

No new comments appear for existing Facebook posts

Problem Summary	In a campaign that uses a Facebook fan page feed, you may not see Social Contacts being generated for new comments on older, existing posts.
Error Message	Not applicable
Possible Cause	When Facebook is polled for new posts, it returns a limited number of the most recent or newest posts. If someone has made a comment to an older post, the post itself may not be returned, and therefore SocialMiner would not receive the new comment. This would be particularly noticeable on Facebook fan pages with a high volume of activity.
Recommended Action	None, as this is how the Facebook API is designed to work.
Release	SocialMiner release 8.5(x).
Associated CDETS #	CSCtx98515