
Comment system issue

Posted by Alexandros_T - 2018/01/21 23:17

I just bought the Pro version and I have some issues with the comments system. Most of the times it doesn't load, spinning wheel loads forever. In some cases it loads (can't find differences between them) but it's always upside down!!!! I also can't realise why the Facebook share window sometimes appears as popup and sometimes as a new window.
<http://tripinpictures.com/galleries/ethiopia-gallery/>
<http://tripinpictures.com/galleries/cappadocia-gallery/>

Regards

Alex http://www.ari-soft.com/images/fbfiles/images/Screen_Shot_2018_01_22_at_01.png

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Re:Comment system issue

Posted by admin - 2018/01/22 20:13

Hello,

Update the plugin to v. 1.7.1 please. It should help to fix the problem with "upside down".

About problem with panel is not loaded. Something javascript errors occur on your page (you can find them in browser's error console), they are not related to "ARI Fancy Lightbox", but can prevent normal execution of other scripts. It can help if fix these errors.

Regards,
ARI Soft

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Re:Comment system issue

Posted by Alexandros_T - 2018/01/22 22:27

Update worked nice.

I found a script incompatibility with Super Socializer plugin. Are you aware of a solution beyond deactivating?

Regards
Alex

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Re:Comment system issue

Posted by admin - 2018/01/23 05:21

You can try to contact "Super Socializer" plugin support.

Regards,
ARI Soft

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Re:Comment system issue

Posted by Alexandros_T - 2018/01/23 08:57

Since your plugin loads last, I was hoping if the debugging happened on this one.

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Re:Comment system issue

Posted by admin - 2018/01/23 18:45

Sorry, but it doesn't look like a problem with our plugin. If a problem occur with Facebook SDK library (it can be loaded by two plugins), loading of the library can be disabled in plugin settings. See "Load Facebook SDK" parameter on "Share" tab from "ARI Fancy Lightbox -> Settings" page.

Regards,
ARI Soft

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Re:Comment system issue

Posted by Alexandros_T - 2018/01/23 20:21

That's great. Thank you for your beautiful plugin and excellent support. Yes, simple as that. Unchecking the Facebook SDK still works with Facebook integration and possibly the errors go away. So I guess it wasn't needed, loading it multiple times.

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