CUNY Academic Commons - Bug #234

Blog admins are being reset to subscribers

2010-05-11 01:02 PM - Boone Gorges

Status:	Resolved	**Start date:**	2016-09-14
Priority name:	Normal	**Due date:**	
Assignee:	Boone Gorges	**% Done:**	100%
Category name:	WordPress (misc)	**Estimated time:**	0.00 hour
Target version:	1.9.28		

Description
See ongoing conversation in Basecamp. Related: http://redmine.gc.cuny.edu/issues/show/226

Subtasks:	
Bug # 6017: Users status demoted on ITP Core 1 course site	**Resolved**

History

#1 - 2010-05-11 07:05 PM - Boone Gorges

Also related: http://redmine.gc.cuny.edu/issues/show/183

#2 - 2010-06-28 11:35 PM - Zach Davis

Do we know anything else about this? Are users editing their account, perhaps, and their role in relation to the blogs are being lost when the account is updated? Can we get more feedback from the users who have experienced this to help us determine how to reproduce the problem?

#3 - 2010-06-29 01:20 PM - Boone Gorges

The only person who is having the problem systematically is Scott Voth. I've checked his blog to see if there's any plugin etc that might be causing the problem, but I admit that I haven't looked closely into the issue in a while now.

My impression is that the problem is at least sometimes happening to users who have more than one blog, but is only happening with respect to one blog. That makes me think it's a blog-based problem, not a user-based one. That suggests that it's unrelated to their editing of their account, at least insofar as that information is stored in BuddyPress or WP user tables.

I'll be doing more research in the next few days and will report what I find.

#4 - 2010-07-15 05:22 PM - Boone Gorges

- Target version set to 1.0.1

#5 - 2010-07-22 12:21 PM - Boone Gorges

- Assignee changed from Boone Gorges to Ron Rennick

Switching this ticket to Ron for housekeeping reasons.

A brief update: Ron and Andrea have narrowed the problem down to either the New Blog Defaults plugin (if I understand correctly, creating a new blog can have the effect of resetting you to a subscriber on your other blogs) or the Group Blogs plugin.

#6 - 2010-08-29 02:07 PM - Boone Gorges

- Target version changed from 1.0.1 to 1.0.2

#7 - 2010-09-02 11:03 AM - Boone Gorges

- Status changed from Assigned to Resolved

Switching this ticket to Resolved and tentatively hoping that the problem has been resolved with recent cleanups to the Groupblog plugin.

Scott, since you've been our main point of contact for gathering evidence on the subject: Can I ask you to reopen this ticket if you lose privileges on your blogs again? Likewise, anyone else should feel free to reopen if they experience the problem.

#8 - 2010-09-02 11:04 AM - Boone Gorges

(Reposting message to make sure that added Watchers are in on the loop - sorry for duplicate)

Switching this ticket to Resolved and tentatively hoping that the problem has been resolved with recent cleanups to the Groupblog plugin.

Scott, since you've been our main point of contact for gathering evidence on the subject: Can I ask you to reopen this ticket if you lose privileges on your blogs again? Likewise, anyone else should feel free to reopen if they experience the problem.

#9 - 2010-09-03 08:23 AM - scott voth

I will Boone. I haven't experienced this problem for awhile. Hopefully it's solved.

#10 - 2010-10-25 10:03 PM - Matt Gold

Hi All,

Unfortunately, we've had a recurrence of this problem -- please see ticket 372

Should we reopen this ticket?

#11 - 2010-10-25 10:15 PM - Ron Rennick

The next time this happens can you let me have a look at the blog/user on the live site before anything is fixed?

#12 - 2010-10-25 10:26 PM - Matt Gold

Sure, Ron.

#13 - 2010-12-18 06:09 PM - Boone Gorges

- Status changed from Resolved to Assigned

- Target version changed from 1.0.2 to 1.2

See #467.

Ron, I think that the problem was fixed before giving you a chance to look at it. Sorry about that. I'll keep the ticket open while we lie in wait for it to pop up again.

