

CUNY Academic Commons - Support #11811

Content of Publications widget on profile page being erased on save

2019-08-30 10:29 AM - Marilyn Weber

Status: Duplicate	Start date: 2019-08-30
Priority name: Normal	Due date:
Assignee:	% Done: 0%
Category name:	Estimated time: 0.00 hour
Target version: Not tracked	
Description Anne Hays, http://cuny.is/annehays , a librarian at CSI, wrote via ZenDensk: "Hello, every time I try to add my publications to my profile page, once I hit save the entire text is deleted. It's a weird bug! How do I add publications?" I told her I couldn't replicate the problem, so she sent me the below and attached: "Screenshot #1: I add the text Screenshot #2, I push OK, then I click Save Changes Screenshot #3, after doing that, it goes to this screen where now my publications are gone altogether" She also wrote "I'm making a website instead, but thought you should know about the bug on the profiles page." I vaguely remember someone having a similar problem when they were trying to add a lot of text. Does that ring a bell?"	
Related issues:	
Related to CUNY Academic Commons - Bug #12166: Profile changes not saving	Abandoned 2019-12-03
Is duplicate of CUNY Academic Commons - Support #11907: more publications pro...	Resolved 2019-09-25

History

#1 - 2019-08-30 11:53 AM - Boone Gorges

- Subject changed from publications widget on profile page to Content of Publications widget on profile page being erased on save
- Status changed from New to Reporter Feedback

The prior ticket for a similar issue with [#6101](#). The issue there was a specific kind of character in the pasted text, which needed to be sanitized. I'm guessing that something similar is happening here since, as you note, Publications saving is working more generally.

Is it possible for Anne to provide exact text that she's putting into the Publications field? If it's coming from an external document like Word, it would be helpful to have the original document - cutting and pasting the content here into Redmine might paper over the root issue.

#2 - 2019-10-08 11:16 AM - Boone Gorges

- Status changed from Reporter Feedback to Duplicate
- Target version set to Not tracked

I think this is probably a dupe of [#11907](#), and should be fixed by the changes described there. Please reopen if the reporter lets us know that this is not the case.

#3 - 2019-10-08 11:16 AM - Boone Gorges

- Is duplicate of Support #11907: more publications problems (in profile) added

#4 - 2019-12-03 09:58 AM - Boone Gorges

- Related to Bug #12166: Profile changes not saving added

Files

AH3.JPG	71.7 KB	2019-08-30	Marilyn Weber
AH2.JPG	115 KB	2019-08-30	Marilyn Weber

