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## installalation carousel pro over carousel

Posted by dnederveld - 2016/10/25 08:38

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I did a lot of work to prepare pages with "ari carousel".

Now I installed "ari carousel pro". As I have seen on the configuration page the parameters are still the same but the carousel is not shown.

What to do?

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## Re:installalation carousel pro over carousel

Posted by admin - 2016/10/25 09:06

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Hello,

Could you provide a link to a page where the problem occurs?

Regards,  
ARI Soft

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## Re:installalation carousel pro over carousel

Posted by dnederveld - 2016/10/25 09:07

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<http://grabmale.delverden.de/index.php/bilderdarsteungen/noch-ein-ari>

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## Re:installalation carousel pro over carousel

Posted by admin - 2016/10/25 10:25

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Download the module again and update it on your site. After this clean browser's cache. It should help to resolve the problem.

Regards,  
ARI Soft

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## Re:installalation carousel pro over carousel

Posted by dnederveld - 2016/10/25 11:09

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did not work

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## Re:installalation carousel pro over carousel

Posted by admin - 2016/10/25 11:31

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Not the latest version is installed on your site. The latest version is 1.1.5, v. 1.1.4 is installed on your site.

Regards,  
ARI Soft

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## Re:installalation carousel pro over carousel

Posted by dnederveld - 2016/10/25 11:37

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I loaded it directly from your site half hour ago?

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## Re:installalation carousel pro over carousel

Posted by admin - 2016/10/25 11:40

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We updated it when write this post.

Regards,  
ARI Soft

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## Re:installalation carousel pro over carousel

Posted by dnederveld - 2016/10/25 16:15

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I uninstalled all ari moduls and plugins and installed new, nothing happens  
this is the page <http://grabmale.delverden.de/index.php/bilderdarsteungen/ari-cloud-carousel>

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## Re:installalation carousel pro over carousel

Posted by admin - 2016/10/25 16:39

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The same version is installed. Could you provide a temporary access to your J! backend by email and we will install the latest version?

Regards,  
ARI Soft

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## Re:installalation carousel pro over carousel

Posted by dnederveld - 2016/10/25 22:21

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I uninstalled all ARI Products and installed new, no changes.  
Then I made a clean Joomla Installation only with my Template and ari cloud carousel pro and ari sexi lightbox.  
Here is the link:  
<http://j364.delverden.de/index.php/test-ari-carousel-pro>  
There you find also the parameters:  
[http://j364.delverden.de/images/Parameters\\_ARI\\_Cloud\\_Carousel\\_Pro.pdf](http://j364.delverden.de/images/Parameters_ARI_Cloud_Carousel_Pro.pdf)

backend:

Username : \*\*\*  
Password : \*\*\*

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## Re:installalation carousel pro over carousel

Posted by admin - 2016/10/26 07:23

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Try now. We installed the latest version of the module (1.1.5).

Regards,  
ARI Soft

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## Re:installalation carousel pro over carousel

Posted by dnederveld - 2016/10/26 08:24

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Thanks, good support, is running  
where can I get the new version, my version i loaded down from your site 2 days ago, why is this not the actual one?  
I want to use it in another projekt

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## Re:installalation carousel pro over carousel

Posted by admin - 2016/10/26 09:39

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The latest versions of purchased extensions are always available in "Member Area" on our site.

Regards,  
ARI Soft

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## Re:installalation carousel pro over carousel

Posted by dnederveld - 2016/10/26 10:52

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But it does not work in this <http://grabmale.delverden.de/index.php/bilderdarsteungen/ari-cloud-carousel>

temporary access: <http://grabmale.delverden.de/administrator>  
User: ari  
Password: arisupport

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## Re:installalation carousel pro over carousel

Posted by admin - 2016/10/26 11:23

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"Image path" parameter in module settings is empty so the carousel doesn't contain images.

Regards,  
ARI Soft

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## Re:installalation carousel pro over carousel

Posted by dnederveld - 2016/10/26 14:15

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Sorry, when I installed "pro" over "free", I checked only the first parameters and was astonished, that they where preserved.  
may be i deleted the path before.

Thanks again

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