

# **Comment Manager FAQ:**

## **1. I can't install the software:**

- Make sure you copy the .air installer file to a **different local directory** and install from there, do not install from the download location directly.
- Make sure you have adobe air installed in your computer/laptop. If not you can get it via here <http://get.adobe.com/air>
- Turn off any other parallel desktop software processing if any...Also pause or stop your anti virus program for a short duration until the installation completes (important if Windows 8 which doesn't identify .air files correctly)
- If you have previous versions of the software and find a conflict during reinstall, please follow steps given below.

## **If you are using windows:**

Please uninstall previous version and do a fresh new installation. Make sure you copy the .air installer file to a

different local directory and install from there, not from the download location directly

### **If you are using MAC:**

Please uninstall previous version fully. Clean up all residue files/lingering files, clean up the trash folder etc. Then do a new installation

(helpful link

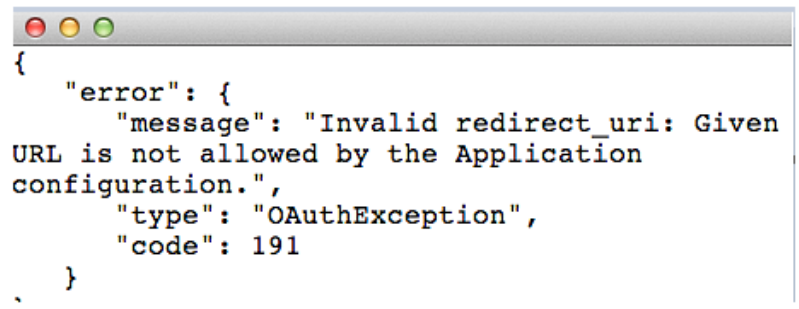
<http://www.wikihow.com/Uninstall-Programs-on-Mac-Computers>)

### **2. I'm getting the following error message (As in screenshot below) that reads "Invalid redirect uri..."**

Please enable "Embedded browser oAuth login" in your FB app (via facebook.com/developers) by navigating to settings > advanced tab.

Screenshot also shown below.

### Error Message



```
{
  "error": {
    "message": "Invalid redirect_uri: Given
URL is not allowed by the Application
configuration.",
    "type": "OAuthException",
    "code": 191
  }
}
```

### Solution / Fix

<input checked="" type="checkbox"/> YES	Client OAuth Login Enables the OAuth client login flow	<input checked="" type="checkbox"/> YES	Embedded browser OAuth Login Browser control for OAuth client login
<input type="checkbox"/> NO	App Secret Proof for Server API calls App must submit a proof of app secret	<input type="checkbox"/> NO	Require 2-factor reauthorization For changing application settings

Valid OAuth redirect URIs

Valid OAuth redirect URI. If not set, your app is open to redirect attacks.

