

## CUNY Academic Commons - Bug #10836

### From Name on Commons Emails

2018-12-17 10:44 AM - Luke Waltzer

<b>Status:</b>	Rejected	<b>Start date:</b>	2018-12-17
<b>Priority name:</b>	Low	<b>Due date:</b>	
<b>Assignee:</b>	Raymond Hoh	<b>% Done:</b>	0%
<b>Category name:</b>	Email Notifications	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Not tracked		
<b>Description</b>			
I've noticed of late that emails from <a href="mailto:commons@gc.cuny.edu">commons@gc.cuny.edu</a> are given the name Academic Commons Cuny in my mail client, no matter who they come from. This has happened at times previously, but since 11/29 all emails from the Commons have this name rather than the name of the user who posted the content. Wondering if Is this changed behavior or an issue specific to my client?			

### History

#### #1 - 2018-12-17 10:47 AM - Boone Gorges

- Assignee changed from Boone Gorges to Raymond Hoh

Ray - I think you originally set this up. Could you please have a look?

Luke, if you can provide more details about the types of emails involved - both before and after the perceived change in behavior - it'd be helpful. Group notifications, private message/friendship notifications, blog posts, etc.

#### #2 - 2018-12-17 10:54 AM - Luke Waltzer

- File Screen Shot 2018-12-17 at 10.39.55 AM.png added

- File Screen Shot 2018-12-17 at 10.53.30 AM.png added

Anything from [commons@gc.cuny.edu](mailto:commons@gc.cuny.edu)... blog posts, group notifications, comments on posts. Nobody has friended me, though. :(

Might this be related to the PHP upgrade?

I'm seeing this in Mac mail client... but when I log into my Gmail client in the browser, I do get the author's name in the From field. @Matt also confirms that he sees my name on a recent blog post notification. Screenshots of our two views attached.

#### #3 - 2018-12-17 10:58 AM - Boone Gorges

Thanks, Luke. This is very helpful. It may indeed be linked to recent changes in server software - I'm unsure how postfix (or whatever we use for outgoing mail) sets the default values here, and we may not be doing it in a way that overrides it on our current version.

#### #4 - 2018-12-19 07:02 AM - Raymond Hoh

I'll take a look in the next day or so.

Luke, is the problem only with your second screenshot?

I checked some of my Commons email from 11/29 onwards and I do not see the "Academic Commons Cuny" From problem in Thunderbird.

Is it possible that you've saved [commons@gc.cuny.edu](mailto:commons@gc.cuny.edu) as a local contact with the name "Academic Commons Cuny" in your mail client? If so, that might be overriding whatever the From name is from the email. Just a guess.

Can you also paste the full email headers into your reply so I can see the From header for that specific email?

#### #5 - 2018-12-19 09:52 AM - Luke Waltzer

Thanks, Ray. That contact was in my mail client, I deleted, and now the emails show their author's name.

I never added the Commons as a contact afaik, and am wondering if the GC's directory system added it automatically...

<https://www.gc.cuny.edu/GC-Header/Directory/Detail/?id=48168055-b4d0-4533-9364-5bb5ca1ad546>.

Probably not a widespread issue; may only be impacting users within the GC network; can close the ticket unless you all would like to investigate further.

#### #6 - 2018-12-19 09:54 AM - Boone Gorges

Good sleuthing, Ray! I never thought of the Contact idea.

**#7 - 2018-12-20 05:00 AM - Raymond Hoh**

- *Category name set to Email Notifications*
- *Status changed from New to Rejected*
- *Target version set to Not tracked*

Great! Thanks for confirming, Luke.

As far as:

can close the ticket unless you all would like to investigate further.

I'm not sure what else we can on our side unless you want to reach out to somebody that administers the GC directory and perhaps removing the CUNY Academic Commons contact from there?

I'm going to close this for now, but feel free to continue replying.

**Files**

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Screen Shot 2018-12-17 at 10.39.55 AM.png	519 KB	2018-12-17	Luke Waltzer
Screen Shot 2018-12-17 at 10.53.30 AM.png	1.05 MB	2018-12-17	Luke Waltzer