Can\'t create my first quiz

Posted by thoma - 2018/03/06 19:20

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http://www.ari-soft.com/images/fbfiles/images/CropImage.jpg
I added ARI Stream Quit to my Wordpress site. I can change the settings but when I want to create my first quiz, nothing happens... Waited for hours... Not even an error message...
I have WP 4.9.4 and PHP 5.6.22. What can be wrong? What can I do to try the plugin?

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Re:Can\'t create my first quiz

Posted by admin - 2018/03/06 19:34

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Hello,

It looks like a javascript conflict with a 3rd party plugin. Could you provide a temporary access to your WordPress backend by email so we can investigate the problem? Another way you can disable plugin one by one to find who causes the problem.

Regards,
ARI Soft

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Re:Can\'t create my first quiz

Posted by thoma - 2018/03/06 20:00

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I've found it. It's a plugin named "Theme support" (https://themeforest.net/user/template_path)
But whitout this plugin the whole site crashes, so I must have it for my theme...
What can I do?

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Re:Can\'t create my first quiz

Posted by admin - 2018/03/06 20:05

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Could you reproduce the problem on a test site and provide an access to it by email to have ability investigate the problem?

Regards,
ARI Soft

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Re:Can\'t create my first quiz

Posted by thoma - 2018/03/06 20:12

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I'm afraid I can't... It's a premium theme and I have only license for 1 site...
And it exceeds my technical abilities to duplicate the whole site... :(
Is it enough to provide you an access to the current Wordpress?

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Re:Can\'t create my first quiz

Posted by admin - 2018/03/06 20:22

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We can investigate it if you provide access to current site.

Regards,

ARI Soft

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Re:Can\'t create my first quiz
Posted by thoma - 2018/03/06 20:33
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I've sent mail...
Thanks in advance

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Re:Can\'t create my first quiz
Posted by admin - 2018/03/06 21:03
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Try now.

Regards,
ARI Soft

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Re:Can\'t create my first quiz
Posted by thoma - 2018/03/06 21:12
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It works!
Thank you for this very very quick help!
I see you added a new plugin for fixing the conflict!
Thanks a lot!

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