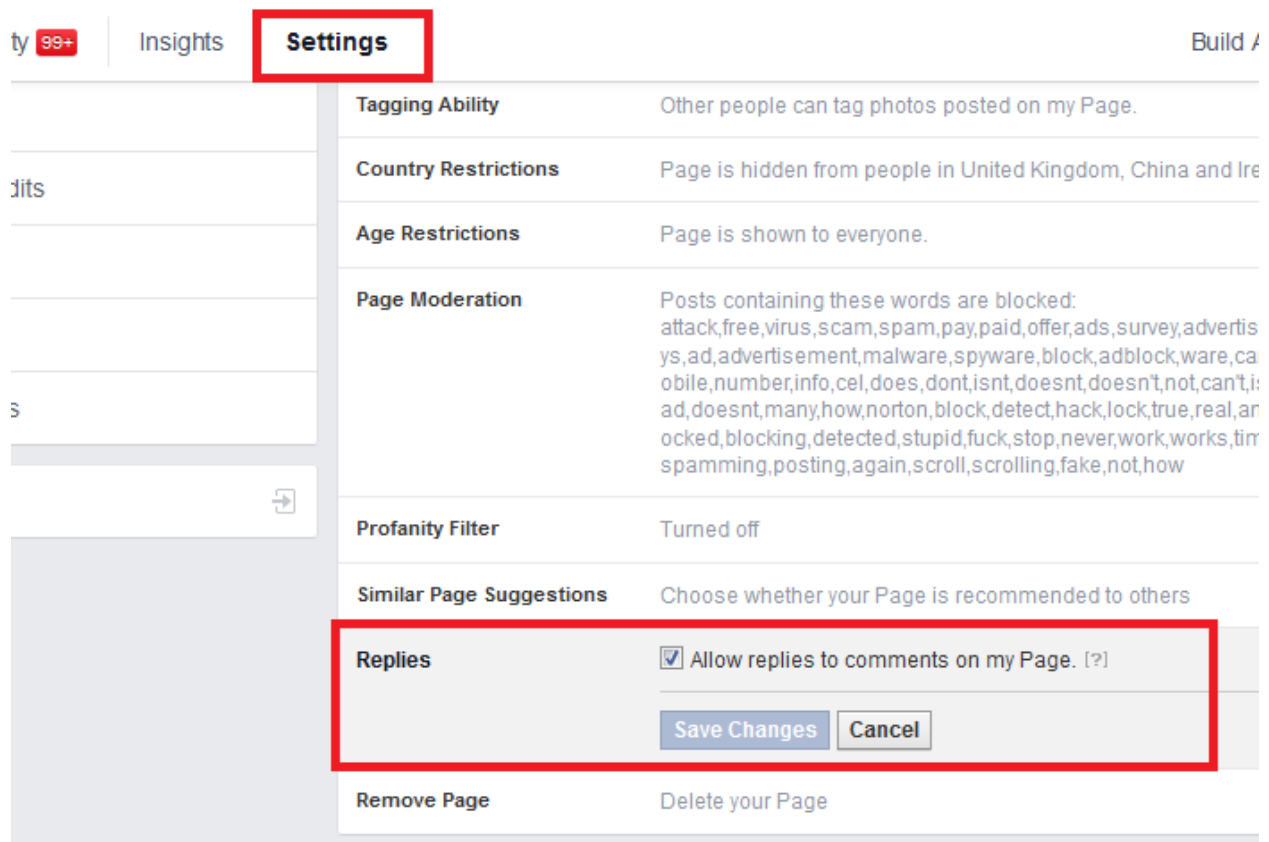
## 3. Getting “Error in replying comment” or not able to post my comment replies.

Some fan pages do not have the comment reply feature enabled. So comment replies to these pages are not allowed.

You can enable this feature once from your Fan page settings before you can start using the feature.

Once the setting is enabled and saved, restart the comment maximiser software once to reflect changes.

**Note:** Once you enabled comment replies, only the new comments posted after the change would be eligible for receiving replies, older comments made before this setting change would still not be eligible for replies. Those still have reply option disabled and you cannot reply manually logging into Facebook or using Comment Maximiser.

