

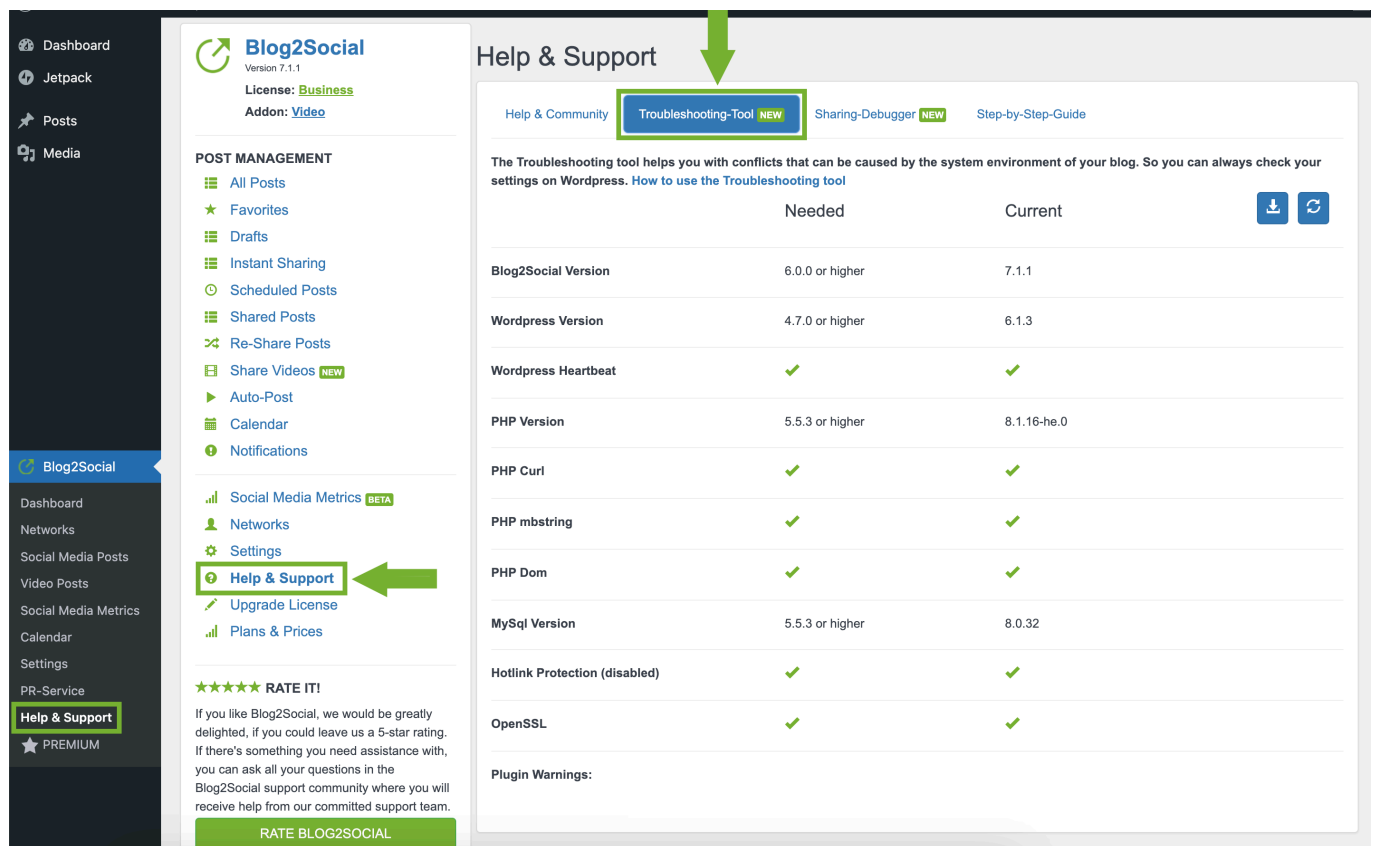
# Troubleshooting for Error Messages

## How to check your blog settings with the Troubleshooting-Tool

With every new feature, new questions arise. The Troubleshooting-Tool helps you with conflicts that can be caused by the system settings of your blog. This way you can see independently your settings on WordPress at any time. Here is how to use the Troubleshooting-Tool.

