CUNY Academic Commons - Support #10571

newsletter queue problem

2018-10-22 10:45 AM - Marilyn Weber

Status:	Abandoned		**Start date:**	2018-10-22
Priority name:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category name:			**Estimated time:**	0.00 hour
Target version:	Not tracked			

Description

This is related to https://redmine.gc.cuny.edu/issues/10290 - Rukshana Jalil writes "I am trying to figure out why my newsletter from the Medieval Studies commons site has not been sent out. It looks like the emails are in queue since yesterday. I also have a message that says "Your WordPress cron is turned off! DISABLE_WP_CRON is defined in your wp-config.php file, make sure the WordPress cron is running (https://tribulant.com/docs/wordpress-mailing-list-plugin/11164) " I have no idea where this wp-config file is or I think only administrators can see this. Can you check this out for me and see what the issue is?"

Ideas? Or do we have a different newsletter plug-in that works well? Thanks!

History

#1 - 2018-10-22 11:02 AM - Boone Gorges

- Status changed from New to Reporter Feedback

The DISABLE_WP_CRON message is annoying but is likely not new, and it's not clear to me that it is related to the current issues. Scheduled tasks for medieval.commons.gc.cuny.edu are, in general, completing correctly.

Could you please have Rukshana provide some more information on how Newsletters work? In the summary at https://medieval.commons.gc.cuny.edu/wp-admin/admin.php?page=newsletters I see that all previous emails except for the most recent one ("The Weekly", created Oct 18) have recorded some "reads". I take this to mean that the problem is specific to this last newsletter. She mentions that "the emails are in queue" but I'm unclear about what this means - does "email" refer to the newsletter, or to the specific per-user emails that are sent out for each newsletter? Where can you see an email "queue"? I'm looking at https://medieval.commons.gc.cuny.edu/wp-admin/admin.php?page=newsletters-history&method=view&id=76 but don't see anything obvious. It appears that you've got to send 'Send/Edit' to send out emails, but I'm wary of clicking through to it myself, as I don't know how it works and I don't want to trigger unwanted behavior.

#2 - 2018-10-23 11:35 AM - Boone Gorges

- Target version set to Not tracked

#3 - 2018-12-10 03:58 PM - Boone Gorges

- Status changed from Reporter Feedback to Abandoned

Closing due to lack of activity. Marilyn, please feel free to reopen if the reporter comes back with more info. Thanks!