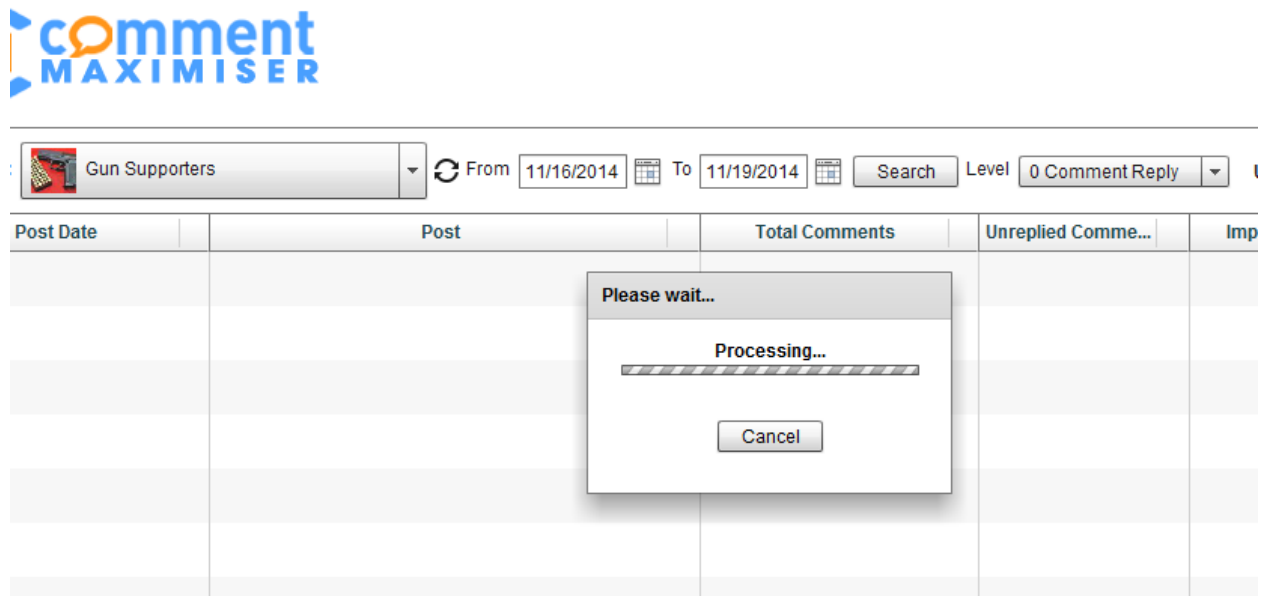


The screenshot shows the Facebook Page Settings interface. The 'Settings' tab is selected and highlighted with a red box. The 'Replies' setting is also highlighted with a red box, showing the checkbox 'Allow replies to comments on my Page. [?]' is checked. Below this, there are 'Save Changes' and 'Cancel' buttons. Other settings visible include Tagging Ability, Country Restrictions, Age Restrictions, Page Moderation, Profanity Filter, and Similar Page Suggestions.

Setting	Value
Tagging Ability	Other people can tag photos posted on my Page.
Country Restrictions	Page is hidden from people in United Kingdom, China and Ireland.
Age Restrictions	Page is shown to everyone.
Page Moderation	Posts containing these words are blocked: attack, free, virus, scam, spam, pay, paid, offer, ads, survey, advertisement, malware, spyware, block, adblock, ware, cable, number, info, cell, does, dont, isnt, doesnt, doesn't, not, can't, i, ad, doesnt, many, how, norton, block, detect, hack, lock, true, real, an, ocked, blocking, detected, stupid, fuck, stop, never, work, works, tin, spamming, posting, again, scroll, scrolling, fake, not, how
Profanity Filter	Turned off
Similar Page Suggestions	Choose whether your Page is recommended to others
Replies	<input checked="" type="checkbox"/> Allow replies to comments on my Page. [?]
Remove Page	Delete your Page

#### 4. The process runs for long time without loading the fan page or its data.

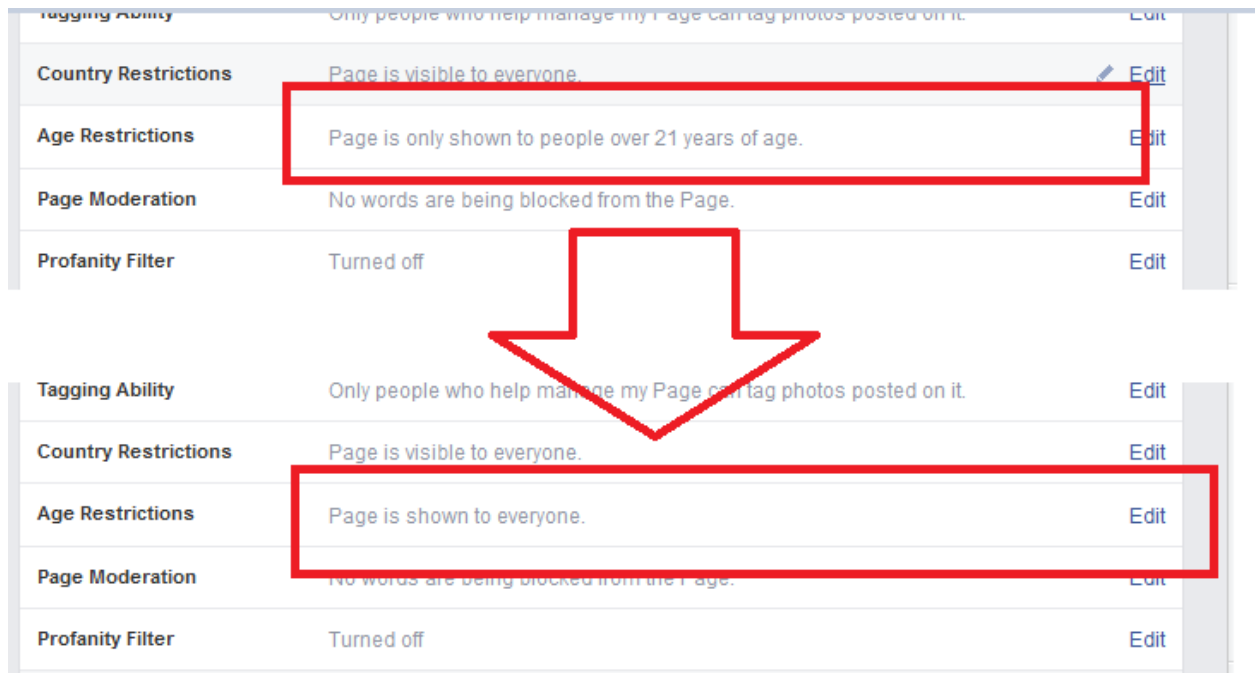
(as shown below)



