
ARI Fancy Lightbox stopped working on my new theme

Posted by daronwall - 2019/08/26 17:30

Hello, I have been a long time user of "ARI Fancy Lightbox" pugin. I recently switched over to a new Theme and it has stopped working.

I worked with the theme support but they said:

"ARI fancy lightbox is not compatible with the our theme and its reacts as a third party plugin. Our theme comes with lightbox functionality by default but this plugin is causing a conflict. Please remove ARI plugin or contact their support to solve your issue because we only provide our dedicated support for theme options."

REPLICATION:

- 1) Go to: <https://laserfied.com/gallery/>
- 2) click on an image.
- 3) It just shows a dimmed screen and should show an image.

If I open my default theme "Twendy Seventeen" then it works fine. I also went to trouble shooting mode and activated all plugins and it works fine under the other theme. It also works fine in my old them which was "eStore". I also tried turning off the "Image Lightbox" under Customize/Page in my new theme and it still doesn't work. So it is only not working with my new theme.

I have had the "ARI Fancy Lightbox" plugin for over a year and have never had problems with it. It is an AWESOME plugin and I want to continue to use it. I understand that it is a problem with the theme but if there is code that we can implement to fix it then I would be greatly appreciative.

Thank you for your help,
Daron

=====

Re:ARI Fancy Lightbox stopped working on my new theme

Posted by admin - 2019/08/26 18:57

Hello,

This problem with the theme. It adds some specific styles for old version of Fancybox library and it affects on "ARI Fancy Lightbox". Open "ARI Fancy Lightbox -> Settings -> Style" page and populate "Custom CSS" parameter with the following code:

```
body .fancybox-inner {overflow:auto;position:static;}
```

Regards,
ARI Soft

=====

Re:ARI Fancy Lightbox stopped working on my new theme

Posted by daronwall - 2019/08/26 19:21

It worked!!!

Thank you so much! I am upgrading your plugin now!

I really love it and have not found a better lightbox anywhere.

Thanks again! :woohoo:

=====