

CUNY Academic Commons - Bug #301

User unable to upload documents

2010-08-25 10:08 AM - Matt Gold

Status: Resolved	Start date: 2010-08-25
Priority name: High	Due date:
Assignee: Boone Gorges	% Done: 0%
Category name: BuddyPress (misc)	Estimated time: 0.00 hour
Target version:	
Description Hi All, Not sure whether this is related to recent problems uploading images to blogs and the wiki, but it seems like it probably is. A member reports that when she tried to upload a document, she received the following error message: "There was a problem saving your file, please try again." Since these problems are becoming serious, I'm escalating the priority to "High." Boone and André, can you work together to solve this problem and related tickets? Thanks, Matt	
Related issues:	
Related to CUNY Academic Commons - Bug #298: User Reports Problem Uploading I...	Resolved 2010-08-23
Related to CUNY Academic Commons - Bug #297: Lost write privileges to wiki im...	Resolved 2010-08-22

History

#1 - 2010-08-25 10:16 AM - Matt Gold

BTW, I don't have any detail on the type of file or size of the document that the member tried to upload. Waiting for an email response from member.

#2 - 2010-08-25 10:35 AM - Matt Gold

Member was trying to upload a PDF and a DOC file, both under 55 Kb

#3 - 2010-08-25 10:37 AM - Matt Gold

And I just tried to upload a file to a test group (should have done this earlier to confirm user error) and received the same error message.

#4 - 2010-08-25 12:06 PM - Matt Gold

- Status changed from Assigned to Resolved

Problem solved by resetting permissions on upload directory, caused by erroneous rsynch during Monday's upgrade. See basecamp for details.