CUNY Academic Commons - Bug #10260

bad activation email

2018-08-29 04:16 PM - Marilyn Weber

Status:	Rejected		**Start date:**	2018-08-29
Priority name:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category name:			**Estimated time:**	0.00 hour
Target version:				

Description

Elliott Jun (ejun@gradcenter.cuny.edu) writes:

I just went through the process of signing up for a CUNY commons account and I received an activation email with no links or information. I've attached a screenshot of the email below and would appreciate any help with what to do since I need to access my course.

Related issues:

Related to CUNY Academic Commons - Support #10245: Placeholders in action ema...	**Resolved**	**2018-08-28**

History

#1 - 2018-08-29 04:25 PM - Boone Gorges

- Related to Support #10245: Placeholders in action emails (activation, password reset) not being properly swapped added

#2 - 2018-08-29 04:25 PM - Boone Gorges

This the same as #10245. Please feel free to manually activate the account.

#3 - 2018-08-29 04:27 PM - Marilyn Weber

Thanks, done!

#4 - 2018-08-29 04:34 PM - Raymond Hoh

I cannot duplicate this bug locally. Let me try cdev.

#5 - 2018-08-29 04:48 PM - Raymond Hoh

I cannot duplicate this on cdev. I tried by attempting to register a new account at commons.gc.cuny.edu/register/ and the "Activate your account" email I received correctly shows the email content.

I can try to duplicate the bug on production if necessary.

#6 - 2018-08-29 04:50 PM - Boone Gorges

Could you please give it a try on production, Ray? There's a small chance that I did something during debugging that would've caused an unparsed email to slip through the cracks for a minute or two.

#7 - 2018-08-29 04:53 PM - Raymond Hoh

Production is working as well.

Gremlins?

#8 - 2018-08-29 05:00 PM - Boone Gorges

- Status changed from New to Rejected

It's likely that I was the gremlin. Let's see if it resurfaces.

#9 - 2018-08-30 11:08 AM - Marilyn Weber

The user reports that he still can't log in. I clicked activate but perhaps I don't have the authority? He's now not appearing in either All Users or Unconfirmed

#10 - 2018-08-30 11:21 AM - Boone Gorges

The user elliottjun exists and is activated. (Not all users get roles on the main Commons site - maybe this is the case for those activated via Unconfirmed? - so you won't see them in https://commons.gc.cuny.edu/wp-admin/users.php, only in the Network Admin.) If there's a problem with login, the user should be able to initiate a password reset via the normal procedure.

#11 - 2018-08-30 12:58 PM - Marilyn Weber

He had to reset his password but he's all set now.

#12 - 2018-08-30 01:25 PM - Boone Gorges

Thanks, Marilyn.

Files

bad activation email.JPG	46.4 KB	2018-08-29	Marilyn Weber