
Correct answers show as incorrect !!

Posted by john.clarke@capti.co.uk - 2022/08/17 18:31

The first question is fine, for all other questions it does not matter if you get it correct or incorrect it shows the wrong message in red. Even though the answer you have given plus all correct answers are highlighted in green showing they are correct. shows the wrong answer at the bottom. It was fine in the free version, now I have paid for Pro. doesn't work. Very annoyed!

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Re:Correct answers show as incorrect !!

Posted by john.clarke@capti.co.uk - 2022/08/17 20:40

I have found that questions with two answers work fine, questions with more than 2 answers don't work, doesn't matter if you select the correct or wrong answer it displays wrong... it also turns any answer blue.. not green or red???

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Re:Correct answers show as incorrect !!

Posted by john.clarke@capti.co.uk - 2022/08/18 10:08

Still no answer !!! so much for support !!! this is very annoying... I have spent hours looking at this...

I have uninstalled the Pro version, and deleted all tables in database. Reinstalled and still have the same problem. Clearly a problem with the Pro code. Free version works fine but does not give you the results.

If you don't / won't reply ASAP I will be forced to use another plugin.

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Re:Correct answers show as incorrect !!

Posted by john.clarke@capti.co.uk - 2022/08/18 17:21

Please issue me with a full refund ASAP!

I have given you every opportunity to reply, you have not!

No reply from email.

No answer on the phone.

Terrible business !!!

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Re:Correct answers show as incorrect !!

Posted by admin - 2022/08/19 03:57

Hello,

Sorry for the delay. We try to provide an answer within 24 hours. In some rare case it can take more time. We will provide the refund.

PS: We can investigate the problem if you provide a link to a page where the problem occurs.

Regards,
ARI Soft

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