

# CUNY Academic Commons - Bug #13633

## PublicsLab site down

2020-11-30 10:49 AM - Marilyn Weber

<b>Status:</b> Resolved	<b>Start date:</b> 2020-11-30
<b>Priority name:</b> High	<b>Due date:</b>
<b>Assignee:</b>	<b>% Done:</b> 0%
<b>Category name:</b>	<b>Estimated time:</b> 0.00 hour
<b>Target version:</b> Not tracked	

**Description**

Stacy M. Hartman reports "

I returned from the Thanksgiving break to a fully broken Commons site. We are getting "critical error" message whenever I try to access it. The site is plbeta.common.cuny.edu.

Brief Googling indicated that this is probably beyond my ability to fix on my own. I have no idea what caused the error; neither I nor my college assistant (CC'd) had touched it recently.

Any advice, guidance, or assistance would be greatly appreciated. Thanks!"

I (Marilyn) can get to the dashboard as a superadmin, but I can't see the problem.

### History

#### #1 - 2020-11-30 11:37 AM - Marilyn Weber

She meant <https://plbeta.common.gc.cuny.edu>

#### #2 - 2020-11-30 11:38 AM - Marilyn Weber

And she adds

I'm on a Mac, and I've tried both Safari and Firefox. Justin is on a PC and tried Chrome. We both tried Safari on our iPhones. We got the same critical error message in all circumstances.

I first noticed that something was wrong with the website last Wednesday evening, right as the holiday weekend was starting. It was fine as of 11/23, which was the last time Justin or I visited it, and Jetpack analytics show a handful of visitors on 11/24, with nothing since then, so I think it must have broken on 11/24 or 11/25.

#### #3 - 2020-11-30 12:04 PM - Boone Gorges

- Status changed from New to Reporter Feedback

The plugin events-ticket was throwing a fatal error:

```
Fatal error: Uncaught RuntimeException: Error while making 'tickets.attendee_registration': Class tickets.attendee_registration does not exist in /var/www/html/commons/www/wp-content/plugins/event-tickets/common/vendor/lucatume/di52/src/tad/DI52/Container.php:352 Stack trace: #0 /var/www/html/commons/www/wp-content/plugins/event-tickets/common/vendor/lucatume/di52/src/tad/DI52/Container.php(281): tad_DI52_Container->resolve() #1 /var/www/html/commons/www/wp-content/plugins/event-tickets/common/src/Tribe/Container.php(176): tad_DI52_Container->make() #2 /var/www/html/commons/www/wp-content/themes/customizr/core/class-fire-plugins_compat.php(774): tribe() #3 /var/www/html/commons/www/wp-includes/class-wp-hook.php(287): czzr_fn_et_ticket_disable_post_list() #4 /var/www/html/commons/www/wp-includes/plugin.php(206): WP_Hook->apply_filters() #5 /var/www/html/commons/www/wp-content/themes/customizr/core/core-functions.php(1553): apply_filters() #6 /var/www/html/commons/www/wp-content/themes/customizr/core/front/controllers/class_in /var/www/html/commons/www/wp-content/plugins/event-tickets/common/vendor/lucatume/di52/src/tad/DI52/Container.php on line 352
```

Event Tickets was updated as part of the 1.17.8 release on 10/23, from version 5.0.2 to version 5.0.3.1.

For the time being, I've deactivated Event Tickets, and the site is now loading. Could you please see whether the user is actually using the Event Tickets plugin? If not, I suggest that it remain deactivated, and we take no further action unless we hear that this is a widespread issue. If so, I'll have to reactivate and dig deeper, though the few minutes' research I've done so far suggests that this is going to be hard to do (it's a complex plugin).

#### #4 - 2020-11-30 12:23 PM - Marilyn Weber

No need to go any further - they do not use Event Tickets anymore.

**#5 - 2020-11-30 01:51 PM - Boone Gorges**

- Status changed from Reporter Feedback to Resolved

- Target version set to Not tracked

Sounds good. Thanks!

**#6 - 2020-11-30 01:54 PM - Matt Gold**

Boone, does Events Tickets need to be deactivated sitewide? I'm unclear on whether you deactivated it just for this site or for all

**#7 - 2020-11-30 02:00 PM - Boone Gorges**

I only disabled the plugin on the site in question.

At this time, there's no indication that further action is required. For example, <https://gcdi.commons.gc.cuny.edu/> runs the plugin but seems to be loading fine. My small amount of debugging I did suggested that there was something about the specific combination of plugins and/or configurations on the PublicsLab site that triggered the error. As such, the problem doesn't seem to be widespread.

**#8 - 2020-11-30 02:01 PM - Matt Gold**

Great. Thank you!