Update fails

Posted by Marchesk - 2018/01/24 03:58
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An error occurred while updating ARI Fancy Lightbox: The package could not be installed. The package contains no files.

I was getting this error repeatedly with the 1.5.3 version, so I bought a new one today to get the latest download, which is 1.6.1. Same issue.

If I c/p the download link with my api key into the browser, I get an empty page with no download.

I'm on WP 4.9.2 using the Divi Theme with PHP 7+. All the other plugins and themes installed are able to update successfully.

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Re:Update fails

Posted by admin - 2018/01/24 15:00
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Hello,

Have you bought the plugin via our site? Do you enter API key in plugin settings like described here?

PS: An alternative way to update the plugin, download the latest version from our site, uninstall it on your site and then install the downloaded version.

Regards,
ARI Soft

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Re:Update fails

Posted by Karav - 2018/01/27 15:17
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+1

As already reported by me: Update on Pro-Version is not working.

No error message, just that there are no updates available, when there in fact are.

API Key has been entered successfully.

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Re:Update fails

Posted by admin - 2018/01/28 14:41
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Hello,

Please send an API key which you use by email so we can check it in our test server.

Regards,
ARI Soft

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