KNOWLEDGE BASE ARTICLE

Why Doesn't My RSS Feed Load? Troubleshooting RSS Reader

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Overview

When RSS Reader does not show what you expect, the symptom tells you where to look: a single source that is missing points to that feed; a message in place of the whole **list** points to the configuration or the network; a message about the trial points to the license. This article lists the symptoms in that order, each with a quick check and the fix. It is written for the page editor and the administrator; readers of the page can only reload it.

It helps to know how the **web part** gets its data: the browser sends the addresses of the configured feeds to the Vitextra feed service, which downloads and parses them and returns the items. The browser itself never contacts the publishers' servers for the feed - only for the images. Details: KB10371. Feed Sources, Sorting, Automatic Refresh and Caching in RSS Reader.

Start here: what does the web part show?

What you see	Go to
Items from the other feeds, but one source has no tab and no items	**A source is missing**
No items found.	**No items found**
There are no items to show	**No sources configured**
Sorry, something went wrong. Please refresh the page and try again.	**The feed service cannot be reached**
Items appear, but without pictures	**Images are not shown**
Items appear, but they are old	**The items look stale**
The red message *We hope you enjoyed your free trial…*	**The license message**
Grey placeholders that never turn into items	**Placeholders never finish**

A source is missing

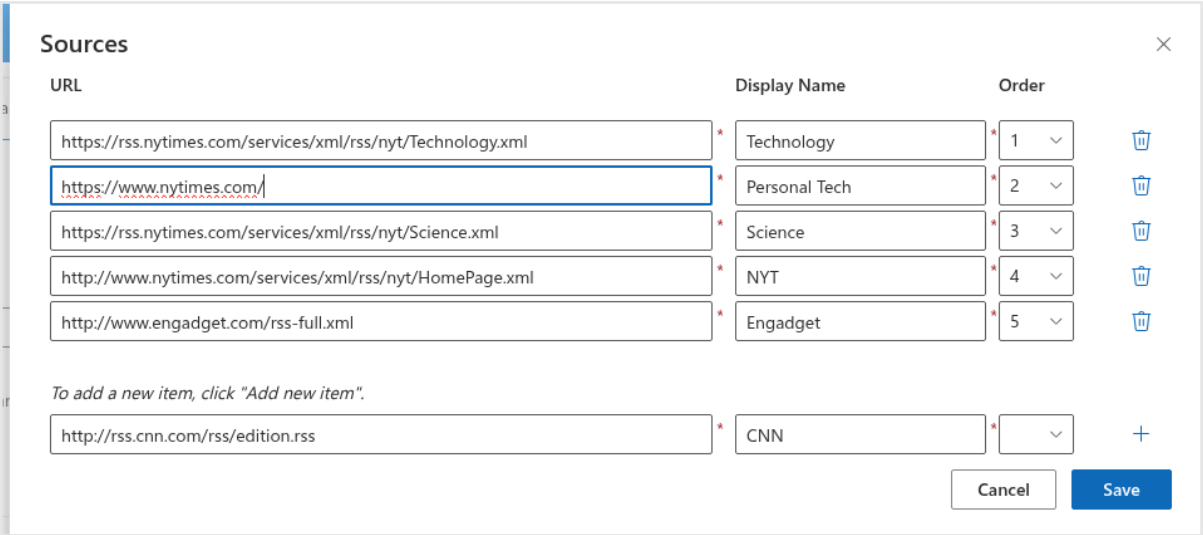
Symptom. The web part shows items, but one of the configured sources has no tab in the source row and none of its items appear. No error is shown.

