

CUNY Academic Commons - Support #14718

User wants to recover deleted account

2021-08-19 09:18 PM - Marilyn Weber

Status: Resolved	Start date: 2021-08-19
Priority name: Normal	Due date:
Assignee:	% Done: 0%
Category name:	Estimated time: 0.00 hour
Target version: Not tracked	
Description Via ZD: I deleted my Cuny Commons Account by mistake and the sites I had created for it. My account credentials are username: laurapavon and password: v-Bd7XZi8, and the e-mail associated to it marialaura.pavon@brooklyn.cuny.edu <mailto: marialaura.pavon@brooklyn.cuny.edu >. I created it back again with the same credentials, but all of the information from the account has disappeared, is there any way to recover it? Thank you in advance for your help! https://lifedigital.commons.gc.cuny.edu/ https://latinlit2020.commons.gc.cuny.edu/	

History

#1 - 2021-08-20 02:49 PM - Boone Gorges

- Status changed from New to Reporter Feedback

- Target version set to Not tracked

I'm afraid I don't see any evidence of the previous account in the database, so I don't have anything to restore. If it's just a matter of reassociating the user account with the sites in question, then I recommend that this be reconfigured manually by the administrator of the respective sites. Sorry I can't do anything more to help.

#2 - 2021-08-22 11:10 PM - Colin McDonald

Hi Boone, a bit more context here, if you don't mind revisiting this. This user is a professor at Brooklyn College in my OER program, and I helped her create the "lifedigital" site linked above.

That site now has no content, or at least no Pages, when it used to have several. When she somehow managed to delete her entire Commons account (supported by the fact that I'm the only admin now, and I know she used to be one), would pages attributed to her have been deleted as well?

If the "laurapavon" account has no salvageable history, would the site have one instead? Or did it all get wiped when its author went away?

I am not sure about the latinlit2020 site, which I wasn't involved in, but that one still seems to have content. Maybe at least some of the pages/posts there are/were under a different user of the site?

#3 - 2021-08-23 12:35 PM - Boone Gorges

Hi Colin - I see a few pages in the Trash of lifedigital: https://lifedigital.commons.gc.cuny.edu/wp-admin/edit.php?post_status=trash&post_type=page
Does this cover the missing content?

The user account process is complicated and handled by many parts of the system. But I've done a quick read-through and it appears that, in the case of site posts, the content belonging to a deleted user account should be set to 'trash' status, not deleted from the site altogether.

Other kinds of content, specifically BP content like profile and activity data, is deleted irrevocably when an account is deleted.

If critical data was deleted within the last 30 days or so, it may be possible to retrieve it via a system backup restore. The process of finding and then restoring content from backup is complex and takes a lot of manual effort on my part, so I only recommend it when it's truly critical data that can't be recovered or recreated in any other way.

#4 - 2021-08-23 10:06 PM - Marilyn Weber

- File Annotation 2021-08-23 220522.jpg added

I'm confused that I can still see her in the user list. See attached screenshot.

#5 - 2021-08-24 08:02 AM - Boone Gorges

My understanding, given the discussion above, is that the user re-created the account after initially deleting it.

#6 - 2021-08-24 11:47 AM - Colin McDonald

Thanks Boone, I didn't think to check the trash at all. The two pages that ended up there after the accidental account deletion were what I needed to restore that site. I also added Laura's recreated account as an admin there.

That one seems back to normal, except that I can't seem to find it in the Courses directory despite the metadata in settings saying Teaching and Spring 2021. Could that have gotten lost as part of this? I wanted to make sure the site would still come up under Laura's name. I'm guessing that may need to be fixed too, as the account that originally created the site no longer exists and has been replaced by a new one under her name.

For the other site, I don't have a user role there at all, so I'm going to check and see if Laura has what she needs for that site -- both on her account, and on any content that may have also ended up in the trash. Perhaps she didn't have authorship on anything there, though.

#7 - 2021-08-25 03:59 PM - Boone Gorges

- *File Screenshot_2021-08-25_14-57-01.png added*

That one seems back to normal, except that I can't seem to find it in the Courses directory despite the metadata in settings saying Teaching and Spring 2021. Could that have gotten lost as part of this? I wanted to make sure the site would still come up under Laura's name. I'm guessing that may need to be fixed too, as the account that originally created the site no longer exists and has been replaced by a new one under her name.

Looking directly in the database, I don't see any Course items that are linked to the lifedigital.commons.gc.cuny.edu site. Your guess is correct that the cac_course item would have been trashed when the user account was deleted, but I don't see any evidence of it in the trash - see attached screenshot. So I'm not sure what happened there. If you need it manually recreated, please let me know what all the associated metadata should be (title, campus, instructor, site, group, term) and I'll do it.

#8 - 2021-08-30 10:14 AM - Colin McDonald

Thanks, Boone. If you could, this would be the Course item:

Title: PRLS 2250: Digital Life Stories: Chicana & Latina Testimonio
Campus: Brooklyn College
Instructor: Laura Pavon Aramburu
Site: <https://lifedigital.commons.gc.cuny.edu/>
No Group
Term: Spring 2021
Disciplines: Arts and Humanities

#9 - 2021-08-30 02:46 PM - Boone Gorges

- *Status changed from Reporter Feedback to Resolved*

Sounds good. I've made the change.

Files

Annotation 2021-08-23 220522.jpg	150 KB	2021-08-24	Marilyn Weber
Screenshot_2021-08-25_14-57-01.png	73.6 KB	2021-08-25	Boone Gorges