



# Why is the editor not loading?

There may be multiple reasons why the editor doesn't load properly:

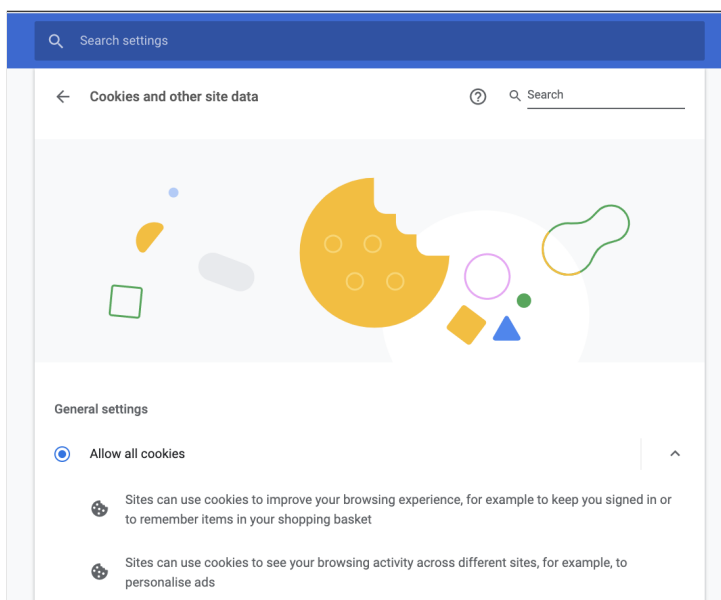
1. [Third-party cookies are blocked in the browser](#)
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## Third-party cookies are blocked in the browser

AB Tasty tag doesn't require 3rd party cookies, but loading the editor does. If you are having issues loading it, it might be caused by 3rd party cookies being blocked.

How to find out and what to do?

Paste this address in your Chrome URL input - `chrome://settings/content/cookies` and make sure that your browser accept cookies or, at least, that `https://[*].app2.abtasty.com:443` is enabled to accept cookies.

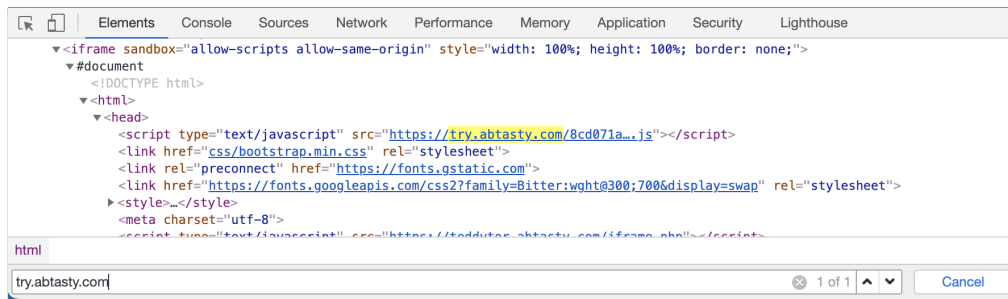


## AB Tasty Tag is not present on the page

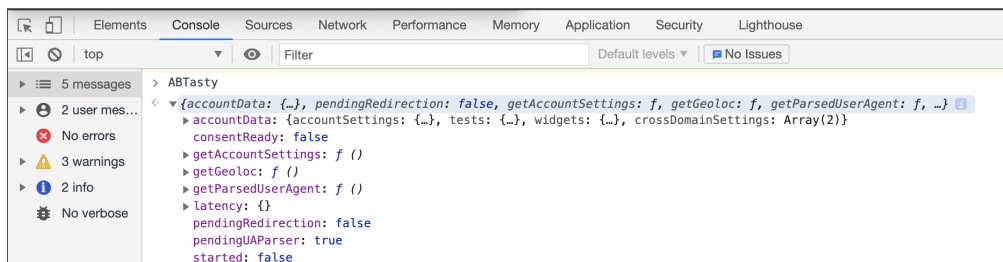
When setting up AB Tasty, you are required to [add the tag](#), or its [asynchronous version](#), or the [transaction tag](#).

### How to find out and what to do?

In order to verify if you do have the tag, open the browser inspector, go to the "Elements" tab and search for "try.abtasty.com".



You can also make sure that the "ABTasty" command returns an answer in the console.



If the tag is not present, add it or open the AB Tasty chrome extension and click on "Inject script".