Cause. The feed service could not download or parse that feed and left it out; the web part hides such sources silently. The usual reasons, from the most common:

1 **The address is a web page, not a feed.** `https://example.com/news` returns HTML; the feed is usually at `https://example.com/news/rss`, `/feed`, `/rss.xml` or similar. Look for the **RSS** icon on the website or in its page footer, or view the page source and search for `application/rss+xml`.
2 **The feed is reachable only inside your network.** An intranet server, a system behind a VPN or a **site** that allows only your office IP addresses cannot be downloaded by the feed service, which fetches feeds from the internet.
3 **The feed needs a login or an API key.** Feeds that require authentication are not supported; the service downloads feeds anonymously.
4 **The XML is broken.** A feed with unescaped characters, a truncated document or a wrong encoding fails to parse. Paste the address into an online feed validator to see the error.
5 **The publisher blocks automated requests.** Some sites refuse requests that do not come from a browser, or limit the request rate. Nothing can be changed on the Vitextra side; ask the publisher for a feed address meant for aggregators, or pick another source.
6 **The publisher's server is down** or slow at the moment. The source comes back automatically when the feed is available again.

Check. Open the feed address in a browser in a private window (so that no login of yours is used). You should see XML, or a formatted feed page with items. If you see a website, a login form, an error or nothing, this may explain the failure, but the feed service can receive a different response because it uses a different network and client.

Fix. Correct the address in the **Sources** panel (property pane → **Newsfeed** → **Configure**) and click **Save**; for an internal feed, use a copy that is published on the internet, or a **Power Automate** flow that copies the items into a **SharePoint** list.



Correcting a source address in the Sources panel

Tip

After changing the source addresses, save the settings and reload the page. The session cache is keyed by the set of addresses and reused only while it is no more than 30 minutes old. A different set uses a different cache entry; the previous set's cache is not used to populate a newly opened page.

No items found

Symptom. The message *No items found.* with an illustration, instead of the list.

Cause. The feeds were loaded, but nothing passes the current selection - a source tab, category chips or a search text - **or** every configured feed is unavailable (see above) **or** the feeds are valid but contain no items.

Check and fix.

- As a reader: select the **All** tab, remove the category chips (✖) and clear the search box.
- As an editor: if the message appears with no selection, the sources may be unavailable or empty. Check each address as described in **A source is missing**.
- If the addresses are correct, open one of the feeds: a feed that is valid but empty (a blog that has not published yet, a search feed with no results) produces this message too.

No sources configured

Symptom. The message *There are no items to show.*

Cause. The list of sources is empty. This happens on a fresh web part when the sample feeds were removed without adding others, or when the saved configuration of the Teams personal app contains no sources.

Fix. Add at least one feed in the **Sources** panel. For the personal app in Teams, configure the web part on a page and click **Save Settings** in the **)** group; see KB10372. How to Add RSS Reader to Microsoft Teams.

The feed service cannot be reached

Symptom. The message *Sorry, something went wrong. Please refresh the page and try again.*, with no items. Other Vitextra web parts on the page may show an empty **About** group in their property pane.

Cause. The browser could not reach `vitextra.com`, where the feed service runs. Typically a corporate proxy, a firewall rule, a content filter or a browser extension blocks the host; occasionally the user is offline or the service is temporarily unavailable. The message alone does not identify where the request failed.

Check. Open `https://vitextra.com` in a new tab on the same computer. Failure to open it can indicate a network or service problem, but a working home page does not prove that the feed-service request succeeds. Reload the SharePoint page and inspect the feed request in the browser's Network panel, or ask the administrator to do so. An absent error is not proof of recovery: previously loaded data or a valid cache can remain visible after a failed request.

Fix. Allow outbound HTTPS to `vitextra.com` (feed service and license check) and to `static.vitextra.com` and `vitextra-storage.azureedge.net` (scripts and icons of the web part) for the users' network. In Microsoft Teams the same hosts must be reachable from the Teams client.

Images are not shown

Symptom. The items are listed with titles and descriptions, but without pictures, or some items have pictures and others do not.

Causes and fixes.

