Associate Goliath Troubleshooting Guide

This guide was created so you can troubleshoot any issues faster.

Important. Please read this! :-)

Some times, you may get an error while using Associate Goliath, which is due to an *outside factor that we don't control.*

For example:

- a plugin on your blog may be stopping javascript from running properly

- the active theme on your blog may be filtering out content for some reason

- your host may be running an older version of PHP

80% of the support tickets we receive fall in this category, and they clog up the entire support ticket system.

It's almost impossible for us to support the customers properly, if we have to spend 40 minutes on a single ticket, trying to find what error is caused by another plugin that may have a bug. :-(

We take pride in our clean code. That's not to say that we may have not overlooked something. BUT, if it's a bug in our plugin that causes the issue, we will fix it.

By the way, chances are that someone else has already created a support ticket similar to the one you are thinking of creating. We send out updates very often. When a new plugin is launched, you can expect an update almost every couple of days. All customers get free lifetime updates! :-)

HOW TO REQUEST FOR SUPPORT:

Before doing anything else, please visit the [Associate Goliath Knowledgebase](). Enter a keyword related to your problem and click "search." For example:

invalid amazon credentials
no products found

IF you don't find a solution to your problem in the knowledgebase, then follow the instructions below:

HOW TO HELP US ISOLATE THE PROBLEM:

- You can set up a test blog

- make sure you have upgraded to the latest version of Wordpress

- use the default Wordpress theme (Twenty Ten).

- Make sure you have the latest version of Associate Goliath

- Run Associate Goliath with all other plugins *deactivated*

- If Associate Goliath works, then activate your theme and plugins one by one to see which one is "failing."

If you have already done this and still don't know what is going on, please follow the instructions here and open a support ticket.

Note: Please avoid sending an email or a private message to a forum, as it may take days before you receive a reply. It's an absolute nightmare trying to support customers for complex technical issues via email. It's a very disorganized way of communication and we have to spend a lot of time finding older emails :-(

By following these instructions, you make it easier for us to continue developing Associate Goliath and fixing any issues with the plugin - plus adding the extra cool features you want :-)

Thanks!

George Katsoudas

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