
Directories not saving ?

Posted by billysname - 2014/01/24 20:41

Everytime I try to enter the Directories for my gallery ie: gallery/ and save it using joomla the path to the directory disappears? any clue on why this is doing this ?

Thanks in advance for your help

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Re:Directories not saving ?

Posted by admin - 2014/01/24 20:57

Hello,

Check that you use the latest version of the extension (1.10.13). If you use Joomla! 1.6+, check that "System - ARI Extensions" plugin is installed and enabled.

Regards,
ARI Soft

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Re:Directories not saving ?

Posted by billysname - 2014/01/24 21:01

im using joomla 2.5 and ARI Sexy Lightbox v. 1.10.13

Am I able to get a new version being that I paid for this one or do I have to buy it again ?

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Re:Directories not saving ?

Posted by admin - 2014/01/25 07:01

The latest version of the extension is always available in "Member Area", it doesn't require to pay again.

PS: Could you provide a temporary access to your J! backend by email so we can investigate the problem?

Regards,
ARI Soft

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