

CUNY Academic Commons - Support #14378

PPTX files unfetchable

2021-04-27 10:30 AM - Marilyn Weber

Status: Resolved	Start date: 2021-04-27
Priority name: Normal	Due date:
Assignee:	% Done: 0%
Category name:	Estimated time: 0.00 hour
Target version: Not tracked	
Description Related to https://redmine.gc.cuny.edu/issues/14369 Via Zend Desk, Defne reports that while she can upload and embed a PPTX file, it will not load. I am having the same problem - I get a "we're fetching your file" notice, then "An error occurred We're sorry, but for some reason we can't open this for you." I'm trying at https://marilyncourse2.common.gc.cuny.edu/pptx ; Defne at https://defnesener.common.gc.cuny.edu/introductory-presentation/	

History

#1 - 2021-04-27 10:42 AM - Boone Gorges

- Status changed from New to Reporter Feedback

Both of the sites in question are non-public. I'm guessing that this is the issue. The embed tool depends on the external service officeapps.live.com being able to access the file, but it's not able to because of the access settings of the site. You might test this theory by switching your test site to public.

#2 - 2021-04-27 11:40 AM - Marilyn Weber

OK, that worked.

#3 - 2021-05-11 11:25 AM - Boone Gorges

- Status changed from Reporter Feedback to Resolved

- Target version set to Not tracked