



Why is the editor not loading and how to force its opening?

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

1. The AB Tasty Chrome Add-on
 2. [Third-party cookies are blocked in the browser](#)
 3. [AB Tasty Tag is not present on the page](#)
 4. [Some Chrome extensions are blocking](#)
 5. [Apply the source code](#)
 6. [Content Security Policy \(CSP\)](#)
 7. Other console errors
-

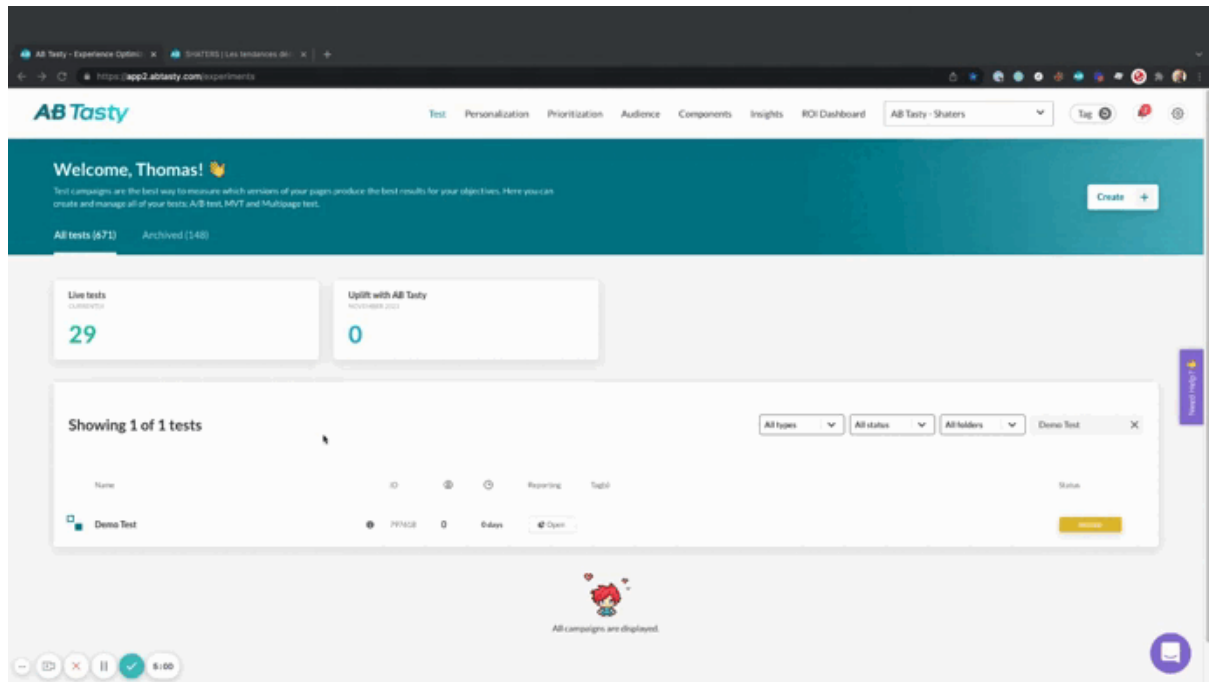
The AB Tasty Chrome Add-on

If the editor doesn't load on step 2, you should try using the [AB Tasty Chrome Add-on](#), this extension allows your page to be fully loaded before applying the editor, solving a lot of the problems encountered with the editor's loading. It is available in the Chrome web store and you can download it here :

<https://chrome.google.com/webstore/detail/ab-tasty/bdiahcebghgckgbgmjhdbecjkedpcidn>

To use it:

- Go to the URL you want to load in the editor
- Open the AB Tasty Chrome add-on
- Select your campaign
- Verify that the "Reset JS behaviors" option is ticked
- Click on "Editor"

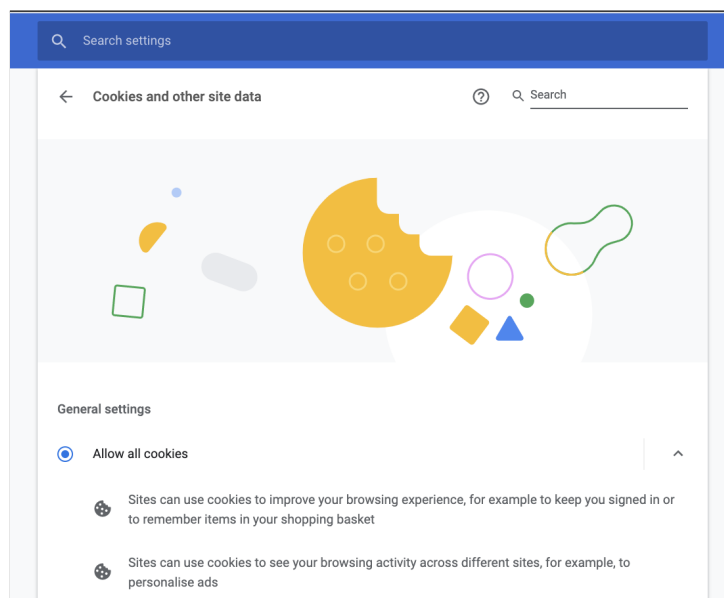


Third-party cookies are blocked in the browser

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://[*].japp2.abtasty.com:443` is enabled to accept cookies.

