

No stats

Posted by papakigr - 14 Jan 2011 15:12

Hello,

i bought and install the social analytics the day that it was launched 28/12/2010. the problem is that from 29/10/2010 i stop to have any analytics. i can see all the past from 28/12/2010 and back but not after 29/12/2010. can you advise me what to do?

best regards,

Constantinos Griponisiotis

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Re: No stats

Posted by latitudweb - 14 Jan 2011 18:19

Hi Constantinos,

We've reviewed the code and found an issue with some update queries. We'll publish a new release, with this is issue worked out, in a few minutes.

Kind regards.

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Re: No stats

Posted by papakigr - 14 Jan 2011 19:01

Can you please inform me how to download the update as soon as is available?

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Re: No stats

Posted by latitudweb - 14 Jan 2011 19:52

Hi Constantinos,

We've released an updated version to solve this issue.

When logged in, you can download it directly from the download section here:

analytictools.latitudweb.com/downloads/download-social-analytics.html

Kind regards, and thank you for the feedback.

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Re: No stats

Posted by papakigr - 14 Jan 2011 20:40

Perfect!!!!

everything works perfect!!!!

keep up the good work!!!!

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