

Troubleshooting Guide

If you encounter any issues while using the IntimateTales platform or its plugins, refer to this troubleshooting guide for solutions.

General Troubleshooting

Problem: Compatibility Issues

Solution: Ensure that you have the latest versions of all IntimateTales plugins installed. Compatibility is maintained through regular updates.

Problem: Slow Performance

Solution: Check your server's performance and resources. Poor server performance can impact the user experience. Consider upgrading your hosting if needed.

Plugin-Specific Troubleshooting

Issue: ACF Integration Not Working

Solution: Verify that you have ACF Pro installed and activated. Check if ACF JSON files are correctly placed in the `acf-json` directory of each plugin.

Issue: Nutzer Plugin Preferences Not Saving

Solution: Ensure that you have properly configured ACF fields for user preferences. Check if ACF settings are correctly fetched by the Nutzer Plugin.

Issue: Couples Interaction Plugin Not Collaborating

Solution: Double-check that both users have the Couples Interaction Plugin activated. Follow the provided guidelines for joint participation.

If you still face issues, refer to the official documentation or contact our support team for assistance.