#14 - 2011-05-02 12:05 PM - Boone Gorges

- Status changed from Assigned to Resolved

Once again, we have gone a long period of time without this problem happening again. I'm going to mark it resolved yet again. If it happens again, I'll let you (Ron) know before fixing it. Matt, please don't fix this problem right away if it happens in the future.

#15 - 2011-05-03 01:21 AM - Matt Gold

Matt, please don't fix this problem right away if it happens in the future.

You got it.

#16 - 2012-03-19 08:58 AM - Boone Gorges

- Status changed from Resolved to Assigned

- Assignee changed from Ron Rennick to Boone Gorges

- Priority name changed from High to Normal

- Target version changed from 1.2 to 1.4

See #1745.

I'm reopening this ticket. My plan is to write a small script that will be called whenever a user's blog role is changed and record who the logged-in user is, along with some other relevant data. Then, next time this issue comes up, we should have at least some sort of record of what's happened.

#17 - 2012-03-19 01:28 PM - Matt Gold

Sounds great (and smart). Thanks, Boone!

#18 - 2012-03-19 03:56 PM - Sarah Morgano

Hi Boone,

Sorry for the cross-posting, but it looks like you closed the other ticket.

I also do not have access to create hero slides.

Best,
Sarah

#19 - 2012-03-20 12:07 AM - Boone Gorges

- Status changed from Assigned to Hold

- Target version changed from 1.4 to Not tracked

I've written the script and added it in https://github.com/castiron/cac/commit/8ee9cf0f5123d7347a06463ec9c9387c1671470d. Next time someone loses access, let me know and I will check the logs.

#20 - 2012-03-20 12:30 AM - Matt Gold

Will do. Thanks.

#21 - 2016-03-04 10:44 AM - Stephen Real

Boone,
It looks like this one can be closed. You created a script to log some diagnostics. It's impossible to tell from this ticket if the underlying issue has recurred, but it seems like it has NOT. So, therefore...

Thanks,
Steve

#22 - 2016-03-04 12:01 PM - Boone Gorges

- Status changed from Hold to Rejected

Sounds good to me. Thanks, Steve.

#23 - 2016-09-19 11:49 AM - Boone Gorges

- Status changed from Rejected to Resolved

- Target version changed from Not tracked to 1.9.28

See #6017. I think I may have solved this. There were a couple of subtle bugs in bp-groupblog that caused problems **when the "Enable member blog post" box is unchecked**. In these cases, bp-groupblog was **still** attempting to change the user's blog role. This resulted in a couple weird issues:

- in the case where the checkbox was not checked, no default role mappings had been saved to the database. As such, `add_user_to_blog()` was being called with a blank role, which was setting users to Subscriber. Fixed in
https://github.com/boonebgorges/bp-groupblog/commit/3e81e9971bdb53f196a27a5f7359de2d4832d204

- when leaving a group, bp-groupblog sets the leaving-member's blog role to Subscriber. This is a safety measure: a group with synced site membership probably doesn't want the user to have posting privileges after leaving the group. But this sync code was running even when the membership sync was disabled, and was happening even with users who didn't have an existing role on the site. Fixed in
https://github.com/boonebgorges/bp-groupblog/commit/a52dcda6261006aec2526e5420ff2c68da9a7ca5

I don't have concrete evidence that this is what's caused all of the "lost access" problems over the last few years, but it fits the picture: there is likely one or more groups on the Commons that have the main site as the groupblog, and occasionally a group membership change would trigger these seemingly untraceable issues.

The update to the bp-groupblog plugin will be part of the 1.9.28 release:
https://github.com/cuny-academic-commons/cac/commit/b889f5417f063ba0b9ebfe922fdc8b81b8e09d98

#24 - 2016-09-19 04:30 PM - Matt Gold

Whoa. https://giphy.com/gifs/tim-and-eric-mind-blown-EldfH1VJdbrwY