

CUNY Academic Commons - Bug #3598

RBE message not posted

2014-10-24 09:55 PM - Matt Gold

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|--|----------------|------------------------|-------------------|
| Status: | Resolved | Start date: | 2014-10-24 |
| Priority name: | Urgent | Due date: | |
| Assignee: | Boone Gorges | % Done: | 0% |
| Category name: | Reply By Email | Estimated time: | 0.00 hour |
| Target version: | | | |
| Description | | | |
| Hi Ray, I sent a message via email to create a new topic in this group - http://commons.gc.cuny.edu/groups/gc-digital-fellows/forum/ - today, but the message appears not to have posted. Can you please check the RBE logs and see whether any messages have been received but not posted? Thank you. Separately, I'm wondering: are you the only person who knows how to check RBE, or does Boone have access/instructions, as well? | | | |
| Related issues: | | | |
| Related to CUNY Academic Commons - Bug #3601: Forum replies do not show up on... | | Resolved | 2014-10-26 |

History

#1 - 2014-10-24 09:56 PM - Matt Gold

- Subject changed from *RBE not posting* to *RBE message not posted*
- Priority name changed from *Normal* to *High*

#2 - 2014-10-24 10:00 PM - Matt Gold

- Priority name changed from *High* to *Urgent*

Just posted to a forum via the web and no email notification was sent out. Adding Boone as a watcher.

#3 - 2014-10-25 05:50 PM - Matt Gold

- Assignee changed from *Raymond Hoh* to *Boone Gorges*

Hi Boone -- according to our team vacation doc (<http://commons.gc.cuny.edu/groups/cac-community-team-project-planning/docs/team-vacation-schedules/>), Ray is on vacation right now. I just created another forum post and I can confirm that the system is not sending out email notifications. Is there any chance you can troubleshoot? thank you.

#4 - 2014-10-25 08:38 PM - Boone Gorges

Matt - The RBE error logs don't show anything obvious. I tried resetting the plugin, but it doesn't appear to have had an effect. I'm at a conference this weekend, so I'm afraid there's nothing else that I can do to debug this at the moment. I will try to find some time in the next day to dig more deeply into it.

#5 - 2014-10-25 08:46 PM - Matt Gold

Argh - sorry to bother you while you are away.

I just tried posting to a test group but messages are still not creating email notifications.

My impression is that Ray is sometimes able to see some reservoir of unreleased messages that he then releases when there is an error. I have no idea where that list of messages would be . . . mandrill?

#6 - 2014-10-25 10:28 PM - Matt Gold

A thought: I did receive an email notification for a BP doc I edited in a group. Perhaps this is specifically related to group forum posts, and maybe is related to our 1.7 BBPress forum upgrade? Perhaps there are altered hooks that we need to take account of?

#7 - 2014-10-25 10:31 PM - Matt Gold

File upload notifications are also unaffected

#8 - 2014-10-26 10:28 AM - Boone Gorges

All email notification and RBE functionality appears to be working normally as far as I can see. I just tested with a couple of different items.

I wonder if this is a problem that is somehow specific to your account. Have you received other reports of the problem? The sending of email notifications and the handling of RBE email are completely independent of each other, so I'm skeptical that a single global problem would happen to break both.

I do not appear to have the credentials to check the gmail account where incoming RBE items are queued. Checking there would be the next step in debugging. Maybe you could see if you have them (cunyacademiccommons@gmail.com).

#9 - 2014-10-26 10:41 AM - Raymond Hoh

I just checked the logs and I believe I see the problem.

Matt: Are you using the older group new topic email address to attempt to post a new topic? If so, that's probably the problem. For bbPress 2, I made the decision to use a different parameter instead of using the older legacy forums parameter for the new topic email hash. This means you need to use the new group topic email address that is displayed on the group site and use that address from now on to post new topics. Let me know if that works for you and sorry for not disclosing this tidbit until now!

Boone: I have the credentials for the GMail account. I'll forward them to you.

#10 - 2014-10-26 11:14 AM - Matt Gold

Are you using the older group new topic email address to attempt to post a new topic? If so, that's probably the problem. For bbPress 2, I made the decision to use a different parameter instead of using the older legacy forums parameter for the new topic email hash. This means you need to use the new group topic email address that is displayed on the group site and use that address from now on to post new topics.

Hi Ray -- thanks -- that could very well be the problem. We did not inform users about this change, did we?

Boone, I did not receive an email notification for a topic I posted directly to the Commons website, but I will start a separate ticket for that.

#11 - 2014-10-27 09:26 PM - Raymond Hoh

We did not inform users about this change, did we?

We did not unfortunately. This only would affect a small subset of users though. I can compile a list of these users if you want so we can reach out to these users directly.

#12 - 2014-10-27 09:33 PM - Matt Gold

Thanks. Sure -- if you know who to contact, that would be good.

I did post a message to RBE earlier today without a problem. Marking ticket as resolved, though this ticket -- <http://redmine.gc.cuny.edu/issues/3601> -- is still unresolved.

#13 - 2014-10-27 09:34 PM - Matt Gold

- Status changed from Assigned to Resolved