
Facebook Comments don't seem to work on MS Edge

Posted by Paul Podesta - 2023/01/07 13:59

Hi,

It may be just a setting within MS Edge but I'm having difficulty seeing comments in the Lightbox when using Edge? They work fine when using Chrome.

Any suggestions?

Regards
Paul

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Re:Facebook Comments don't seem to work on MS Edge

Posted by Paul Podesta - 2023/01/09 14:22

Hi,

I guess moderator responses take some time? I'll be patient.

In addition to the originally posted problem, it happens too with Firefox, Safari and even Chrome on iOS devices.

Also, when comments are made using Chrome (I'm using a windows 10 PC where the system works fine) can someone tell me where these comments are stored. Are they in the Wordpress database or are they stored on Facebook?

Regards
Paul

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Re:Facebook Comments don't seem to work on MS Edge

Posted by admin - 2023/01/09 15:50

Hello,

Comments are stored on Facebook side. Could you provide a link to a page where the problem occurs?

Regards,
ARI Soft

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Re:Facebook Comments don't seem to work on MS Edge

Posted by Paul Podesta - 2023/01/09 17:23

Hi,

Thanks for getting back to me.

I've just finished googling the problem after a day of hunting it down. It turns out to be settings within the various browsers. Overtime, browsers have become more and more sensitive to content and by default they are blocking various features of websites to protect users. However, this can cause problems such as this.

In Firefox I had to click the 'shield' icon on the address bar and change the privacy setting for the specific site.

In Edge I had to click on the padlock to do similar but the options are presented differently from Firefox. I think I had to allow images too.

It appears that the problem is resolved..... but any user wishing to access my site with a browser other than chrome would need to fine tune their browser settings accordingly. That's not very user friendly so a global work around (if

possible) would be appreciated....if possible?

Meanwhile, take a look at the site podestafamily.com with either of the problematic browsers to see the problem. I've setup a temporary user for you to access the site. I've sent details to the info@ar-soft.com email account.

I'll delete this account tomorrow once you've had a look.

Thanks again for your interest.

Regards
Paul

Re:Facebook Comments don't seem to work on MS Edge

Posted by Paul Podesta - 2023/01/09 17:53

Haven't managed to fix it for Safari or Chrome on iOS.

Re:Facebook Comments don't seem to work on MS Edge

Posted by Paul Podesta - 2023/01/10 08:08

Update. To fix it on Safari you need to go to the iOS settings for Safari and scroll down to Disable Cross Site Tracking. This then allows the Facebook plugin to work.

Regards
Paul

Re:Facebook Comments don't seem to work on MS Edge

Posted by Paul Podesta - 2023/01/10 08:14

Same trick works for Chrome on iOS devices such as iPads.

Re:Facebook Comments don't seem to work on MS Edge

Posted by admin - 2023/01/12 07:56

Sorry for inconvenience. Facebook constantly changes T&C of using their API so we will add integration with other comments systems (Disqus and investigate ability to integrated native WordPress comments).

Regards,
ARI Soft

Re:Facebook Comments don't seem to work on MS Edge

Posted by Paul Podesta - 2023/01/12 09:27

That would be a great idea! Good luck.

Regards
Paul