Please note: Only system administrators can access the Troubleshooting-Tool. If you don't have admin rights, please ask your system administrator to run the Troubleshooting-Tool for you.

First click on "**Help & Support**" in the left menu bar. Then click on "**Troubleshooting-Tool**".



The screenshot shows the Blog2Social dashboard. In the left sidebar, the 'Help & Support' menu item is highlighted with a green box and a green arrow pointing to it. In the main content area, the 'Help & Support' section is active, and the 'Troubleshooting-Tool' link is highlighted with a green box and a green arrow pointing to it. Below the navigation links, there is a table comparing 'Needed' and 'Current' settings for various components.

	Needed	Current	
Blog2Social Version	6.0.0 or higher	7.1.1	<a href="#">Download</a> <a href="#">Refresh</a>
Wordpress Version	4.7.0 or higher	6.1.3	
Wordpress Heartbeat	✓	✓	
PHP Version	5.5.3 or higher	8.1.16-he.0	
PHP Curl	✓	✓	
PHP mbstring	✓	✓	
PHP Dom	✓	✓	
MySQL Version	5.5.3 or higher	8.0.32	
Hotlink Protection (disabled)	✓	✓	
OpenSSL	✓	✓	
Plugin Warnings:			

Here you get an overview of the necessary and your current settings on WordPress. The following settings are displayed:

- Blog2Social Version
- Wordpress Version
- Wordpress Heartbeat
- PHP Version
- PHP Curl

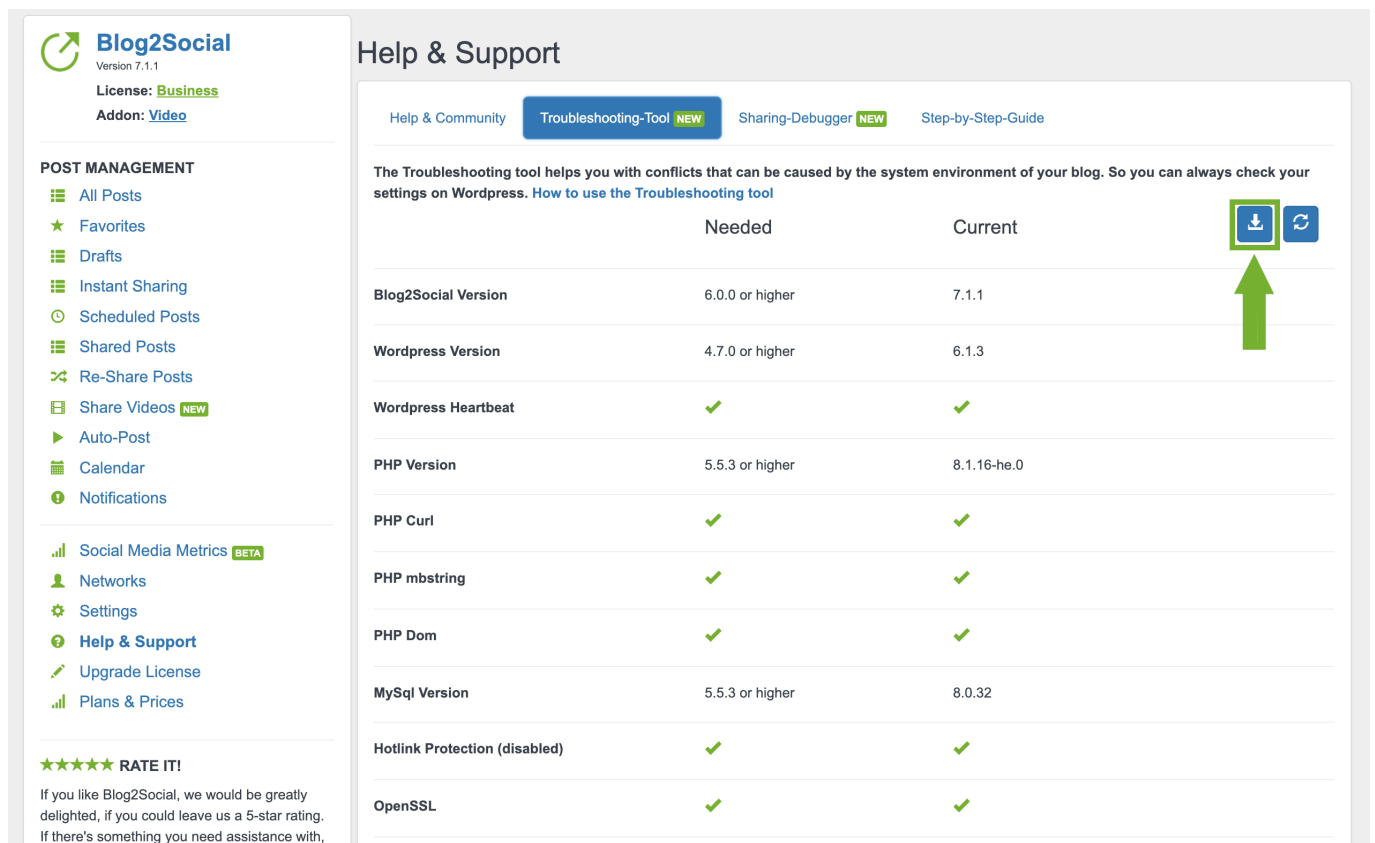
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- PHP mbstring
- PHP Dom
- MySql Version
- Database Rights
- Hotlink Protection (disabled)
- OpenSSL
- Plugin Warnings



