Issues with Executive Upgrade
Posted by JessicaCrichton - 2018/03/04 19:29

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Hello,

I purchased the Executive upgrade, put the key in settings as shown, and... nothing happened. It just kept saying I needed to upgrade. I logged out of WP and in again, and my WP admin screen was blank! I looked into it and saw it was a plugin issue, so I uninstalled and reinstalled ARI Stream Quiz, but that did nothing, so I uninstalled a different plugin I wasn't using and that brought my admin page back at least, but ARI still isn't updating. Yes, I downloaded the package to my computer and unzipped it first, as instructed. I have a screenshot of where I put the key below. Did I do it wrong? I initially only put it in the first spot, but when it didn't work, put it in the second as well.

Thank you! http://www.ari-soft.com/images/fbfiles/images/APIExample.png

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Re:Issues with Executive Upgrade
Posted by admin - 2018/03/04 19:33

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Hello,

Your screenshot is for free version of "ARI Stream Quiz". It doesn't require an API key to install new versions. It loads updates from WordPress plugin repository.

"MailChimp API key" and "MailerLite API key" parameters are used for integration with MailChimp and MailerLite services.

Regards,
ARI Soft

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Re:Issues with Executive Upgrade
Posted by JessicaCrichton - 2018/03/04 19:36

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Okay... then how do I install the version I paid for? It said the key would upgrade my version...

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Re:Issues with Executive Upgrade
Posted by admin - 2018/03/04 19:37

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Have you bought the plugin via our site or on CodeCanyon?

Regards,
ARI Soft

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Re:Issues with Executive Upgrade
Posted by JessicaCrichton - 2018/03/04 19:40

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Via your site, I believe. This is the page that came up when I bought it. It was $17 total. It was the Personal version. http://www.ari-soft.com/images/fbfiles/images/Untitled-18c1b736d52619ebbf6bf24d475282c3.png

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Re:Issues with Executive Upgrade
Posted by JessicaCrichton - 2018/03/04 19:43

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This is the email I got that led me to the screenshot above. http://www.ari-soft.com/images/fbfiles/images/Email.png

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Re:Issues with Executive Upgrade
Posted by JessicaCrichton - 2018/03/04 19:48
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Correction: It was the Personal version I got. Still not working.

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Re:Issues with Executive Upgrade
Posted by admin - 2018/03/04 20:13
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You can read here in 'Upgrade free version to "PRO" version' section how to update free version to PRO:

Just uninstall "ARI Stream Quiz" free version and then install "ARI Stream Quiz PRO". All quizzes from free version will be available in PRO version and all shortcodes will work fine in PRO version.

If you need more assistance or have other questions, let us know.

Regards,
ARI Soft

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Re:Issues with Executive Upgrade
Posted by JessicaCrichton - 2018/03/04 20:22
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Thank you. I went to the page shown in the instructions, but I have no auto update option as it shows. Here is the entire page where it says to go. http://www.ari-soft.com/images/fbfiles/images/None.png

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Re:Issues with Executive Upgrade
Posted by admin - 2018/03/04 20:28
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You don't have "Auto-update" option because free version is installed on your site. This option is available in PRO version to get updates for PRO version.

Please read instructions from 'Upgrade free version to "PRO" version' section. It mentions to uninstall free version and then install PRO version. For this open "Plugins -> Installed Plugins" page on WordPress backend, click "Deactivate" and then "Uninstall" links for "ARI Stream Quiz" plugin. After this open "Plugins -> Add New" page, click "Upload Plugin" button and install PRO version (use ari-stream-quiz-pro.zip archive). After this activate the plugin.

Regards,
ARI Soft

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Re:Issues with Executive Upgrade
Posted by JessicaCrichton - 2018/03/04 20:31
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It also says to delete the free version and download the Pro version, but when I search this is all I find. http://www.ari-soft.com/images/fbfiles/images/Argh.png

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Re:Issues with Executive Upgrade

Posted by JessicaCrichton - 2018/03/04 21:03

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I had tried to upload the zip before, and gotten an error message. I just tried again and it worked. No idea what that was about. Thank you for being patient with me. This is all new to me. :)

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