

CUNY Academic Commons - Bug #2854

Problems with Word.doc downloads in FF

2013-10-29 11:34 AM - Sarah Morgano

Status:	Rejected	Start date:	2013-10-29
Priority name:	Normal	Due date:	
Assignee:	Boone Gorges	% Done:	0%
Category name:	Group Files	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
A member just reported a second instance where he was unable to download a word.docx using Firefox. It downloaded fine in IE, but seems to revert to a zip folder when users try to download with Firefox. He was using version 24.			

History

#1 - 2013-10-29 12:34 PM - Matt Gold

- Status changed from New to Assigned
- Assignee set to Boone Gorges

Hi Sarah -- had this file been uploaded to a group? Can you point us to it?

#2 - 2013-10-29 12:38 PM - Sarah Morgano

No problem, this is the file: https://commons.gc.cuny.edu/?get_group_doc=129/1383043938-Informationtechnologyfacultyposition.docx

#3 - 2013-10-30 08:44 PM - Boone Gorges

Works OK for me - Sarah, can you share more info about the OS?

#4 - 2013-11-01 02:54 PM - Boone Gorges

- Target version set to Not tracked

#5 - 2014-05-06 12:04 PM - Boone Gorges

- Category name set to Group Files
- Status changed from Assigned to Reporter Feedback

Ping. Sarah, did you ever hear back from the user on this one? If not, I suggest that we close this ticket and reopen only if it comes up again. Thanks!

#6 - 2016-01-25 11:58 PM - Boone Gorges

- Status changed from Reporter Feedback to Rejected

Still working for me, so I'm going to reject the ticket. Sarah, please feel free to reopen if you hear more reports.