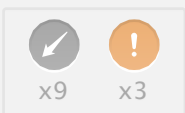


Summary

12 annotations on 2 pages by Oscar Gonzalez



Ticket Messages:



You

Posted on 31 Jul, 2014, 18:38



Opened the ticket

I'm trying to activate a plugin on my WordPress installation. The plugin is pretty standard and I use it on over 30 other sites on 3 or 4 other hosts with no problems.

#1

p.1

Thank you.



You

Posted on 31 Jul, 2014, 18:47



additional notes

FWIW, I just went over this again and it all seems to work everywhere and everything is ok, except when I add siteground hosting as a factor.

#2

p.1

I tested this... All latest WP installations and Optinmonster versions and with the same aweber account.

██████████ - worked fine, installed & connected seamlessly.

██████████ - worked fine, like previous.

██████████████████ - works fine

██████████ - works fine too...

<https://ua.siteground.com/support/ticket/1087515.htm>

1/2

#3

p.1

I tested the same combination as I'm trying on siteground and it worked everywhere... except for siteground.

Thanks!



Support Guru Posts: 39142

Posted on 31 Jul, 2014, 18:53



Fast response!

Hello Oscar,

Thank you for contacting our Help Desk.

#4

p.2

If the issue still persists when you contact them please let us know.

Best Regards,



Technical Support Team

#5

p.2



Ticket 1087515 for account papidaddy.com

Posted: 31 Jul, 2014, 18:38 **Status:** Resolved

Subject: Can't authenticate to outside api

Ticket Messages:



You

Posted on 31 Jul, 2014, 18:38



Opened the ticket

I'm trying to activate a plugin on my WordPress installation. The plugin is pretty standard and I use it on over 30 other sites on 3 or 4 other hosts with no problems.

The plugin is Optinmonster (but the boxes functionality from the Thesis theme shows the same behavior.

The plugin has functionality to easy-connect to Aweber. It uses the Aweber auth api functionality, but when you try to activate it, we get this error:

"Sorry, but AWeber was unable to verify your authorization token. AWeber gave this response: Unable to connect to the AWeber API. (7 - Failed connect to auth.aweber.com:443; Connection timed out). Please try entering your authorization token again."

But the fact is that the call doesn't even make it to aweber. Can you help with this? The suggestions I've received are to make sure that:

- 1 - Curl is installed and working properly.
- 2 - Outbound port 443 is open and able to receive return communications.

Can you confirm, and if those things are both good, then how do I go about getting this working when it works fine elsewhere?

Thank you.



You

Posted on 31 Jul, 2014, 18:47



additional notes

FWIW, I just went over this again and it all seems to work everywhere and everything is ok, except when I add siteground hosting as a factor.

I tested this... All latest WP installations and Optinmonster versions and with the same aweber account.

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I tested the same combination as I'm trying on siteground and it worked everywhere... except for siteground.

Thanks!



Fast response!

 Support Guru

Posts: 39142

Posted on 31 Jul, 2014, 18:53

Hello Oscar,

Thank you for contacting our Help Desk.

We have thoroughly investigated the case and it seems that the remote server at auth.aweber.com are blocking our server with IP address 184.154.233.12. I tried to connect to auth.aweber.com on port 443 from my local computer and from other servers and the connection was successful.

The connection was unsuccessful only from this server. Could you please ask their support team to check if the server is blocked on their end and to unblock it. This way the connection should be successful which should resolve the case.

If the issue still persists when you contact them please let us know.

Best Regards,



Technical Support Team