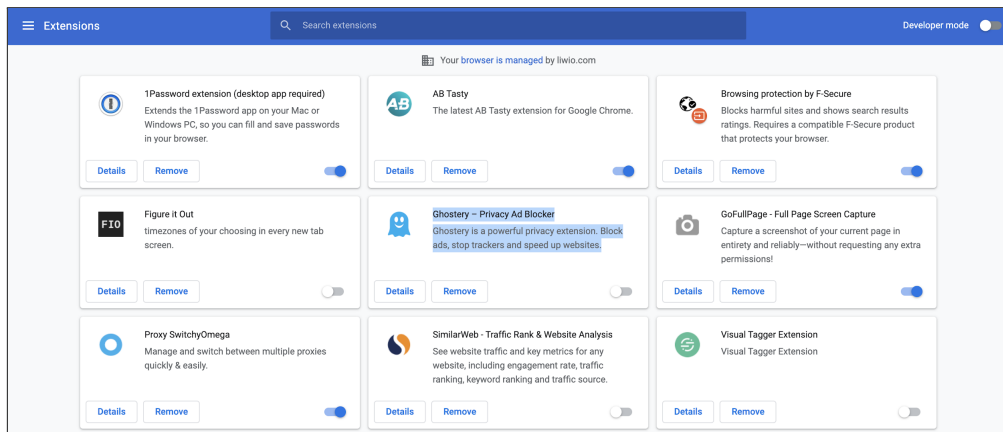
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## Some Chrome extensions are blocking

A few extensions may prevent the editor from loading. Avoid Ghostery & Insider at all costs!

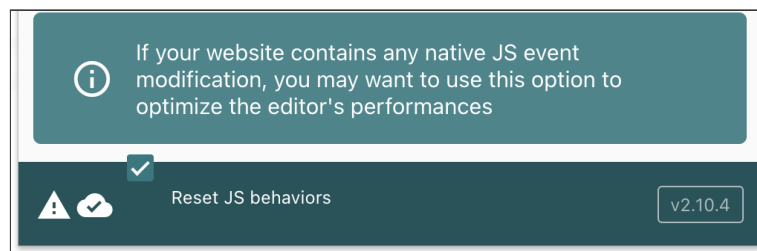
### How to find out?

Paste this address in your Chrome URL input - `chrome://extensions/` and make sure to disable or remove these two Chrome extensions.



## Native JavaScript functions re-written

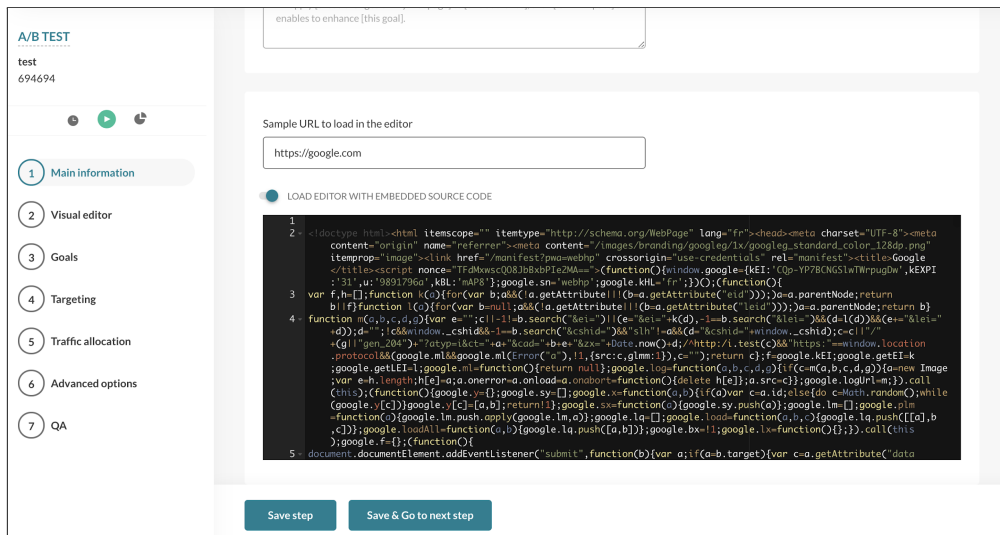
The editor is using native JavaScript functions. On some websites, some native JavaScript functions are re-written/re-developed and may conflict with the loading of the editor. In the AB Tasty Chrome extension, the "Reset JS behaviors" checkbox will help you reset the native behavior of the JavaScript functions which have been re-written. Enable the option and reload the editor.



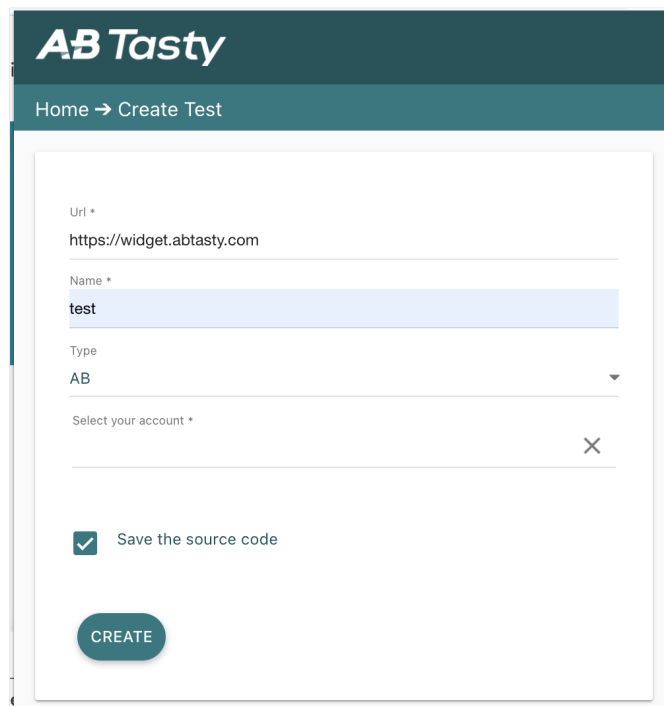
If it still doesn't work, try this option: Apply source code

Copy the source code of the web page you want to load the editor on and (whether it is through the main information step or the Chrome extension) paste it in the dedicated input.

