

CUNY Academic Commons - Bug #11842

PressForward has not pulled in new feeds since 2018

2019-09-10 10:16 AM - Anonymous

Status:	Resolved	Start date:	2019-09-10
Priority name:	Normal	Due date:	
Assignee:		% Done:	0%
Category name:	WordPress Plugins	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
It looks as though PressForward has not pulled in any feeds into our socialmediums.commons.gc.cuny.edu since 2018. I added a bunch of new feeds yesterday but none of the content has appeared yet. When trying to trouble shoot by viewing the log, I found this message:			
"The site is experiencing technical difficulties. Please check your site admin email inbox for instructions."			

History

#1 - 2019-09-10 03:09 PM - Boone Gorges

- Status changed from New to Reporter Feedback

Hi Kalle - Thanks for the heads up about this. It appears that the automated import routine wasn't being triggered as scheduled. It's hard to tell exactly why this is happening, but it might be linked to the fact that, from what I can gather, there was a set of duplicate scheduled tasks; the first was showing as "in progress", so the second (correct) job was never triggered. I've deleted the bad scheduled task, and manually triggered the correct one. Feeds now appear to be updated to the latest. Could I ask you to check back in a few days to see whether feeds are being updated as scheduled (anything after September 10)? If so, I think we can consider this resolved. Otherwise, we'll have to continue debugging.

#2 - 2019-09-10 03:54 PM - Anonymous

Boone Gorges wrote:

Hi Kalle - Thanks for the heads up about this. It appears that the automated import routine wasn't being triggered as scheduled. It's hard to tell exactly why this is happening, but it might be linked to the fact that, from what I can gather, there was a set of duplicate scheduled tasks; the first was showing as "in progress", so the second (correct) job was never triggered. I've deleted the bad scheduled task, and manually triggered the correct one. Feeds now appear to be updated to the latest. Could I ask you to check back in a few days to see whether feeds are being updated as scheduled (anything after September 10)? If so, I think we can consider this resolved. Otherwise, we'll have to continue debugging.

Sounds great! And looks like it's working now to me as well!

#3 - 2019-09-10 06:28 PM - Raymond Hoh

- Related to Support #11844: PressForward, some feeds broken; error message asks for server mod added

#4 - 2019-09-12 06:27 PM - Raymond Hoh

- Related to deleted (Support #11844: PressForward, some feeds broken; error message asks for server mod)

#5 - 2019-09-24 08:44 AM - Boone Gorges

- Category name set to WordPress Plugins

- Status changed from Reporter Feedback to Resolved

- Target version set to Not tracked

Tentatively marking as Resolved, but please circle back if problems persist.