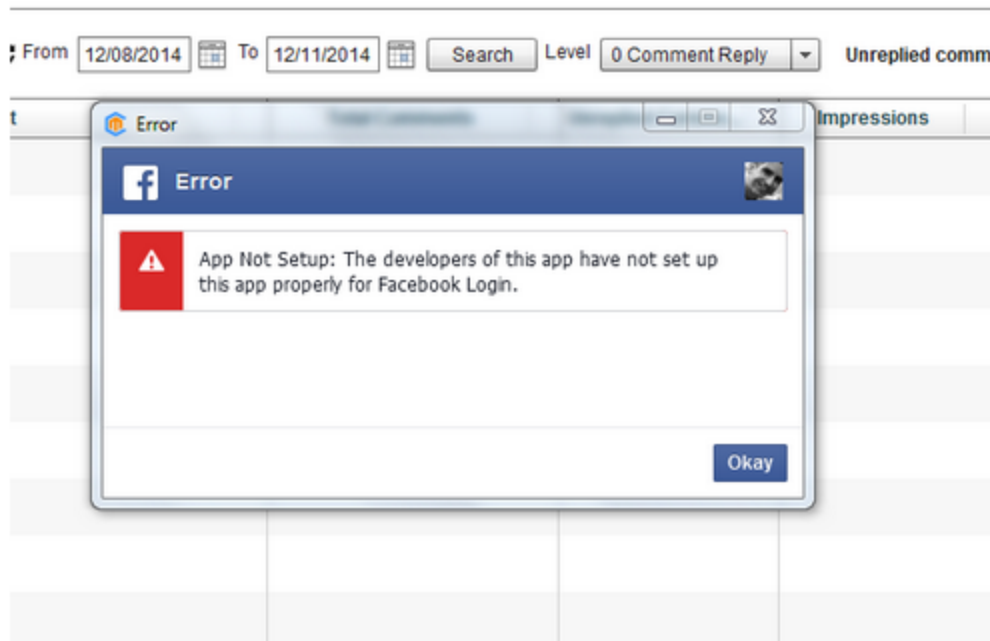
This is because of the settings for your fan page which by default is **restricted**. **Example over 21+ etc**

Change the setting in your fan page to be “viewable by everyone...” and then the page works normally like other pages.

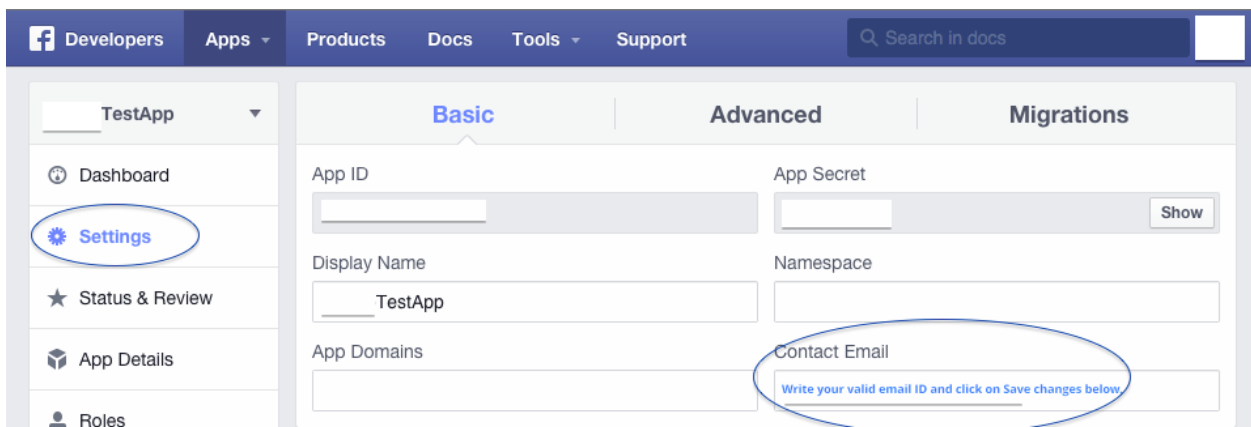
Please see the video below.



## 5. I am getting this error when I open my app.



Please make sure you fill the contact email and make the app live.



Do you want to make this app and all its live features available to the general public? and Turn ON the switch next to this