If one of your settings does not meet the necessary requirements, this will be displayed now.

Please note that "**Plugin Warnings**" displays each plugin which could cause issues depending on its settings. If you're not facing any issues in Blog2Social, you can ignore these warnings.

You can download your results by clicking on the download symbol in the upper right corner. This way you can send the text-file to our support team.



The screenshot shows the Blog2Social interface. On the left is a sidebar with navigation options like 'All Posts', 'Drafts', and 'Help & Support'. The main content area is titled 'Help & Support' and features a 'Troubleshooting-Tool' button. Below this is a table comparing system requirements against current settings. A green arrow points to a download icon in the top right corner of the table.

	Needed	Current	
Blog2Social Version	6.0.0 or higher	7.1.1	
Wordpress Version	4.7.0 or higher	6.1.3	
Wordpress Heartbeat	✓	✓	
PHP Version	5.5.3 or higher	8.1.16-he.0	
PHP Curl	✓	✓	
PHP mbstring	✓	✓	
PHP Dom	✓	✓	
MySql Version	5.5.3 or higher	8.0.32	
Hotlink Protection (disabled)	✓	✓	
OpenSSL	✓	✓	

To contact our support team, please create a [Support-Ticket](#) or use the personal message option in the [Blog2Social Community](#). You can create an account and join the community by clicking on "**Help & Support**" in your WordPress Dashboard.

# Troubleshooting for Error Messages

**Blog2Social**  
Version 7.1.1  
License: **Business**  
Addon: **Video**

**POST MANAGEMENT**

- All Posts
- Favorites
- Drafts
- Instant Sharing
- Scheduled Posts
- Shared Posts
- Re-Share Posts
- Share Videos **NEW**
- Auto-Post
- Calendar
- Notifications

**Help & Support**

- Social Media Metrics **BETA**
- Networks
- Settings
- Help & Support**
- Upgrade License
- Plans & Prices

★★★★★ **RATE IT!**  
If you like Blog2Social, we would be greatly delighted, if you could leave us a 5-star rating.

## Help & Support

Help & Community Troubleshooting-Tool **NEW** Sharing-Debugger **NEW** Step-by-Step-Guide

### How can we help?

Enter your question or keyword here

#### Couldn't find your answer?

To get technical help, please create your account to access the Blog2Social support community to find more answers or to ask your question. ([Info](#))

#### Create your support account to ask questions and get help

User name

Email address

Create password

I agree to the [community rules](#)

**Create Account**

**Browse the Blog2Social support community**

**Already registered?** [Login to your support account](#) to ask questions or join the discussion.

[Forgot username or password?](#)

#### Frequently asked questions

- Installation
- Connecting Social Networks
- Autoposting, Sharing und Re-Sharing
- Customizing Social Media Posts
- Scheduling and Best Time Manager
- Reporting
- Contracting and Licensing
- Security
- Troubleshooting for Error Messages
- Affiliate Program
- Helpful Network Settings

Unique solution ID: #1147

Author: n/a

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