On the main information step in AB Tasty:



On the details of a campaign in AB Tasty Chrome extension:



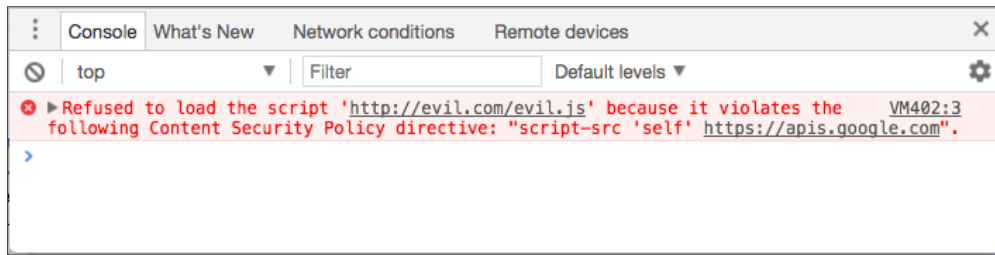
Applying source code is also the most effective method to load funnel pages, cart pages with added products, personalised dashboards...

## Content Security Policy (CSP)

If some of the errors you notice in the console are Content-Security-Policy errors (CSP errors) when trying to load the editor, the problem comes from the server configuration. In short: the security set is too high server-side. By default, many clients use a Content-Security-Policy blocking everything on their website. It means that every single external request has to be whitelisted in the server configuration.

## How to find out?

If you see this kind of errors, you are facing CSP errors:



## What can be done?

Please ask your system administrators or developers to whitelist the following domains:

```
Content-Security-Policy=
default-src 'none'
frame-src 'self'
script-src 'self' 'unsafe-eval' blob: *.abtasty.com
*.googleapis.com
connect-src 'self' *.abtasty.com
img-src 'self' blob: *.abtasty.com *amazonaws.com
style-src 'self' unsafe-inline: *.abtasty.com *.gstatic.com
*.googleapis.com
font-src 'self' blob: data: *.abtasty.com *.gstatic.com
*.googleapis.com
```

- Default-src allows AB Tasty to keep strict security as "none" will be the default for all other attributes than the ones we override.
- Frame-src allows AB Tasty to iframe your web app in our editor.
- Script-src allows AB Tasty to inject a <script> element in your web app once 'iframed' in our editor.
- Connect-src allows AB Tasty to connect with APIs via XMLHttpRequest or WebSocket fetch. We need it to communicate with our Symfony REST API (via XMLHttpRequest)
- Img-src allows AB Tasty to call image URLs hosted on our domain or from AWS CDN.
- Style-src allows AB Tasty to inject some inlined styling or a <style> element.
- font-src allows AB Tasty to inject fonts whether they come from our domain or from the Google Fonts API.

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## Website blocking script

Sometimes, for security reasons, some clients have iframe-blocking scripts in their websites. Unfortunately, our editor requires to be loaded through an iframe to work correctly.

## How to find out?

Open the browser inspector, go to the "Source" tab, click on "Pause" button and check "Stop on pause exceptions". Reload the page, wait until it crashes. The debugger will automatically stops at the blocking line.

## What can be done?

Your CSM or the support team may help you activate the iframe-less mode. With the iframe-less mode, you won't have access to responsive mode of the editor.

If you are able to spot which scripts are blocking, you may use the Adblock Plus method.

Download the Adblock Plus Chrome extension, go to "Options", go to "My filter list" in the "Advanced" tab and paste the following lines:

```
https://bat.bing.com/*  
https://analytics.google.com/*  
https://c.contentsquare.net/*  
https://s.yimg.com/wi/yt.js  
https://amplify.outbrain.com/cp/obtp.js  
https://www.googletagmanager.com/gtm.js  
https://s.go-mpulse.net/boomerang/*  
https://s2.go-mpulse.net/boomerang/  
https://s2.go-mpulse.net/boomerang/*  
http://cdn.segment.com/analytics.js/*  
https://www.googletagservices.com/tag/js/gpt.js  
https://libs.hipay.com/js/sdkjs.js  
https://email-reflex.com/*  
https://static.mention-me.com/*
```

and save. (Those are the most common iframe-blocking scripts.) Reload the editor. But the best thing to do would be to remove all these iframe-blocking scripts from the website.

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## AB Tasty-related errors in the console

### How to find out?

In the browser inspector, in the console tab, you will be able to see if errors are displayed. They may look like this:

### What can be done?

Please ask your developers to resolve all conflicting errors until the editor can load your website.