

After remove ver.1.2.12 500 Internal Server Erro

Posted by mrangelo - 2011/07/18 21:40

I try to remove the version 1.2.12 in order to upgrade to the last one and after remove the component my website comes down with a:

500 Internal Server Error Fatal Error was detected! Please contact the site owner.

I need to install the 1.2.12 again and my website comes back again.

My question is:

How to upgrade?

also i have 2 days that I order and pay for the pro version and never receive any key

please help

thanks in advance

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Re: After remove ver.1.2.12 500 Internal Server E

Posted by matto - 2011/07/19 03:41

Hi,

you need to remove modules first.

I also sent you the correct license key via ticketing system.

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Re:After remove ver.1.2.12 500 Internal Server Erro

Posted by mrangelo - 2011/07/19 09:05

Thanks,

I not receive any email about ticketing service (I verify my spam folder), also where here in the page I can see my opened tickets in order to see the key?

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Re:After remove ver.1.2.12 500 Internal Server Er

Posted by matto - 2011/07/19 12:53

Yes, just follow the support link from left menu on codegravity.com, there is other link pointing you to the

ticket history.

Soon I will introduce the new way how to pair payments with the license key. I'm also tired with the way how it is now. Thank you for your understanding. I hope the license key will work. I'm here to resolve these problems until the new way will be finished.

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