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MailChimp

Add-On

Troubleshooting MailChimp error “Unable to add/update subscriber” and “Invalid Resource” Errors

Any error that occurs while attempting to add or update a MailChimp subscriber will generate the generic message "Unable to add/update subscriber", which will be saved to the MailChimp error log (if logging is enabled), as well as a more detailed error message from MailChimp.

Adding MailChimp Subscriptions To Groups

When using the MailChimp add-on, you can add users to groups to better target subscribers. For example, if you want to send a mailing list to all users who have shown interest in baseball, you can group users by interest so that the content can be specifically tailored to them.

Troubleshooting Form Data Not Being Sent to a Service

Many of the add-ons that Gravity Forms offers require form

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data being sent to a 3rd party service, such as Dropbox. If you are having issues, here's how to troubleshoot it.

Troubleshooting API Key Validation Issues

Note: This article refers to issues validating 3rd party API keys in add-ons. If you're having trouble activating your Gravity Forms license key, contact support.

Troubleshooting an Empty or Incomplete Settings Page

If you see a settings page that has missing or incomplete content, this article will show you how to resolve the issue. Check Enabled PHP Extensions.

Troubleshooting a Missing 'Feeds' Menu Item

When trying to create an add-on feed, you'll need to access the Feeds page. What if you don't see the menu item? In this article, we'll show you how to troubleshoot the issue.

Troubleshooting a Missing Settings Page

Most add-ons are managed from their own settings pages. These settings pages are typically accessible by accessing the primary Gravity Forms Settings page, then clicking on the tab appropriate for your add-on.

MailChimp Add-On Requirements

The following are required to use the MailChimp add-on: Gravity Forms version 1.9.3 or higher. The mbstring PHP

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[Webhooks Add-On](#)

[WP-CLI Add-On](#)

[Zapier Add-On](#)

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extension (if unsure, contact your web host). The cURL PHP extension (if unsure, contact your web host). Any additional requirements set forth by the main Gravity Forms plugin.

Conditional List Subscriptions

In some scenarios, you may want different your users to subscribe to different mailing lists based on their form selections.

Creating a Feed for the MailChimp Add-On

To use the MailChimp add-on for Gravity Forms, you will need to create a feed which will determine how the data is passed from your form to MailChimp.