

# Troubleshooting for Error Messages

## Social Media Connections don't load

First of all, please make sure that your blog meets the system requirements for installing Blog2Social: <https://www.blog2social.com/en/faq/content/1/58/en/system-requirements-for-installing-blog2social.html>

An overload or lack of server capacity can cause the social media connections in the "Social Media Scheduling & Sharing " overview to load very slowly or not load at all.

If your website is hosted on a server with low server capacity, you can turn on the Blog2Social Legacy Mode to reduce server load. In Legacy Mode, the plugin will load contents one after the other (asynchronous loading) instead of loading all at once. Some web hosting services also limit the number of outgoing connections. In this case, the Legacy Mode makes sure that connections to your social media accounts are loaded successively.

To activate Legacy Mode, go to "Blog2Social -> Settings -> General -> System" and tick the box saying "activate Legacy Mode".

The screenshot shows the 'General' settings tab for Blog2Social. The 'Account' section includes a 'Personal Time Zone' dropdown set to '(UTC +01:00) Europe/Berlin' with an 'Info' link. Below it, a status bar shows 'Timezone for Scheduling (User: Britta Bist) 2018/02/23 12:56 pm'. The 'Content' section has three checkboxes: 'use b2s.pm Link Shortener' (unchecked), 'allow shortcodes in my post' (unchecked), and 'include Wordpress tags as hashtags in my post' (checked), each with an 'Info' link. Below is a 'Define Twitter post content' dropdown set to 'title & hashtags' with an 'Info' link. The 'System' section, highlighted with a green border, contains the text 'This is a global feature for your blog, which can only be edited by users with admin rights.' and a checked checkbox for 'activate Legacy mode' with an 'Info' link.

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