
Remove 3rd party plugin causes crashes

Posted by andreasofofandersson - 2017/09/14 21:02

Hi!

I've been having some strange back-end issues since I started using Ari Fancybox Pro.

I'm running the page test.apologia.se which uses The Gem theme and wordpress 4.8.1.

The issue is that sometimes (not allways) when updating any type of page or setting - like VC grid builder or adding custom CSS in the theme options - the site crashes with the following error:

This site canâ€™t be reached

The connection was reset.

Try:

Checking the connection

Checking the proxy and the firewall

Running Windows Network Diagnostics

ERR_CONNECTION_RESET

HIDE DETAILS

It seems like this only occurs when i have "Remove 3rd party plugins" checked!

I can't find anything useful in the debug log related to ari fancybox and feel kind of lost.

In a previous support ticket we concluded that I need the "Remove 3rd party plugins" option because of a conflict with the theme.

I'd greatly appreciate your assistance in with this issue :)

Best regards,
Andreas Andersson

=====

Re:Remove 3rd party plugin causes crashes

Posted by admin - 2017/09/15 20:03

Hello,

We suppose this problem is not related to "Remove 3rd party plugins" option. This option takes effect only on frontend part of the site and it only call "wp_deregister_script" and "wp_deregister_script" WordPress API functions.

Regards,
ARI Soft

=====