

## CUNY Academic Commons - Support #3365

### LAGCC reset password issue

2014-08-07 05:21 PM - Sarah Morgano

<b>Status:</b> Resolved	<b>Start date:</b> 2014-08-07
<b>Priority name:</b> Normal	<b>Due date:</b>
<b>Assignee:</b> Sarah Morgano	<b>% Done:</b> 0%
<b>Category name:</b>	<b>Estimated time:</b> 0.00 hour
<b>Target version:</b> Not tracked	

**Description**

In the past few months, many members from LAGCC have reported not being able to reset their passwords because the email didn't contain the reset password link. I've contacted the IT department at LaGuardia and they responded with the following:

I will be happy to assist with regards to addressing this issue, my contact information is attached.  
We do not currently block any outbound traffic from our network, Is there a link to the page that I can use to troubleshoot?

Thanks,

--== From The World's Community College ==--

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**Related issues:**

Related to CUNY Academic Commons - Bug #3477: LaGuardia Member not able to re...	<b>Resolved</b>	<b>2014-09-21</b>
Related to CUNY Academic Commons - Support #3537: Request to reset PW for Lag...	<b>Resolved</b>	<b>2014-10-08</b>
Related to CUNY Academic Commons - Support #3243: LAGCC email system strippin...	<b>Rejected</b>	<b>2014-05-29</b>

### History

#### #1 - 2014-08-07 05:25 PM - Matt Gold

- Status changed from New to Assigned

- Assignee set to Boone Gorges

Thanks, Sarah.

Boone, can you troubleshoot this or should we have GC IT handle it?

#### #2 - 2014-08-07 05:52 PM - Matt Gold

Hi Sarah,

Just taking a closer look at the response. The issue at hand does not concern blocking outbound traffic, but rather incoming email not reaching its intended recipients (as far as we can tell). Can you clarify this with LAGCC, please? Thanks.

#### #3 - 2014-08-07 06:39 PM - Boone Gorges

My reading of the issue is that the emails are getting through, but that the address is getting stripped out of them. ("the email **didn't contain**...")

Can we get more precise examples of what's happening? Including text of emails. I have a feeling that this is due to the email provider doing some crummy filtering of links in email text. See <https://core.trac.wordpress.org/ticket/25350> for an example.

#### #4 - 2014-08-13 12:19 PM - Sarah Morgano

- File email example.jpg added

Hi Boone,

This is the only example I have.

Best,

Sarah

**#5 - 2014-08-13 12:49 PM - Boone Gorges**

Thanks, Sarah. This does suggest that it's a problem with the email service that LAGCC is using. I'd suggest passing this issue along to their IT staff.

**#6 - 2014-09-24 12:15 PM - Sarah Morgano**

- Assignee changed from Boone Gorges to Sarah Morgano

OK, will do.

**#7 - 2014-10-08 01:21 PM - Boone Gorges**

Following up on this, Sarah. Did you reach out again to Laguardia IT?

**#8 - 2014-10-08 01:28 PM - Sarah Morgano**

The email from that member just made me realize that I didn't. I *just* emailed them. Sorry for the oversight.

**#9 - 2014-10-08 01:33 PM - Boone Gorges**

No problem! Please let me know when they've responded.

**#10 - 2014-10-08 01:42 PM - Sarah Morgano**

Will do.

**#11 - 2015-03-21 08:43 PM - Boone Gorges**

- Target version set to Not tracked

**#12 - 2016-01-26 05:22 PM - Boone Gorges**

- Status changed from Assigned to Resolved

This should have been fixed by Microsoft. <https://redmine.gc.cuny.edu/issues/3243#note-1>

**Files**

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email example.jpg	59.6 KB	2014-08-13	Sarah Morgano
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