CUNY Academic Commons - Bug #1828

Can't Access Commons

2012-04-15 03:25 PM - Sarah Morgano

Status:	Resolved		**Start date:**	2012-04-15
Priority name:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category name:	Server		**Estimated time:**	0.00 hour
Target version:	Not tracked			

Description

Hi all,

Is anyone else experiencing problems loading the Commons? I keep timing out.

Thanks,
Sarah

History

#1 - 2012-04-15 03:39 PM - local admin

Working on it... issue is real.

#2 - 2012-04-15 03:50 PM - Sarah Morgano

Thanks, André and all the best.

#3 - 2012-04-15 03:52 PM - local admin

I flipped to the secondary site while I investigate but ...it doesn't seem to be responding...

#4 - 2012-04-15 04:39 PM - local admin

Ok, I'm not sure why the secondary site isn't responding this time, when it always did during testing. I guess this is how these things go ;)

All joking aside, I'll investigate this. Meanwhile I rebooted the primary server and everything came back up clean, so we should be good to go after 5 minutes when the DNS record flips back.

#5 - 2012-04-15 04:49 PM - Matt Gold

- Category name set to Server

- Status changed from New to Assigned

- Assignee set to local admin

- Target version set to Not tracked

Thanks for your work on this, André and thanks for catching this, Sarah. André, maybe we should set up a separate ticket to troubleshoot the secondary server? Glad we're finding this problem now . . . .

#6 - 2012-04-15 08:33 PM - local admin

- Status changed from Assigned to Resolved

Matt Gold wrote:

> Thanks for your work on this, André and thanks for catching this, Sarah.

You're welcome, Matt.

> André, maybe we should set up a separate ticket to troubleshoot the secondary server? Glad we're finding this problem now . . . .

So, as soon as the service was restored and panic mode was off I went back over the steps I took and realized, to my simultaneous dismay and relief, that I had copy-and-pasted the *wrong* IP for the secondary site. Yes, the secondary site was responding as required the whole time.

I guess I'll just close this issue for now as resolved. I don't yet see the root cause for the crash but I'll follow thorugh on that as much as possible separately.

#7 - 2012-04-15 08:51 PM - Matt Gold

Okay -- well, that's a relief, André. Thanks again for your quick action on this on a Sunday!!