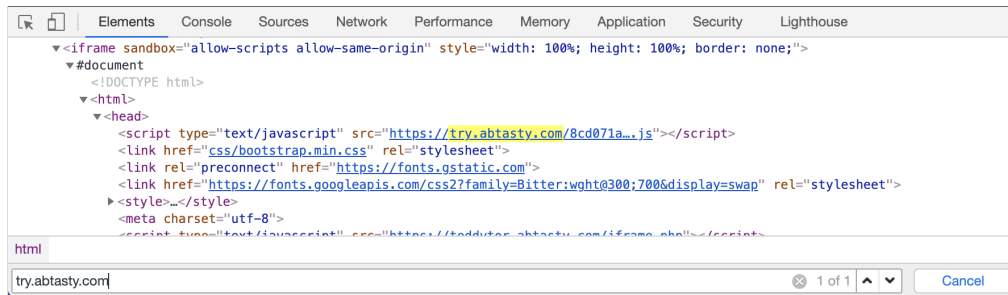


AB Tasty Tag is not present on the page

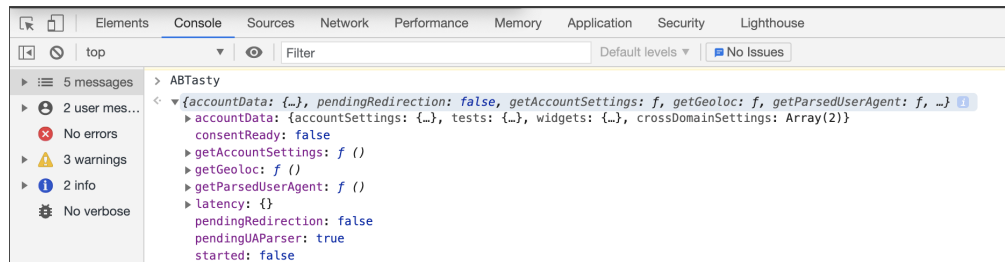
When setting up AB Tasty, you are required to [add the tag](#), or its [asynchronous version](#), or the [transaction tag](#).

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 read [this dedicated article on How to check if AB Tasty's tag is installed on your website?](#)



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



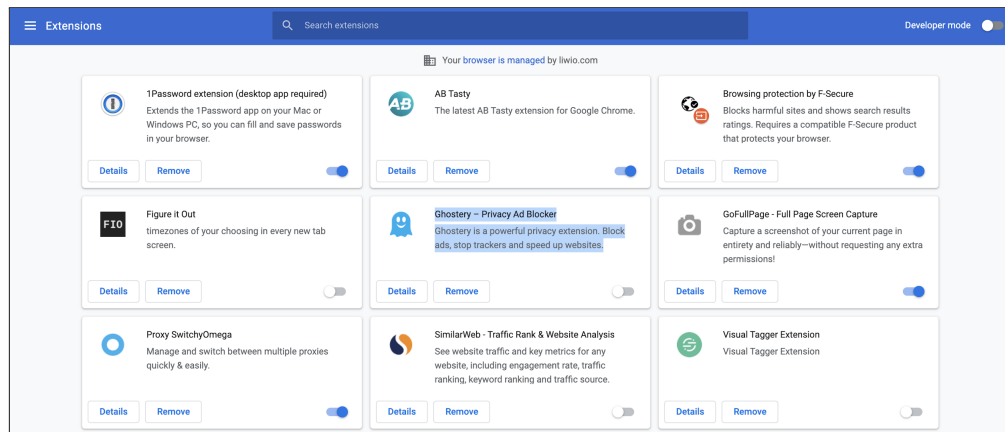
If the tag is not present, add it by following the guidelines mentioned [in this article](#)

Some Chrome extensions are blocking

A few extensions may prevent the editor from loading. **Avoid Ghostery, Insider, VPN/Proxy and Ad Blockers at all costs!**

How to find out?

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



Apply the source code of the page

Applying source code is also the most effective method to load funnel pages, cart pages with added products, personalised dashboard. It's the best way to get around bad loading of the editor that is due to authentication (a client account, for example) or a page that requires session information (ex: products to be displayed in the cart page).

There are 2 ways to apply the source code:

With the AB Tasty extension

AB Tasty

Home → Show Test

My First A/B Test

AB

Paused

ID: 792415

TYPE: ab

URL: https://shaters.com/

2

EDITOR

PREVIEW

REPORT

1

APPLY HTML

Save a static version of the page, use it with caution!

