

CUNY Academic Commons - Support #11907

more publications problems (in profile)

2019-09-25 06:31 PM - Marilyn Weber

Status:	Resolved	Start date:	2019-09-25
Priority name:	Normal	Due date:	
Assignee:		% Done:	0%
Category name:	Public Portfolio	Estimated time:	0.00 hour
Target version:	1.15.13		
Description			
Jay Paul Gates reports "I have been unable to get my CUNY Academic Commons profile to accept additional updates—I can't add publications. However, when I deleted my publications entirely and tried to enter them anew, I lost my publications list entirely. Could you please look at this and tell me if I am doing something wrong? I have entered them, clicked okay within the Publications box and then saved changes."			
This is related to https://redmine.gc.cuny.edu/issues/11811 , where you asked for more info. Anticipating that you'll need that, I replied to him			
The developer asks "Is it possible for the user to provide exact text that he'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 - [to see] the root issue."			
Related issues:			
Related to CUNY Academic Commons - Bug #12166: Profile changes not saving		Abandoned	2019-12-03
Has duplicate CUNY Academic Commons - Support #11811: Content of Publications...		Duplicate	2019-08-30

History

#1 - 2019-09-26 09:14 AM - Boone Gorges

- Status changed from New to Reporter Feedback

Thanks. I can have a look once I have the original content.

#2 - 2019-09-26 02:10 PM - Marilyn Weber

- File JGates_CV_Master10.docx added

Word doc attached. LMK if you don't get it and I'll email it to you instead. Thanks!

#3 - 2019-09-26 04:01 PM - Boone Gorges

- Category name set to Public Portfolio

- Target version set to 1.15.11

Thanks for this. There were a collection of problems preventing proper saving, and having the source text helped me address them. Please ask the user to try again.

#4 - 2019-10-08 11:14 AM - Boone Gorges

- Target version changed from 1.15.11 to 1.15.12

#5 - 2019-10-08 11:16 AM - Boone Gorges

- Has duplicate Support #11811: Content of Publications widget on profile page being erased on save added

#6 - 2019-10-22 11:42 AM - Boone Gorges

- Target version changed from 1.15.12 to 1.15.13

#7 - 2019-11-02 04:25 PM - Marilyn Weber

I never heard back from this person, but now there's another report:

"I wanted to report a potential bug with the profile pages. I used to have a list of publications separated by <p> tags under 'PUBLICATIONS' on my profile (<https://commons.gc.cuny.edu/members/jbretmaney/>).

Today, I noticed it is all jumbled into one paragraph. When I tried to modify the formatting, no changes are being accepted/saved."

I've asked him to send me the source file.

#8 - 2019-11-03 04:03 PM - Marilyn Weber

He writes:

"I wasn't actually entering any new text into the Publications field. The publications field was previously formatted with <p> tags separating each publication. Then a couple of days ago I noticed it was all jumbled into one paragraph. Since I hadn't made any edits to my profile in the interim, I thought it must have been a global change on your end.

Now, when I try to restore formatting to the text within the field (de-jumbling the paragraph so to speak), none of the formatting changes will save.

<https://commons.gc.cuny.edu/members/jbretmaney/>

The same behavior goes if I create a Free Entry box, name it "TEST," and make the field contents also be "test." I can save it and it will appear on my profile. But if I go back to edit my profile and then try to turn "test" into a bullet point and save again, the formatting change will not stick.

No one else has reported this?

I wonder if you could reproduce what I describe above with the Free Entry box in your own profile"

#9 - 2019-11-03 04:24 PM - Marilyn Weber

He reports:

"FYI, you can see the same thing (jumbled text) happening with the Publications field of Matt Gold's profile --

<https://commons.gc.cuny.edu/members/admin/> -- which makes me think this is a general issue."

#10 - 2019-11-04 11:16 AM - Boone Gorges

- *Status changed from Reporter Feedback to Resolved*

Thanks for passing this along, Marilyn. The specific issue described by the most recent user was caused by the BP 5.0.0 update during the last release. I've fixed it in <https://github.com/cuny-academic-commons/cac-advanced-profiles/commit/06e5a5bc89af1881fd8653358ff69032e5a2a875> and deployed as a hotfix to the production site.

The change required some minor, manual readjustment of the spacing on the reporter's profile. I've made these changes, but the user should of course feel free to adjust as needed.

I'm going to mark this issue as resolved. I believe that the issue with quotes was fixed several releases ago, and I believe that today's fixes address the second issue. For future reports, please open new tickets, as there are often different root causes that need to be handled separately. Thank you!

#11 - 2019-12-03 09:58 AM - Boone Gorges

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

Files

JGates_CV_Master10.docx	61.3 KB	2019-09-26	Marilyn Weber
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