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## Hi together

Posted by reeng12 - 2014/08/29 22:45

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Hi together,

I just installed Ari Smart Content and installation was good

now i replaced my ari cloud carousel (free version) with the cloud carousel from smart content cause i need it responsive  
problem is when i have the module activated my site is not loading anymore just plain white

i checked that all plugins are activated  
i deleted the light version  
i set the error reporting to developer without any result or error

[datalytik.ch/florart/index.php/trauerflor](http://datalytik.ch/florart/index.php/trauerflor)

hope you can help here

thanks and greets

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## Re:Hi together

Posted by reeng12 - 2014/08/29 22:51

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Update:

Just tried to go to configuraton in the components tab for ari  
when i try to turn of jquery or change the version or anything else i get this error

Method Not Implemented

POST to /florart/administrator/index.php not supported.

hope that helps

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## Re:Hi together

Posted by admin - 2014/08/30 05:57

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Hello,

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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## Re:Hi together

Posted by reeng12 - 2014/08/30 11:04

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Email with the Backend login is out

Thanks for the great Support  
Greetings  
Marc

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## Re:Hi together

Posted by admin - 2014/08/30 11:12

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We can't login with credentials which we received. The following error occurs:

"Username and password do not match or you do not have an account yet."

Check it please.

Regards,  
ARI Soft

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## Re:Hi together

Posted by reeng12 - 2014/08/30 11:48

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i checked by copy pasting the data from the mail and it worked

send you another mail with link to the backend maybe you tried the wrong one :D

Greetings  
Loki

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## Re:Hi together

Posted by admin - 2014/08/30 11:59

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Check your mail please.

Regards,  
ARI Soft

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