✓

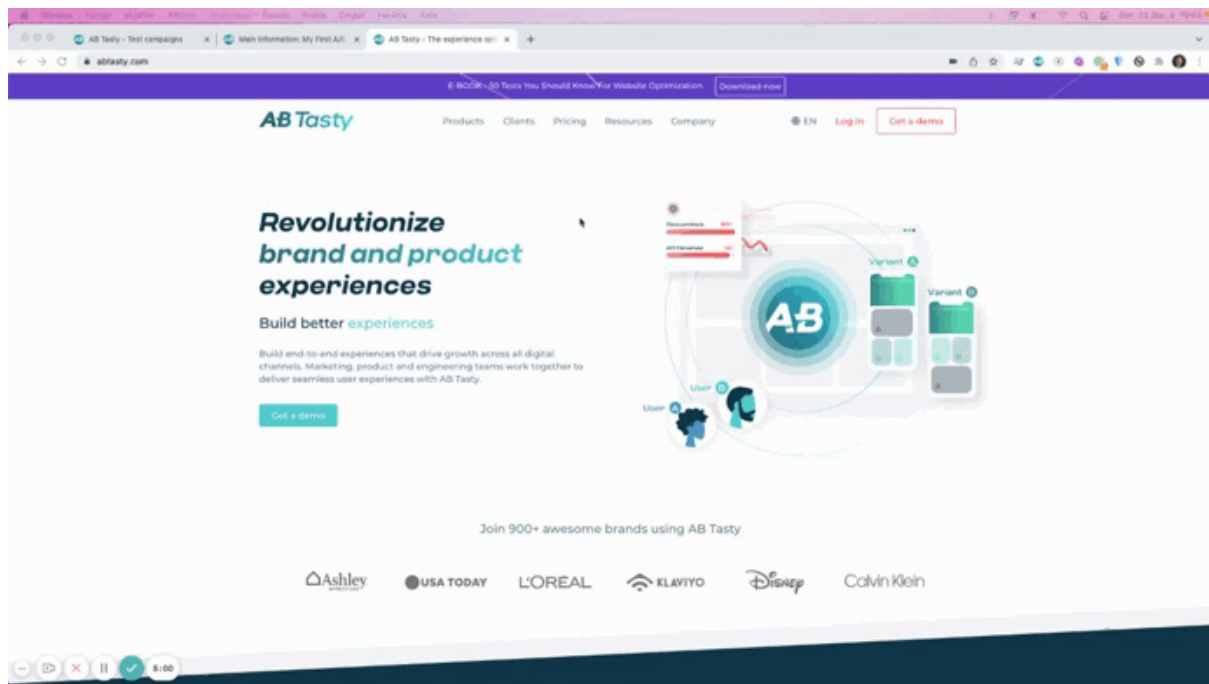
✓

Reset JS behaviors

v2.10.6

With the OuterHTML

Copy the source code of the web page you want using “Copy outerHTML” (from the <html> tag (the first line of the source code) to load the editor on and paste it in the dedicated input.



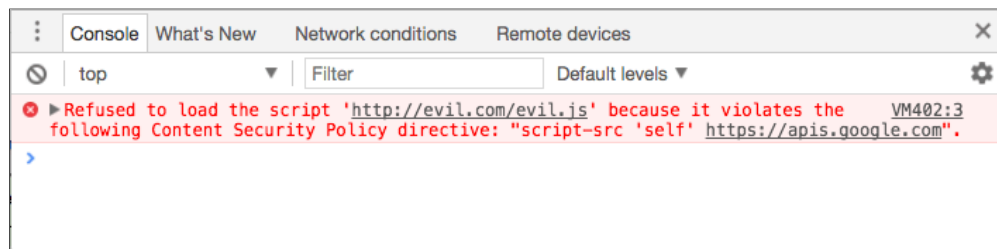
More details on how to apply the source code and its effects [here](#).

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
```

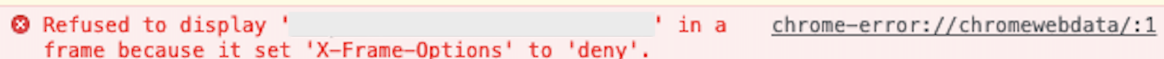
- Default-src allows AB Tasty to keep strict security as "none" will be the default for all other attributes than the ones we override.
- Frame-src allows AB Tasty to iframe your web app in our editor.
- Script-src allows AB Tasty to inject a <script> element in your web app once 'iframe' in our editor.
- 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.

As a temporary solution, you can use the [“Disable Content-Security-Policy”](#) add-on. This extension should block the CSP errors and you should be able to load the editor again.

Other console errors

How to find out?

In the console, if you notice an error related to “X-Frame Options”:



```
✖ Refused to display ' in a chrome-error://chromewebdata/:1
frame because it set 'X-Frame-Options' to 'deny'.
```

What can be done?

You have to ask your back-end developers to change the server configuration accordingly.

You can also temporarily use the “[Ignore X-frame headers](#)” extension to overpass this type of error.