
New version that works with WordPress 5.8 - 6.0.2?

Posted by account_manager - 2022/10/11 20:25

Do you have a new version of Contract Form 7 Connector that works with Wordpress 5.8 - 6.0.2?

We currently are still using version 1.4.10, and integrating with Zapier.

1.4.12 shows as an available update but (a) is only compatible up to WordPress 5.7.1, but more importantly (b) will not install. Every time I've tried to update to 1.4.12 over the last year or two, the update fails. (It shows "updating..." for a short while (5-10 seconds?) but then fails with this uninformative error message: "Update failed: The package could not be installed."

We're paying for CF Connector 7, although I don't know if our web site (socaltms.com) properly reflects that we're using the paid version. I logged into CodeCanyon.net and say that I still had 7 days of support left, so I just paid to extend support: "Support extension until 19 Apr 2023 for CF 7 Connector (MailChimp, MailerLite and Zapier)"

Please advise. This is the only plugin that we use that we are unable to update.

thanks
Pat Holmes

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Re:New version that works with WordPress 5.8 - 6.0.2?

Posted by admin - 2022/10/13 14:58

Hello,

The plugin is compatible with latest WordPress version. Please make sure API key is specified in plugin settings. It is need to enabled auto-updates.

BTW, the latest version of the plugin is always available in "Member Area" on our site.

PS: It is valid if you buy the plugin via our site.

Regards,
ARI Soft

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Re:New version that works with WordPress 5.8 - 6.0.2?

Posted by account_manager - 2022/10/13 21:32

The API key is specified in the plug-in settings, but the update from 1.4.10 to 1.4.12 fails every time, with the error message "Update failed: The package could not be installed".

I don't show anything in the Members Area. The original programmers purchased your plug-in from CodeCanyon. I don't know why. I downloaded the latest version from CodeCanyon and the Readme.txt indicates that is version 1.4.13 and tested up to 5.9.0. We're now on WordPress 6.0.2.

So:

(1) What is the latest version?
(2) What do you recommend I do? For example, should I buy the plug-in from you directly, and just let the CodeCanyon support run out? Or for another example, I could "Add" version 1.4.13 that I just downloaded from CodeCanyon, but I don't know if I should "Add" or do some kind of "Update" since version 1.4.10 is already installed *AND* working (and has been working for years.)

(Note: I'm still basically a Wordpress beginner really, although I've been supporting the site along with a maintenance agreement with WPBufs for two years now. I can ask WPBufs to do whatever you suggest, but I still need to know what the latest version is and what you suggest we do to get this plugin updated.)

thanks,
pat

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Re:New version that works with WordPress 5.8 - 6.0.2?

Posted by admin - 2022/10/18 17:19

Could you send your license key from Envato by email and we will send an API key to download updates from our site?

Regards,
ARI Soft

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Re:New version that works with WordPress 5.8 - 6.0.2?

Posted by account_manager - 2022/10/25 02:26

Sorry for the delay. I just sent the email.

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Re:New version that works with WordPress 5.8 - 6.0.2?

Posted by admin - 2022/10/26 11:56

Check your mail please.

Regards,
ARI Soft

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Re:New version that works with WordPress 5.8 - 6.0.2?

Posted by account_manager - 2022/11/10 21:49

I tested in our staging site. Now, the new license key allowed my plug-in to update from 1.4.10 to 1.4.12. Yay!

Is 1.4.12 the latest version? (Note that the plug-in details still shows "Compatible up to: 5.7.1" and we are now on Wordpress 6.0.3)

Should I *now* be able to download updates from your "Member Area", or should I continue to download updates using WordPress admin or from Envato/Code-Canyon?

thanks,
Pat

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Re:New version that works with WordPress 5.8 - 6.0.2?

Posted by admin - 2022/11/12 19:43

The plugin will be updated automatically on your site with the correct API key.

Regards,
ARI Soft

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Re:New version that works with WordPress 5.8 - 6.0.2?

Posted by account_manager - 2022/11/13 07:21

What is the latest version #?

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Re:New version that works with WordPress 5.8 - 6.0.2?

Posted by admin - 2022/11/14 08:29

1.4.13

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