

CUNY Academic Commons - Bug #3298

jitp.commons.gc.cuny.edu not loading in Windows 8/Firefox 30

2014-07-08 05:41 PM - Sarah Ruth Jacobs

Status:	Resolved	Start date:	2014-07-08
Priority name:	Normal	Due date:	
Assignee:	Raymond Hoh	% Done:	100%
Category name:		Estimated time:	0.00 hour
Target version:	1.6.12		
Description			
For some reason, jitp.commons.gc.cuny.edu doesn't load properly in Windows 8/Firefox 30. However, our seemingly identical site, jitpstaging.commons.gc.cuny.edu does load properly. Other browsers and OSs have not been a problem.			

History

#1 - 2014-07-08 05:43 PM - Matt Gold

- Status changed from New to Assigned
- Assignee set to Dominic Giglio

Thank you, Sarah. Looks like the stylesheet is not being applied.

#2 - 2014-07-08 05:44 PM - Matt Gold

- Tracker changed from Design/UX to Bug

#3 - 2014-07-09 07:35 AM - Stephen Klein

- File IE.jpg added

Suggesting that this is needed in the header.php of the child theme:
<meta http-equiv="X-UA-Compatible" content="IE=edge">

Because many versions of IE do not use the latest and greatest rendering engine. If you launch the site in IE and then use the developer's tools (F12) and then select Emulation=>Document Mode=>Edge, the page renders correctly. I have attached a screenshot.

#4 - 2014-07-15 10:53 AM - Luke Waltzer

I just remembered that Genesis allows you to hook into site files via the admin-- Stephen can you test your fix here?

<http://jitpstaging.commons.gc.cuny.edu/wp-admin/admin.php?page=simplehooks>

#5 - 2014-07-15 10:59 AM - Stephen Klein

Added before and then after genesis header hook in staging and did not seem to have resolved.

#6 - 2014-07-15 05:10 PM - Boone Gorges

Has anyone managed to reproduce this issue? I don't have Windows 8 handy on this machine, but on Windows 7 + FF 30.0, everything is rendering properly.

#7 - 2014-07-15 05:12 PM - Matt Gold

Hi Boone - it has been experienced by two different members of the JITP team

#8 - 2014-07-15 05:30 PM - Boone Gorges

- Assignee changed from Dominic Giglio to Raymond Hoh

Ray, can you look at this please?

#9 - 2014-07-15 06:40 PM - Raymond Hoh

Just tried loading on Windows 8.1 + Firefox 30 and can open the JITP site with no issues.

As Matt stated above, by the looks of Sarah's screenshot, it appears that the CSS stylesheet is having problems loading.

Perhaps the Firefox install has some addons installed that are blocking some resources?

#10 - 2014-07-15 11:39 PM - Sarah Ruth Jacobs

I disabled all Firefox add-ons and it loaded properly in Windows 8/Firefox 30. Thanks guys. I could take the time to figure out which add-on it is, but I guess it's not really important. It is odd that the regular jitp.commons.gc.cuny.edu site was disrupted by an add-on but the jitpstaging.commons.gc.cuny.edu site wasn't, but oh well, I guess it isn't worth worrying about. All the help is much appreciated.

#11 - 2014-07-16 09:38 AM - Stephen Klein

Still issues with IE.

#12 - 2014-07-16 09:47 AM - Boone Gorges

Stephen, could you please elaborate on the IE issues? The original report was about FF. What are your browser/OS versions? Are you seeing the exact problem that SRJ describes in her original report?

#13 - 2014-07-16 10:23 AM - Stephen Klein

- File [jitp2.jpg](#) added

rendering in IE is off. See attached file.

#14 - 2014-07-16 10:23 AM - Stephen Klein

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#15 - 2014-07-16 10:30 AM - Boone Gorges

Thanks, Stephen. Can you please share the details of your setup? IE/Windows versions.

#16 - 2014-07-16 11:18 AM - Raymond Hoh

Stephen, I just tested the JITP site in IE 11 and it works for me.

It appears that you have IE running in Compatibility Mode. Can you try turning that off?
<http://www.sevenforums.com/tutorials/1196-internet-explorer-compatibility-view-turn-off.html>

#17 - 2014-07-29 12:06 PM - Stephen Klein

Not running in compatibility mode. I checked.

#18 - 2014-07-29 12:39 PM - Raymond Hoh

- File [2014-07-29_093309.png](#) added

Hi Stephen,

What happens when you toggle the "Compatibility View" button? In your attached [jitp2.jpg](#) screenshot, it would be the button directly following the address bar and before the tab.

Did you run through all the options in the link I provided? Also, what version of IE are you using?

Here's a screenshot of JITP I just took in IE11. The rendering mode by default is set to "Edge" for me.

#19 - 2014-07-30 08:03 AM - Stephen Klein

Turned on and off Compatibility option using options two and three:
<http://www.sevenforums.com/tutorials/1196-internet-explorer-compatibility-view-turn-off.html>

#20 - 2014-07-30 02:24 PM - Raymond Hoh

Hi Stephen,

Thanks for going through those options. What about option one? What version of IE and Windows are you running?

If option one still doesn't work, we'll just add in the meta tag.

#21 - 2014-07-31 10:27 AM - Stephen Klein

Running Windows 7, IE 11.

My version of IE did not allow for option one, only two and three.

#22 - 2014-08-02 12:55 PM - Raymond Hoh

Hi Stephen,

I just fired up IE 11 on Windows 7 and, unfortunately, cannot confirm the problem you have.

It might be a problem with your IE settings. A StackOverflow answer hints at resetting your IE settings:
<http://stackoverflow.com/a/22762687>

Can you give that a shot?

#23 - 2014-08-03 10:17 AM - Stephen Klein

Not at work for a while, but I previously checked on several workstations at the GC and it appeared to be a consistent issue.

#24 - 2014-08-05 01:03 PM - Raymond Hoh

- Status changed from Assigned to Resolved

- % Done changed from 0 to 100

Hi Stephen,

I've gone ahead and added the IE meta tag to the JITP theme. This should make its way into the next CAC maintenance release scheduled in about a week from now.

Thanks for attempting to troubleshoot the problem!

#25 - 2014-08-08 05:48 PM - Raymond Hoh

- Target version set to 1.6.12

#26 - 2014-08-08 05:51 PM - Stephen Klein

Thank you for all your effort!

Files

jitp.jpg	125 KB	2014-07-08	Sarah Ruth Jacobs
IE.jpg	263 KB	2014-07-09	Stephen Klein
jitp2.jpg	354 KB	2014-07-16	Stephen Klein
2014-07-29_093309.png	239 KB	2014-07-29	Raymond Hoh