and instead shows on a new page....

Is this a setting somewhere?

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## Re: Desperate Need of Help

Posted by BeOneOptica - 2011/07/30 21:44

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Another update.

I uninstalled all the ARI Sexy Lightbox and installed the 'Lite' version. The Lite version works and the popup shows but I'm perplexed why the 'full' version doesn't!

Still could do with help since I've paid for the 'full' version I would like it working.

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## Re: Desperate Need of Help

Posted by admin - 2011/07/31 06:46

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Hello,

Do you install "ARI Sexy Lightbox" module before installing the plugins? If you use J! 1.6, do you install "System - ARI Extensions" plugin? This information can be found in readme.txt file from extension's package. If it doesn't help, could you provide temporary access to your J! backend by email and link to page where you try to use the extensions that we can investigate the issue?

Regards,  
ARI Soft

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## Re: Desperate Need of Help

Posted by BeOneOptica - 2011/07/31 16:34

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Hi Admin,

Yes I installed all the files in the correct order as given in the readme.txt.

Since I have the 'lite' version working at present and I don't need other plugins just now I will leave it where it is as I need to progress other areas. If it's ok with you I shall come back to this topic once I'm needing more functions and I'll give

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you access.

Is that ok?

James

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## Re: Desperate Need of Help

Posted by admin - 2011/08/01 05:55

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Not a problem, feel free to contact us when it is needed.

Regards,  
ARI Soft

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