Plugin not working properly

Posted by Javi - 2021/05/25 13:59

_____

Hi,

I created a personality test that seemed to be working properly until a couple of days ago.

I ask for e-mail to see results, but no e-mails have been registered in Ari in the last days and I know people who took the test (I am one of them). The "funny thing" is that some of these people have entered my list in Active Campaign thanks to the integration, even if they aren't displayed in the Stats or "results" in Ari. Others are not in Ari nor Active Campaign.

I know the test is being shared and I am missing all the potentials leads, as Ari is failing to register these users, even if they complete the form to see the results.

I would really appreciate it your support.

Thnaks in advance.

Regards.

==

Re:Plugin not working properly

Posted by admin - 2021/05/25 14:16

_____

Hello,

Do you use any cache plugin on your site?

Regards,
ARI Soft

==

Re:Plugin not working properly

Posted by Javi - 2021/05/25 14:22

_____

Hi!

I use LiteSpeed Cache.

==

Re:Plugin not working properly

Posted by admin - 2021/05/25 14:27

_____

Read this topic please. It can be a problem if use a big value for cache lifespan.

Regards,
ARI Soft

==

Re:Plugin not working properly

Posted by Javi - 2021/05/25 15:25

_____

Thanks!

It seems the cache plugin was causing the issue.

Is there any way I could recover the "missing e-mails"? I would love to get a list and have the chance to contact them.

Thanks in advance.

==

Re:Plugin not working properly
Posted by admin - 2021/05/25 19:45
_____

Sorry, but it is impossible to restore these emails.

Regards,
ARI Soft

==

Re:Plugin not working properly
Posted by Javi - 2021/06/08 14:49
_____

Ok! Thanks for the answer.

Is there any cache plugin which is compatible with Ari Stream Quiz you could recommend?

Thanks in advance.

Kind regards.

==

Re:Plugin not working properly
Posted by admin - 2021/06/08 14:58
_____

Any cache plugin from this post is compatible with "ARI Stream Quiz", but should be configured properly (refresh cache within 12 hours).

Regards,
ARI Soft

==

Re:Plugin not working properly
Posted by Javi - 2021/06/08 15:22
_____

It seems the link to the post is missing :huh:

==

Re:Plugin not working properly
Posted by Javi - 2021/06/10 08:48
_____

Any news about it? Sorry, but I couldnÂ´t find the link to the post you referred to in your last message.

Thanks in advance.

Have a great day!

==

Re:Plugin not working properly

Posted by Giorgos93 - 2021/06/11 07:49

_____

There were no links to any cache plugins in this topic. But don't worry, I'll help.

I use WP Fastest Cache plugin on my website and it's compatible with ARI Stream Quiz. Just make sure that you enable "Refresh cache any 10 hours" option.

==

Re:Plugin not working properly
Posted by Javi - 2021/06/11 12:48

_____

Thanks a lot for your answer.

Have a great day! :)

==

Re:Plugin not working properly
Posted by admin - 2021/06/12 10:07

_____

to Javi: you can use WP Fastest Cache, WP Rocket or any other cache plugin. It depends on your needs and taste. Just configure properly cache lifespan. This article describes why it is important for dynamic content.

to Giorgos93: thank you for your help.

Regards,
ARI Soft

==