CUNY Academic Commons - Bug #14509

Elementor Editor problem

2021-05-28 11:21 AM - Marilyn Weber

Status:	Resolved		**Start date:**	2021-05-28
Priority name:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category name:	WordPress Plugins		**Estimated time:**	0.00 hour
Target version:	1.18.12			

Description

Juwon Jun reports:
"I'm attempting to edit pages that use the Elementor Editor plugin on our symposium website (
https://8nsshl2021.commons.gc.cuny.edu?) but for an unknown reason, the update/publish button seems to have vanished from the editor. I have tried searching for help on Elementor's website and used different browsers (disabled extensions) with no luck."

Screenshot attached. They have been using Elementor for a while now, and I'm convinced this isn't user error

History

#1 - 2021-05-28 04:08 PM - Boone Gorges

I've never used Elementor, so I'm unsure of the intended behavior. Where does the update/publish button usually appear? Is it an option in the left-hand sidebar?

#2 - 2021-05-30 03:53 PM - Marilyn Weber

"I recall it as a green, rectangular button in the lower-left hand corner of that sidebar."

#3 - 2021-06-01 10:47 AM - Boone Gorges

- Status changed from New to Reporter Feedback

- Target version set to 1.18.12

Another user reported the same issue via ZenDesk and email, and she was able to determine that the button was being rendered just off the bottom of the screen. This allowed me to determine that a recent change in Elementor (apparently connected to hiding the WP admin bar) caused a conflict with some of our custom styling related to the admin bar. I've just put a hotfix in place that appears to solve the problem:
https://github.com/cuny-academic-commons/cac/commit/0850c628dcd9f5528156eedfb8e42277329161bc

#4 - 2021-06-01 11:00 AM - Marilyn Weber

Thanks. Who was the other user? I'm not seeing it on ZD

#5 - 2021-06-01 12:25 PM - Boone Gorges

It was Pamela Stemberg - we started emailing directly after another recent ticket.

#6 - 2021-06-01 02:07 PM - scott voth

- File elementor footer.jpg added

If it helps any, here is what the Publish/Save button looks like and its markup.

#7 - 2021-06-08 09:55 AM - Boone Gorges

- Category name set to WordPress Plugins

- Status changed from Reporter Feedback to Resolved

Thanks, Scott. I believe that my fixes resolved this problem.

Files

Screen Shot 2021-05-28 at 11.11.08 AM.png	1.71 MB	2021-05-28	Marilyn Weber
elementor footer.jpg	315 KB	2021-06-01	scott voth