
Mailchimp audience lists not loading

Posted by marishapink - 2022/03/28 19:43

Hello!

I've installed the ARI Stream Quiz Pro wordpress plugin today and created my first quiz. The quiz is looking and functioning as expected, however, I can't seem to integrate with Mailchimp. I have created and added the API key which is bringing up the dropdown box to select a list...but no audiences are appearing in the list, even after hitting the refresh button. I have tried with a fresh API key and it's still not working. I am not using double opt-in. Please could someone help me troubleshoot?

Thanks,
Marisha

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Re:Mailchimp audience lists not loading

Posted by admin - 2022/03/29 04:42

Hello,

Could you provide a temporary access to your WordPress backend by email so we can investigate the problem?

Regards,
ARI Soft

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Re:Mailchimp audience lists not loading

Posted by marishapink - 2022/03/29 06:30

Hello,

Access to the backend shared by email, as requested.

Thanks,
Marisha

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Re:Mailchimp audience lists not loading

Posted by marishapink - 2022/03/31 07:41

Hi there,

Do you have an update on when this will be fixed please?

Thanks,
Marisha

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Re:Mailchimp audience lists not loading

Posted by admin - 2022/04/01 06:36

We can't open the email with credentials:

<https://www.ari-soft.com/images/fbfiles/images/em.jpg>

Regards,
ARI Soft

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Posted by marishapink - 2022/04/01 07:06

Yes because you didn't review it when sent and it has a security timeout. I have given access again - it will expire 2nd April. Please let me know when this issue can be fixed, as this is delaying the site launch. Thank you!

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Posted by admin - 2022/04/05 10:43

Sorry, we don't handle requests on weekends. Could you re-enable it again?

Regards,
ARI Soft

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Posted by marishapink - 2022/04/05 12:03

It is reenabled and will expire 6th April but it was also sent to your directly from Wordpress without expiry. Please let me know once you have fixed it.

Many thanks for your assistance,
Marisha

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Posted by admin - 2022/04/05 17:36

MailChimp blocks requests from your server IP. The following error occurs:

We blocked your request because the IP address you're using looks suspicious. This issue will usually resolve itself after a short period of time, and you can try your request again. You can also try using a different IP address to see if that resolves the issue.

If you need additional help, you can try one of these support options.

Reference Number: 00.a85e6cc1.1649179969.27f9bce

Contact MailChimp support so they unlock your IP or provide more details why it is blocked.

Regards,
ARI Soft

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Posted by marishapink - 2022/04/06 18:32

Thank you for investigating this and for providing the below information, it was extremely helpful. I have moved hosts due

to a number of issues in addition to this one and now everything is working as expected! Thank you again.

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