

Troubleshooting for Error Messages

When I post to Facebook, no image or the wrong image appears in my post. Why?

When you share link posts to Facebook using Blog2Social, the plugin sends your post's URL directly to the platform. Facebook then crawls your website's source code for Open Graph tags to automatically generate a preview with the correct image and description.

If your image is missing or displayed incorrectly, it's usually due to missing information or blocks within your website's code. This FAQ will walk you through the key points to check so that Facebook can correctly read and display your website data.

Checklist

- [Is your image size optimized?](#)
- [Are your Open Graph tags accessible?](#)
- ["Page Not Found" Errors](#)
- [Is your image blocked by Hotlink Protection or a firewall?](#)
- [Is your host blocking your images for security reasons?](#)
- [Website Performance and Loading Speed](#)
- [Are you using the latest version of Blog2Social?](#)

Is your image size optimized?

If your image is significantly too large or too small, Facebook may struggle to display it. You can find an overview of the ideal image sizes here:

[Overview of the best image sizes](#)

Are your Open Graph tags accessible?

Open Graph (OG) tags are parameters in your website's source code. They tell Facebook exactly which image, title, and description should appear in the link preview.

For your posts to display correctly, it is vital that there are no conflicting OG tags in your source code. Please ensure you are using only one plugin to manage your OG tags. If necessary, disable OG tag settings in other plugins. Otherwise, Facebook won't know which tags to prioritize. If multiple plugins are setting OG tags

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simultaneously, your post may appear without an image.

[What are open graph tags and what do I use them for?](#)

[Troubleshooting: Checklist and solutions for setting Open Graph Tags](#)

"Page Not Found" Errors

If your post is missing an image or showing a "**Page Not Found**" description and you are using SiteGround or Wordfence, please check the following settings:

For SiteGround Users

- Go to your WordPress Dashboard and navigate to **SG Security** -> **Site Security**.
- Locate the **Automated Bot Protection** section.
- If enabled, add **facebookexternalhit** to the allowlist (whitelist).
Alternatively, temporarily disable this feature to see if it resolves the issue.

For Wordfence Users

- Navigate to **Wordfence** -> **All Options**.
- Open the **Advanced Firewall Options**.
- Ensure the box "**Allow documented Google/Bing/Facebook crawlers to bypass the firewall**" is checked.

Is your image blocked by Hotlink Protection or a firewall?

If your image is protected by "hotlink protection" or a firewall, Facebook cannot access the image URL. As a result, your post will be published without an image. If you use an additional firewall like Wordfence, ensure your settings allow outgoing connections or include an exception for Blog2Social. You can also try whitelisting Blog2Social if access is being blocked by security plugins or server-side firewalls. For issues with automated Curl processes, we also recommend whitelisting your own server's IP address.

Server location: Germany

IPv4

178.77.85.168

IPv6

2a01:488:42:1000:b24d:55a8:ffb8:ccaf

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Is your host blocking your images for security reasons?

In rare cases, hosting providers block requests from social networks—for example, if Facebook requests your post image too frequently in a short period. Please check with your host to ensure that your images remain permanently accessible to external crawlers.

Website Performance and Loading Speed

Good website performance is a prerequisite for correct image display. If image files are too large, they can delay loading times so much that Facebook times out, resulting in a post without an image.

To test your loading speed, you can check your URL with Page Speed tools or network utilities like Traceroute or Ping.

Further information can be found in our [Blog2Social System Requirements](#) guide.

Are you using the latest version of Blog2Social?

We constantly keep Blog2Social up to date. Simply update the plugin in your WordPress dashboard under "**Plugins**" -> "**Installed Plugins**" to benefit from the latest features and bug fixes.

Other helpful guides

- [Social Media Post Formats - The differences between Image Post and Link Post](#)
- [Solution: Your authorization has expired. Please reconnect your account in the Blog2Social network settings.](#)
- [The network could not publish your post. Please see the following guide.](#)

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