

## CUNY Academic Commons - Support #11844

### PressForward, some feeds broken; error message asks for server mod

2019-09-10 04:05 PM - Kristen Hackett

<b>Status:</b>	Resolved	<b>Start date:</b>	2019-09-10
<b>Priority name:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Raymond Hoh	<b>% Done:</b>	0%
<b>Category name:</b>	Support	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Not tracked		
<b>Description</b>			
Hi Ray,			
This is in reference to the PressForward plugin we are using on the GCDI site. I am getting the following error for a number of feeds:			
The data could not be converted to UTF-8. You MUST have either the iconv or mbstring extension installed. Upgrading to PHP 5.x (which includes iconv) is highly recommended.			
It is preventing the feed from pulling content in regularly. Most of these feeds were working, but it looks like that ceased on 8/24/19 if that's helpful.			
In looking it up, it looks like if anything, this is something that needs to be addressed at the server level. Is it possible to do something about this on development's end? Is there another work around? Any insight would be helpful.			
Thanks, kristen			

#### History

##### #1 - 2019-09-10 06:28 PM - Raymond Hoh

- Related to Bug #11842: PressForward has not pulled in new feeds since 2018 added

##### #2 - 2019-09-12 05:38 PM - Raymond Hoh

- Category name set to Support
- Status changed from New to Reporter Feedback
- Target version set to Not tracked

Hi Kristen,

I took a look at the feeds located at "Pressforward > Subscribed Feeds" and a lot of them were invalid feed URLs. I corrected most of them and hit "Refresh Feed Items" and most of them synced properly.

I trashed three feeds. The New Media Lab one because they do not appear to have a RSS feed and the TLC and In Common ones because they already existed.

If there are specific feeds I should look at in the PressForward dashboard, please link to them so I can take a look.

##### #3 - 2019-09-12 05:46 PM - Kristen Hackett

Thanks Ray!

The HASTAC one is pending right now, and says "Broken RSS Feed", but it was working all summer.

<https://www.hastac.org/rss.xml>

It looks like the feed is /feed, but it prompts you to d/l an rss.xml file, if that's helpful. But I'm not sure why all of a sudden its broken.

Thanks,  
kristen

##### #4 - 2019-09-12 06:00 PM - Raymond Hoh

I just moved the HASTAC feed to Active status and PressForward no longer says the feed is invalid.

**#5 - 2019-09-12 06:22 PM - Kristen Hackett**

Is there any reason why it broke suddenly? This is a somewhat consistent issue - where the links break, and then I go in and re-activate it and it will work for a little more, and then break again. Maybe that's just how it is? Or maybe we wait until that happens again to discuss further?

**#6 - 2019-09-12 06:27 PM - Raymond Hoh**

- *Related to deleted (Bug #11842: PressForward has not pulled in new feeds since 2018)*

**#7 - 2019-09-12 06:27 PM - Raymond Hoh**

I'm not familiar with PressForward so I cannot really answer that question.

The one thing I did notice was the feed URLs were mostly incorrect. I had to change about 80% of them. So if the team is entering new feeds into PressForward, ensure that they are legitimate RSS feeds and not the website URL.

**#8 - 2019-09-12 06:38 PM - Kristen Hackett**

Ok, sounds good. Thanks for fixing those. I'll reach out if we have further issues; or we can try reaching out to the PressForward team if needed. Thank you!

**#9 - 2019-09-13 12:20 PM - Raymond Hoh**

- *Status changed from Reporter Feedback to Resolved*

Sounds good, Kristen. Going to mark this as resolved for now.