

CUNY Academic Commons - Bug #13768

patrickswweeney.common.gc.cuny.edu down

2021-01-02 09:33 PM - Marilyn Weber

Status:	Resolved	Start date:	2021-01-02
Priority name:	Normal	Due date:	
Assignee:	Raymond Hoh	% Done:	0%
Category name:	Domain Mapping	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
Via Zendesk			
I have been getting an error message that the Commons is experiencing technical problems when I attempt to visit my site, however the dashboard functions fine for the site, and all other Commons sites I've visited appear to be fine. My site is https://patrickswweeney.common.gc.cuny.edu/ , which is mapped to the url patrickswweeney.info - perhaps something with the domain mapping is the issue?			
Thanks so much for your help!			
Patrick Sweeney psweeney@gradcenter.cuny.edu patrickswweeney.info			
My guess - Possibly related to #13657 : Activating commentpress-modern theme can cause fatal errors if commentpress-core plugin not active added?			
Related issues:			
Related to CUNY Academic Commons - Support #13699: Martin Segal Center site down		Resolved	2020-12-14

History

#1 - 2021-01-02 10:30 PM - Raymond Hoh

- Related to Support #13699: Martin Segal Center site down added

#2 - 2021-01-02 10:34 PM - Raymond Hoh

- Category name set to Domain Mapping

- Assignee set to Raymond Hoh

Hi Marilyn,

Patrick is correct that this is a domain mapping issue.

It's a similar one we experienced with the Martin Segal Theatre Center site ([#13699](#)). It's due to the new domain mapping plugin we are using ([#13455](#)) and how it prioritizes how sites with multiple domains are handled.

I've configured Patrick's site to resolve to www.patrickswweeney.info instead of patrickswweeney.info and the site is resolving again. If Patrick prefers his site to resolve to patrickswweeney.info instead without the trailing www, let me know.

#3 - 2021-01-03 10:07 AM - Marilyn Weber

Thanks, Ray! Will LYK his reply.

#4 - 2021-01-03 03:36 PM - Marilyn Weber

This can be happily closed; he replies "Thank you so much, this is perfect!"

#5 - 2021-01-12 10:47 AM - Boone Gorges

- Status changed from New to Resolved

- Target version set to Not tracked