
Facebook comments system

Posted by PaulP - 2022/03/19 09:46

Hi all,

I don't seem to be able to use the Facebook Comments system within Fancy Lightbox. The Comments bubble opens but just seems to get stuck in loading mode with the rotating circle showing on screen.

I'm running the latest Wordpress 5.9.2 (but problem also present in 5.9.1). I've disabled all plugins (except Fancy Lightbox) and reverted to using one of the Wordpress provided themes.

Everything within my Facebook account looks OK and the Application is shown as live with no outstanding tasks or alerts. I've checked that I am using the correct App ID within the Fancy Lightbox settings.

Is this feature still supported in Version 5.1.10?

Any ideas?

Regards
Paul

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Re: Facebook comments system

Posted by PaulP - 2022/03/19 10:42

Hi all,

Disabled, deleted and re-installed plug-in (my .zip version was 1.5.8) followed by an update to 1.5.10. Rechecked all my Facebook settings and re-saved the application settings.

Not sure what did the trick but Comments feature now working OK.

Thanks
Paul

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Re: Facebook comments system

Posted by admin - 2022/03/21 12:42

Hello,

If the problem appears again, let us know.

Regards,
ARI Soft

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