CUNY Academic Commons - Bug #10262

Newsletter Plugin: Broken Image at Bottom of All Newsletters

2018-08-29 05:53 PM - Mark Webb

Status:	Reporter Feedback	**Start date:**	2018-08-29
Priority name:	Normal	**Due date:**	
Assignee:	Raymond Hoh	**% Done:**	0%
Category name:		**Estimated time:**	0.00 hour
Target version:	Not tracked		

Description

Hi,

I am writing on behalf of the Center for Place Culture and Politics. We are having an issue with the Newsletter plugin. Every time we send out a newsletter using this plugin there is a broken image with the letters Hr at the bottom. I do not see anything in the html code of the newsletters to indicate why this appears. I have attached what it looks like here. Any ideas what is going on? Thanks!

History

#1 - 2018-08-29 05:55 PM - Boone Gorges

Hi Mark - Could you please attach a copy of an email message here? (You should be able to "Save as" in your email client.) Alternatively, could you please look at the source of the message to see what the URL ('src') of the missing image is?

#2 - 2018-08-29 07:16 PM - Mark Webb

- File Gmail - Call for Papers_Presentations_ Philosophy and Religion in African Traditions Conference 2018.pdf added

I have attached a copy of the email.

The src is: img.CToWuD

hope this helps,
Mark

#3 - 2018-08-29 07:40 PM - Boone Gorges

Thanks, Mark. Could you please also forward the message to boone@gorg.es? The PDF doesn't have all the info I need to debug.

#4 - 2018-08-30 11:05 AM - Boone Gorges

- Status changed from New to Reporter Feedback

- Target version set to Not tracked

Thanks for sending the email along. It looks like the email template is set to include an image at https://cpcp.commons.gc.cuny.edu/wp-content/plugins/wp-mailinglist/includes/themes/simplyelegant/images/hr-large.gif, which does not exist. See https://cpcp.commons.gc.cuny.edu/wp-admin/admin.php?page=newsletters-themes&method=save&id=6 (and perhaps other templates - I haven't looked). I'm guessing the "hr" means "horizontal rule", which probably means it's meant to be a simple horizontal line. I think you can probably safely delete the image from the template.

#5 - 2018-08-30 12:03 PM - Mark Webb

Thanks,

I can't seem to find that image when I click on the link to the template. What am I looking for?

#6 - 2018-08-30 12:41 PM - Boone Gorges

- File cpcp-newsletter-template.php added

- Assignee set to Raymond Hoh

Earlier, when I'd loaded the admin.php URL above, it showed the PCP-customized template. Now, when I click it, I see the default newsletters-lite template, and when I click on the "HTML code" radio button, I see nothing at all. This looks like a series of bugs in the newsletters-lite plugin, and I'm afraid we don't have the resources to do deep-debugging on this kind of tool.

As a workaround, I went into the database and manually removed the string from the template in question. However, the hr-large.gif element is still

showing on the preview page: https://cpcp.commons.gc.cuny.edu/?wpmlmethod=themepreview&id=6 I started digging into the code to see if there is a stray cache somewhere (that isn't flushed with a regular WP cache flush) but the plugin is very complicated, and I'm unsure how to begin debugging it.

Ray, armed with the information above (and see also the attached script I used to change the value), could you please take a few minutes to see if you can figure out what's going on? Ideally, the dashboard editor would work as designed, but barring that, it would probably be acceptable if the plugin just used the value from the database, as I've rewritten it.

#7 - 2018-08-30 05:17 PM - Raymond Hoh

Earlier, when I'd loaded the admin.php URL above, it showed the PCP-customized template. Now, when I click it, I see the default newsletters-lite template, and when I click on the "HTML code" radio button, I see nothing at all. This looks like a series of bugs in the newsletters-lite plugin, and I'm afraid we don't have the resources to do deep-debugging on this kind of tool.

I can confirm this behavior.

I think somewhere along the save process, the data got corrupted. Boone, I put a var_dump($Theme) call directly after this line: https://github.com/cuny-academic-commons/cac/blob/master/wp-content/plugins/newsletters-lite/wp-mailinglist.php#L6756

And locally, the correct template data is shown. On production, the $Theme->data property is empty. That's to the extent of my debugging.

Mark, what I would recommend is to create another email template by duplicating one of the defaults (probably the "Snazzy" template since that looked like what the CPCP site was using), make customizations in this duplicate, and then, set this template as the "Send Default". Next, try previewing the email or send a test to see if it works as expected.

Files

brokenimage.JPG	40.2 KB	2018-08-29	Mark Webb
Gmail - Call for Papers_Presentations_ Philosophy and Religion in African Editions Caribbean 2018.pdf	188 KB	2018-08-29	Mark Webb
cpcp-newsletter-template.php	928 Bytes	2018-08-30	Boone Gorges