CUNY Academic Commons - Support #2862

Unable to verify SEO/Google Webmaster Tools

2013-11-01 11:37 AM - Stephen Klein

Status:	Resolved		**Start date:**	2013-11-01
Priority name:	Normal		**Due date:**	
Assignee:	Boone Gorges		**% Done:**	0%
Category name:	WordPress (misc)		**Estimated time:**	0.00 hour
Target version:	Not tracked			

Description

Was not sure who to assign this too. Boone, is it you? If not, I apologize and re-assign.

I was helping Joan Greenbaum setup a blog with WordPress SEO and we were having trouble verifying the site with google.

I go to Google Webmaster Tools:

1. Download this HTML verification file. [googlef9d419c134fbb58b.html]
2. Upload the file to http://somename.commons.gc.cuny.edu/

3. Confirm successful upload by visiting http://somename.commons.gc.cuny.edu/googlef9d419c134fbb58b.html in your browser.

4. Click Verify below.

To stay verified, don't remove the HTML file, even after verification succeeds.

And then take the code:
[googlef9d419c134fbb58b.html]
~~OR~~
googlef9d419c134fbb58b.html
~~OR~~
googlef9d419c134fbb58b.html
etc.
paste each one into the Google Webmaster Tools field in the plugin's Dashboad, and click <Save Settings>
Go back to Google and click verify, but am prompted with the following:
We weren't able to verify your site: http://somename.commons.gc.cuny.edu/

Any suggestions?

History

#1 - 2013-11-01 11:44 AM - Matt Gold

- Status changed from New to Assigned

Thanks, Stephen -- no need to assign the ticket -- we will do that.

I'll let Boone respond to the issues you've raised, but I'm wondering whether you have helped Joan install the SEO plugin we have on the Commons

#2 - 2013-11-01 11:48 AM - Stephen Klein

Yes, helped her install (activate).

Was wondering why the Commons does not have Google SiteMaps Plugin?

#3 - 2013-11-01 11:55 AM - Matt Gold

> Was wondering why the Commons does not have Google SiteMaps Plugin?

Because we install plugins based on user requests or site needs, and no one has requested it. If you would like to request it, please start a new ticket. Many thanks.

#4 - 2013-11-01 11:59 AM - Stephen Klein

Thank you.

#5 - 2013-11-01 03:26 PM - Boone Gorges

- Status changed from Assigned to Reporter Feedback

- Target version set to Not tracked

Hi Stephen - We don't support this particular method of verification, because it would require that users have file-level access to the Commons (a security risk).

When using the WordPress SEO plugin (which is, I assume, what you're doing here), there's an alternative method of verification. Sadly, they don't appear to be well documented. Here are the steps:

1. Go to https://www.google.com/webmasters/tools/home?hl=en
2. Create a new site, if need be. Otherwise, for the existing site, click Manage Site > Verify Site.
3. Select the "Alternate methods" tab, and the "HTML tag" option.
4. You'll see an HTML tag that looks something like this: <meta name="google-site-verification" content="xxxxxxxxxxxxxxxxxxxxxxxxxxx" /> The value of the "content" field is what you'll need - represented here by xs. Copy the value to your clipboard.
5. On your Commons site, go to Dashboard > SEO > Dashboard. Under "Webmaster Tools", paste the value you just copied into the "Google Webmaster Tools" field.

This should be enough for Google to verify. Let me know.

#6 - 2013-11-12 07:57 AM - Stephen Klein

You can close. Thanks.

#7 - 2013-11-12 08:52 AM - Boone Gorges

- Status changed from Reporter Feedback to Resolved

Thanks, Stephen.