
Error when clicking of FACEBOOK share link....

Posted by Doodles42 - 2018/02/20 18:33

Hi

Newbie question I expect. :blush:

Have set up a quiz. On the results page, the quiz-taker is invited to share the quiz on facebook. When the facebook link is clicked, the following error pops up.

"App not set up: This app is still in development mode, and you don't have access to it. Switch to a registered test user or ask an app admin for permissions."

Can someone put me out of my misery please?

Thanks

Jon

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Re:Error when clicking of FACEBOOK share link....

Posted by admin - 2018/02/20 18:38

Hello,

You can read here how to configure integration with Facebook.

Regards,
ARI Soft

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Re:Error when clicking of FACEBOOK share link....

Posted by Doodles42 - 2018/02/20 18:57

Thanks for the info - I've now produced the app ID but I can't see a "sharing" tab in the quiz settings. Sorry If I'm being a bit dumb.... :(

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Re:Error when clicking of FACEBOOK share link....

Posted by admin - 2018/02/20 19:23

Do you use free or PRO version? Is it possible to see the problem anywhere?

Regards,
ARI Soft

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Re:Error when clicking of FACEBOOK share link....

Posted by Doodles42 - 2018/02/21 08:27

Apologies - I've inherited the website from someone else so unsure if they had the free or paid version. Is there an easy way to tell? If i have the free version how do I upgrade within the plugin?

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Re:Error when clicking of FACEBOOK share link....

Posted by admin - 2018/02/22 19:36

You can check free or PRO by version number on "Plugins -> Installed Plugins" page. The latest version of free edition is 1.2.19 and 1.5.22 for PRO version.

Free version also contains "UPGRADE" tab on "ARI Stream Quiz -> Settings" page.

Regards,
ARI Soft

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Re:Error when clicking of FACEBOOK share link....

Posted by Doodles42 - 2018/02/22 20:02

OK. Version is 1.5.16

Assume that's a pro version.... just an older one?

Still no sharing tab - screenshot attached http://www.ari-soft.com/images/fbfiles/images/ARI_screenshot.jpg

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Re:Error when clicking of FACEBOOK share link....

Posted by admin - 2018/02/22 20:10

See the screenshot below:

http://www.ari-soft.com/images/fbfiles/images/aq_pro.jpg

Regards,
ARI Soft

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Re:Error when clicking of FACEBOOK share link....

Posted by Doodles42 - 2018/02/22 20:14

ah rats. So sorry - looking in the wrong place. I'm off to flog myself with a knotted rope in shame..... :blush: