

## CUNY Academic Commons - Support #12165

### two reports of Profile problems

2019-12-03 08:42 AM - Marilyn Weber

<b>Status:</b>	Resolved	<b>Start date:</b>	2019-12-03
<b>Priority name:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Boone Gorges	<b>% Done:</b>	0%
<b>Category name:</b>	BuddyPress (misc)	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Not tracked		
<b>Description</b>			
1) "I logged into the CUNY Academic Commons today and my profile seems to have been completely erased. I am sure that I did not delete it. Can you retrieve my profile?"			
<a href="https://commons.gc.cuny.edu/members/sabinaprangle/">https://commons.gc.cuny.edu/members/sabinaprangle/</a>			
2)"When I try to make changes to my profile, they do not save. I click "ok" and then "save changes" but they immediately disappear, as though I had not typed anything. Any idea why this might be happening?"			
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Submitted from: <a href="https://commons.gc.cuny.edu/members/lkolb/">https://commons.gc.cuny.edu/members/lkolb/</a>			
"I am typing (not pasting) into the "Reviews" field, a field which I added.			
In order to test things, I just tried typing into the "Publications" field, which comes with the profile. The changes do save, in that field."			
<b>Related issues:</b>			
Related to CUNY Academic Commons - Bug #12166: Profile changes not saving		<b>Abandoned</b>	<b>2019-12-03</b>

### History

#### #1 - 2019-12-03 10:00 AM - Boone Gorges

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

#### #2 - 2019-12-03 10:01 AM - Boone Gorges

- Target version set to Not tracked

I've created [#12166](#) to track the second issue.

The first issue is likely due to a bug I uncovered in the course of [#12156](#) yesterday. I am in touch with IT to access backup, and once I have access, I will restore missing data.

#### #4 - 2019-12-04 10:16 AM - Boone Gorges

- Category name set to BuddyPress (misc)

- Status changed from New to Reporter Feedback

- Assignee set to Boone Gorges

Data for sabinaprangle has been restored. Can you please follow up with the user?

#### #5 - 2019-12-04 04:34 PM - Marilyn Weber

Sabina Pringle  
Today 4:34 am

Hello Marylin!

I redid it this morning. It took me all of fifteen minutes. :) So no need to try to retrieve. I'm all good.

Sorry to hear about the bug! Godspeed in annihilating it.

#### #6 - 2019-12-04 05:06 PM - Boone Gorges

- Status changed from Reporter Feedback to Resolved

Thanks, Marilyn.