

Chat ID: 33575773 Initial Question: Cloud Sites - Support - Site Issues - Other | Primary email: angenmel@gmail.com - CS-447557

8:44:55 AM **System** Lawrence C has joined the chat!

8:45:09 AM **angenmel** hello

8:45:13 AM **Lawrence C** I do apologize for the long wait you had to endure. My name is Lawrence and I will be assisting you today.

8:45:37 AM **angenmel** I am having trouble with my rommel.romscode.com site.

8:46:08 AM **angenmel** I added a nav bar which works fine in my test environment, but when hosted it doesn't work correctly

8:47:13 AM **Lawrence C** I'd be happy to check on that for you, I would just need to verify the account first. Were you able to log into your billing portal at - portal.hostgator.com - by chance? If so, I can send the verification window which you can log into which will verify the account.

8:48:15 AM **angenmel** Some of the styling from the css file doesn't work; like the ul bullets. I have it set to none, but they still show. However, the font color is correct.

8:48:40 AM **angenmel** I verified...

8:50:00 AM **angenmel** I have uploaded the index.html and styles.css files several times already...

8:51:10 AM **angenmel** The really strange thing is I deleted the styles.css file totally, but the site didn't change at all. It's like it has an old version cached or something.

8:52:04 AM **angenmel** Are you there?

8:54:24 AM **Lawrence C** Checking on that for you, just a few moments while I do so please.

8:54:52 AM **angenmel** sure

8:56:23 AM **Lawrence C** Do you know the requirements needed for the nav bar?

8:57:16 AM **angenmel** it's all html and css plus a small javascript block of code

8:59:08 AM **angenmel** oh. and a few media queries...

8:59:57 AM **angenmel** at a certain screen size the regular links disappear and the menu takes over

9:06:41 AM **Lawrence C** I apologize for the inconvenience, the issue that you are having is technically out of our scope of support as it may include the following (coding/scripts/plugins/themes/3rd party software) since we are not the original developers it's hard to identify and fix the issue for customs setups, however please know that I will give it my best shot at providing a helping hand to get this resolve or at the very least provide useful information that can help you and guidance. This article may help you Angenmel <http://stackoverflow.com/questions/29757135/navigation-bar-not-working-html> Also, you may want to look into any difference you may have between your Hostgator server and your test environment

9:09:24 AM **angenmel** what about when I deleted the css file from hostgator and the styling was still visible?