- **The Image switch is off** - in the property pane, **Appearance** → **Image** must be *Show*. The Compact layout never shows images.
- **The feed has no images** - the web part takes the picture from the item (`media:content`, `media:thumbnail`, podcast artwork or the first image in the description). A feed that does not include pictures produces items without them.

Open the feed XML and look for `<media:` or `<img` inside an item.
- **The picture address is** — Prefer HTTPS feed addresses with HTTPS images. Browsers may upgrade HTTP image requests to HTTPS or block them; use direct HTTPS image addresses for reliable display.
- **The publisher blocks hotlinking** - some sites refuse to serve their images to other websites. The browser requests the picture directly from the publisher; if the publisher refuses, the image area stays empty.

The items look stale

Symptom. The publisher's website shows a new article, but the web part does not.

Causes and fixes.

- **Auto refresh is off and the page has been open for a while.** Reload the page, or turn **Auto Refresh** on in **Behavior** and set the **Refresh frequency**.
- **The cached list was shown first.** On a repeat visit the web part shows the items of the previous load and refreshes them in the background when the new response arrives. If the fresh request fails, the cached list stays; see **The feed service cannot be reached**.
- **The feed itself is behind.** Many publishers update their feed on a schedule, and news sites often show an article on the home page minutes before it appears in the feed. Open the feed address: if the article is not in the XML, the web part cannot show it.
- **The item has no valid date.** Items without a publication date are placed last with *Newest first*; they are not missing, only at the end of the list.

The license message

Symptom. A red message bar *We hope you enjoyed your free trial. Buy it now to keep it working.* with a **Buy It** link, instead of the items.

Cause. The free 14-day trial of RSS Reader has ended, or the subscription is not assigned to this **tenant**.

Fix. Assign a license to the tenant or check the assignment in your Vitextra account; the complete list of causes is in KB10365. Why Does a Vitextra Web Part Show "We Hope You Enjoyed Your Free Trial"? License Messages and Fixes. Nothing in the web part configuration causes this message.

Placeholders never finish

Symptom. The grey loading shapes stay on screen and never turn into items or into a message.

Cause. Usually a script error on the page, or a very slow network where the request has not completed yet.

Check and fix. Reload the page; try a private window without extensions; try another browser. If the problem is reproducible on a page that contains only RSS Reader, contact Vitextra support with the product version from the **About** group of the property pane, the browser and a screenshot.

Still not solved

Write to Vitextra support with: the feed address(es) that fail, the message or symptom, the **Version** and **Tenant** values from the **About** group of the property pane, and whether the problem occurs in SharePoint, in Teams or in both. With the feed address the support team can reproduce the request of the feed service directly.

Terms

List
A list is a storage unit in SharePoint. A list can contain columns of different types, content types, and views. A document library is a special type of list and therefore inherits the functionality of a list.

Power Automate
Microsoft Power Automate is a cloud-based service that allows users to create automated workflows between applications and services. It enables the automation of repetitive tasks and processes, such as data collection, notifications, and approvals, without the need for extensive coding knowledge.

RSS
RSS (Really Simple Syndication) is a popular web feed format used to deliver updates from websites to users and applications in a standardized, machine-readable format. This format is commonly used for distributing news articles, blog posts, and other frequently updated content.

SharePoint
SharePoint is a web-based collaboration platform that provides content management, document management, workflow applications, search, and other tools that empower employees and teams to work together. SharePoint is also a secure place to store, organize, and access shared information.

Site
A SharePoint site is a container for information within the SharePoint platform. Sites typically offer features such as document libraries, lists, calendars, discussion boards, and workflows, facilitating collaboration, communication, and document management within teams or across departments. Sites can be customized and configured to suit the specific needs and workflows of an organization.

Tenant
A Microsoft 365 tenant is a dedicated instance of Microsoft 365 services. The tenant holds the organization's information, such as users and domains (Microsoft Entra ID), configurations, subscriptions, and services. An organization receives a tenant by signing up for Microsoft 365 services.

Terms

Web Part
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.