

CUNY Academic Commons - Bug #11160

Return of duplicate email notifications for blog comments

2019-02-25 05:14 PM - Gina Cherry

Status:	Resolved	Start date:	2019-02-25
Priority name:	Normal	Due date:	
Assignee:	Raymond Hoh	% Done:	0%
Category name:	Email Notifications	Estimated time:	0.00 hour
Target version:	1.14.8		
Description			
Please refer to Bug #10800			
Related issues:			
Related to CUNY Academic Commons - Bug #10800: Duplicate email notifications ...		Resolved	2018-12-07
Related to CUNY Academic Commons - Bug #11313: Overly aggressive spam filters		Resolved	2019-04-11

History

#1 - 2019-02-25 05:19 PM - Boone Gorges

- Assignee set to Raymond Hoh

Gina, can you please share links to the content that triggered the duplicate notifications?

#2 - 2019-02-26 08:55 AM - Gina Cherry

This has happened with the last several blog comments. Here is the most recent example:

<https://cetls.bmcc.cuny.edu/blog/2019/01/25/race-racism-teaching/>

All of the blog comments from the last few months have been flagged as spam, which I need to release and then approve since comments on this blog are moderated. It would be great if we could also figure out why this is happening. Since I don't receive email notifications about spam, it means I have to remember to check for comments every day.

#3 - 2019-02-26 11:37 AM - Boone Gorges

- Target version set to 1.14.8

Thanks for these additional details, Gina. The spam issue sounds suspicious to me. It suggests that there may be a couple related issues: 1. Unspamming a blog comment double-triggers the notification process, and 2. Spam filters are being overly aggressive for your site. We'll investigate.

Regarding email notifications about spam, the site appears to be configured to send an email to cetls@bmcc.cuny.edu whenever a comment is sent to spam. <https://bmccetls.commons.gc.cuny.edu/wp-admin/options-discussion.php> Are you checking the proper inbox? Perhaps those notifications are being sent to spam for some reason?

#4 - 2019-02-26 11:44 AM - Gina Cherry

Thanks, Boone. I'm fairly sure that the spam comment notifications are not being sent to email spam. I have not seen these notifications in the email spam for either the CETLS account or my personal account. There have been blog comments in the past that were not sent to spam. In those cases, I received notifications at both the CETLS email and my personal email.

#5 - 2019-02-27 12:07 AM - Raymond Hoh

- Related to Bug #10800: Duplicate email notifications on blog comments added

#6 - 2019-02-27 12:33 AM - Raymond Hoh

- Category name set to Email Notifications

- Status changed from New to Resolved

I outlined the problem here: <https://redmine.gc.cuny.edu/issues/10800#note-8>

To summarize, for anonymous blog comments, there are two email actions being fired:

```
// First save by BP Include Non-Member Comments
do_action('wp_ajax_dim-comment'), WP_Hook->do_action, WP_Hook->apply_filters, call_user_func_array, wp_ajax_dim_comment, wp_set_comment_status, do_action('wp_set_comment_status'), WP_Hook->do_action, WP_Hook->apply_filters
```

```
rs, call_user_func_array, bp_blogs_record_nonmember_comment_approved, bp_blogs_record_nonmember_comment, bp_blogs_record_activity, bp_activity_add, BP_Activity_Activity->save, do_action_ref_array, WP_Hook->do_action, WP_Hook->apply_filters, call_user_func_array, ass_group_notification_activity
```

```
// Second save by BP Group Email Subscription  
do_action('wp_ajax_dim-comment'), WP_Hook->do_action, WP_Hook->apply_filters, call_user_func_array, wp_ajax_dim_comment, wp_set_comment_status, wp_transition_comment_status, do_action('transition_comment_status'), WP_Hook->do_action, WP_Hook->apply_filters, call_user_func_array, bp_activity_transition_post_type_comment_status, BP_Activity_Activity->save, do_action_ref_array, WP_Hook->do_action, WP_Hook->apply_filters, call_user_func_array, ass_group_notification_activity
```

To address the problem, we let the first save through, but then remove the second save from happening.

(Code reference - <https://github.com/cuny-academic-commons/cac/commit/7c725e2948b71fed62592004bd7db30c8894bdf9>)

My previous attempt at fixing this by blocking duplicate queued items from being recorded from sending appears to only address group digests and not immediate email sendouts.

I have deployed this as a hotfix on production. Gina, please reopen and let me know if you are still experiencing duplicate email notifications after unspamming a comment.

#7 - 2019-04-16 11:46 AM - Raymond Hoh

- *Related to Bug #11313: Overly aggressive spam filters added*