
Quiz Won't Update and Contacts Aren't in MailChimp

Posted by Arieandco - 2019/11/18 17:00

Please help! I noticed a few weeks ago that my contacts are no longer being added to MailChimp, which is a huge issue, and I'm not sure how to fix it. I also noticed that my quiz software is not updated, but when I click Update in the WP plugins area, it just says "Update Failed." Please help, as I have no idea where to begin with these issues.

TIA!
Kristen

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Re:Quiz Won't Update and Contacts Aren't in MailChimp

Posted by admin - 2019/11/18 19:36

Hello,

Enable "App Log" and "Debug Log" checkboxes in plugin settings and try to re-subscribe again. After this check logs.

PS: If auto-update doesn't work and you use paid version, make sure API key is entered in plugin settings.

Regards,
ARI Soft

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Re:Quiz Won't Update and Contacts Aren't in MailChimp

Posted by patrickjhayes - 2020/01/20 15:07

I'm having a similar issue with the plugin.

I have run a number of tests and it seems that it only pulls information to Mailchimp occasionally.

In looking at your response, I do not have the option to enable the App Log or Debug Log in the plugin as there is no link to the settings from the Plugins page, and these options are not found within the app itself.

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Re:Quiz Won't Update and Contacts Aren't in MailChimp

Posted by admin - 2020/01/20 19:53

Hello,

"App log" and "Debug log" are options for "Contact Form 7 Connector" extension. They are not for "ARI Stream Quiz". Check error log on MailChimp API dashboard.

Regards,
ARI Soft

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Re:Quiz Won't Update and Contacts Aren't in MailChimp

Posted by patrickjhayes - 2020/01/21 12:34

Hi,

Thanks for your response.

Was able to set these up in Contact Form 7 Connector.

It appears that the api is only pulling information from my IP/browser, as I have tested it on mobile through 4G & wifi, had

external parties try and incognito browsers to no avail.

Nothing is logged in CF7 Connector, and there are no logs recorded in Mailchimp's API section.

Any idea why this might be happening?

Thanks again

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Re:Quiz Won't Update and Contacts Aren't in MailChimp

Posted by admin - 2020/01/21 19:03

Unfortunately we don't know why it happens. Try to contact MailChimp support, probably some filter on their side.

Regards,
ARI Soft

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Re:Quiz Won't Update and Contacts Aren't in MailChimp

Posted by patrickjhayes - 2020/01/22 11:12

Have contacted Mailchimp on numerous occasions, removing all blockers.

The information simply isn't getting pushed through your software into Mailchimp.

Would be worth logging this as a bug.

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Re:Quiz Won't Update and Contacts Aren't in MailChimp

Posted by admin - 2020/01/23 06:13

Do you know a case when this problem is reproduced in 100%? For example when a user a specific e-mail?

Regards,
ARI Soft

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