
Facebook pictures with external links missing

Posted by gdsd - 2018/03/11 13:14

There are different ways how to add pictures to facebook posts.

1) Usually the picture is saved as "photo" and linked to the post itself. When clicking on the link of a picture on facebook, the picture is enlarged in a lightbox.

Example:

<https://www.facebook.com/strawberrytour/photos/a.380413202017794.87251.159946734064443/1840392399353193/?type=3&theater>

This works correctly.

Screenshot of how the output looks:

http://dateien.sport-direkt.com/Zwischenspeicher/screenshots/2018-03-11_scrn01.jpg

2) You can also add a picture, which is linked to an external website.

Example:

<https://www.facebook.com/strawberrytour/posts/1848329601892806>

When this method is applied, the "ARI Social Harvester" does not display the picture.

Screenshot of the output:

http://dateien.sport-direkt.com/Zwischenspeicher/screenshots/2018-03-11_scrn02.jpg

Trying to open the image source in a new tab yields the following result (JSON output):

```
{
  "error": {
    "message": "Unsupported get request. Object with ID '6104305485393' does not exist, cannot be loaded due to missing permissions, or does not support this operation. Please read the Graph API documentation at https://developers.facebook.com/docs/graph-api",
    "type": "GraphMethodException",
    "code": 100,
    "error_subcode": 33,
    "fbtrace_id": "ENOagrgWFzX"
  }
}
```

Re:Facebook pictures with external links missing

Posted by admin - 2018/03/15 06:57

Hello,

Could you provide a link to a page where the problem occurs and a temporary access to your J! backend by email so we can investigate the problem or specify settings (for Facebook stream) which can be used to reproduce the problem?

Regards,
ARI Soft
