

## CUNY Academic Commons - Support #14625

### image won't appear in slideshow.

2021-07-23 09:17 AM - Marilyn Weber

|  |             |                        |            |
|--|-------------|------------------------|------------|
| <b>Status:</b>   | Rejected    | <b>Start date:</b>     | 2021-07-23 |
| <b>Priority name:</b>  | Normal      | <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 |                        |            |
| <b>Description</b>   |             |                        |            |
| The admin at ACERT cannot get the attached image to show in the slide show here still: <a href="https://acert.hunter.cuny.edu/">https://acert.hunter.cuny.edu/</a> . |             |                        |            |
| I suggested converting the PNG to JPEG, but it still isn't working.  |             |                        |            |

### History

#### #1 - 2021-07-23 12:17 PM - Boone Gorges

Could you please give complete details on how to reproduce the issue? Alternatively, please try to set it up yourself, and then give me a link to the broken slide so that I can see the malfunction in action. (I tried adding a slide to the homepage slider but I don't understand how it's supposed to work in the first place.)

#### #2 - 2021-07-24 11:32 AM - Marilyn Weber

I'm trying myself and no luck.

Go to <https://acert.commonsc.gc.cuny.edu/wp-admin> and choose slider. They have created the slide with this image - "Connect with Hunter faculty across disciplines online". The slide doesn't show at all. I tried to see if the problem is with that image, but I think not. I went into an old slide "Use technology to support teaching and learning" and tried to replace the image there. No dice - the image stayed the same no matter what I did.

So then I tried to put one of the slides in Draft mode so that it wouldn't appear at all. It still appeared.

This could be a problem with the Slides plugin, but perhaps it's a problem with the redirection to <https://acert.hunter.cuny.edu/>?

#### #3 - 2021-07-24 11:35 AM - Marilyn Weber

I don't actually see Slides in the plugin list, but they do have something called ACERT Custom.

#### #4 - 2021-07-26 01:39 PM - Boone Gorges

- Status changed from New to Reporter Feedback

I feel like there may be some confusion about what part of the Dashboard is powering what part of the front end.

I see several slides at Dashboard > Slides [https://acert.commonsc.gc.cuny.edu/wp-admin/edit.php?post\\_type=slide](https://acert.commonsc.gc.cuny.edu/wp-admin/edit.php?post_type=slide), but as far as I can see, they are unrelated to the slides that appear at the top of the home page <https://acert.commonsc.gc.cuny.edu/>

I also see a slider at Dashboard > MetaSlider <https://acert.commonsc.gc.cuny.edu/wp-admin/admin.php?page=metaslider> that appears to match what I see on the home page. It appears that the page <https://acert.commonsc.gc.cuny.edu/wp-admin/post.php?post=16&action=edit&classic-editor> is powering the home page, with the aforementioned MetaSlider embedded in that page's content.

I guess I'd recommend returning to the ACERT team and getting more precise instructions on how to reproduce the behavior they're seeing.

#### #5 - 2021-07-26 08:18 PM - Marilyn Weber

Hooray - this can be closed. She writes - " in trying to find the answer to your question, I found that we were looking in the wrong place - it's the MetaSlider plug-in and not Slides that updates the slideshow on the homepage. It now works!!"

#### #6 - 2021-07-27 10:33 AM - Boone Gorges

- Status changed from Reporter Feedback to Rejected

- Target version set to Not tracked

Excellent - glad we could track it down!

### Files

