When you share a CONTENTdm link to social media the image appears as a 403 error

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Symptom

- Thumbnail images for a CONTENTdm collection show 403 error rather than collection image when a link is shared to Instagram, Facebook or other social media sites.

Applies to

- CONTENTdm

Resolution

This can happen in any social media site that gathers information for posts using a robot because robots are blocked. The only workaround is to delete the picture preview portion of your post. The link itself should actually work fine.