

CUNY Academic Commons - Support #2084

User reports redirect error

2012-08-29 06:35 PM - Matt Gold

Status:	Rejected	Start date:	2012-08-29
Priority name:	Normal	Due date:	
Assignee:	Boone Gorges	% Done:	0%
Category name:	WordPress (misc)	Estimated time:	0.00 hour
Target version:	Not tracked		

Description

The blog whose URL we changed in [ticket 2068](#) is throwing an error for the user. Here's his report:

I'm getting the following error message, both on my mac at home and my pc at the office – firefox on both:

The page isn't redirecting properly

Firefox has detected that the server is redirecting the request for this address in a way that will never complete.

This problem can sometimes be caused by disabling or refusing to accept cookies.

On both machines, I use the default settings on firefox for cookies, and I haven't encountered a similar error message for any other sites I visit, some of which require cookies.

I just tried the site as a logged-in admin and as a non-logged-in user on a private browser window and didn't experience this. Thoughts?

History

#1 - 2012-08-29 08:46 PM - Boone Gorges

Works OK for me too. It's possible that the user is not using the correct URL? Maybe try a different browser?

#2 - 2012-08-29 11:37 PM - Matt Gold

- Status changed from Assigned to Reporter Feedback

okay -- asked David to clear cookies, quit browser, reopen, do a hard refresh. and try a second browser. waiting to hear back from David

#3 - 2016-01-26 12:27 AM - Boone Gorges

- Status changed from Reporter Feedback to Rejected

Closing due to lack of feedback. Please reopen if more details emerge.