

CUNY Academic Commons - Support #3196

Twitter widget setting?

2014-05-02 11:09 AM - Collette Sosnowy

Status:	Resolved	Start date:	2014-05-02
Priority name:	Normal	Due date:	
Assignee:	scott voth	% Done:	0%
Category name:	WordPress (misc)	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
Hi,			
At the bottom of several of our blog posts, there's a "blank" Twitter feed or something to that effect (see screen shot). I've reviewed the settings and can't figure out how to delete it. Thanks very much.			

History

#1 - 2014-05-02 11:10 AM - Matt Gold

- Category name set to WordPress (misc)
- Status changed from New to Assigned
- Assignee set to scott voth
- Target version set to Not tracked

#2 - 2014-05-02 11:16 AM - Collette Sosnowy

Thanks for the info, Matt

#3 - 2014-05-08 11:05 PM - scott voth

Hi Collette -

I've tried to reproduce this issue on a test site, using Sociable and Social plugins, but to no avail. I initially thought the two plugins might be conflicting, but I don't see any issues. Can you maybe try deactivating Sociable and then reactivating it to see if that might clear out the issue? If not, can you share your Sociable settings? Maybe that can provide a clue. Also, are you using the Twitter Tools plugin? Thanks and sorry you are having this issue.

#4 - 2014-05-17 10:24 AM - Matt Gold

Hi Collette -- please let us know whether we can close this ticket. Thanks.

#5 - 2014-05-20 12:59 PM - Collette Sosnowy

Hi Scott and Matt,

Deactivating and reactivating the Socible plugin appeared to work. It was only happening in Firefox. thanks for your help.

I'll follow up on the other tickets today!

Best,

Collette

#6 - 2014-05-20 01:02 PM - Matt Gold

- Status changed from Assigned to Resolved

Glad to hear that.

Files

Twitter problem.png

368 KB

2014-05-02

Collette Sosnowy