CUNY Academic Commons - Bug #3791

Can't add hyperlink or media

2015-02-05 10:40 AM - Alice.Lynn McMichael

Status:	Resolved		**Start date:**	2015-02-05
Priority name:	Normal		**Due date:**	
Assignee:	Daniel Jones		**% Done:**	0%
Category name:	WordPress (misc)		**Estimated time:**	0.00 hour
Target version:	1.7.15			

Description

Hi, I've been trying to add hyperlinks and images to new posts on the GCDSL site, and they won't save. For instance, when I click the hyperlink button, it engages but nothing happens. Twice, the screen froze for a while. I also tried leaving the website and coming back later, with no luck. This happened several times over the course of two hours.
The website is: gcdsl.commons.gc.cuny.edu

Thanks

History

#1 - 2015-02-05 10:44 AM - Matt Gold

- Category name set to WordPress (misc)

- Status changed from New to Assigned

- Assignee set to Daniel Jones

Thanks for the report, Alice Lynn. Can you please visit this site and update the ticket with the results? http://supportdetails.com/

Daniel, do you have time to look into this today?

#2 - 2015-02-05 11:21 AM - Alice.Lynn McMichael

- File ALM-redmine-export.pdf added

Here's a pdf of the Support Details.

#3 - 2015-02-05 12:06 PM - Daniel Jones

Yes I'll take a look now.

#4 - 2015-02-05 12:17 PM - Daniel Jones

A quick test shows that it seems to be an issue with the theme she's using, "Velvet". I look more into where exactly the problem is to see if there's a fix we can provide or if it's actually our fault, but just in case she needed a quick fix changing the theme seems to work.

#5 - 2015-02-05 12:24 PM - Matt Gold

Thanks, Daniel. We've done some customization of this theme, so I'd prefer to stick with it if possible. I am wondering if the theme has been updated since we added it, though. I will email the theme files; can you please check versions? thank you

#6 - 2015-02-05 12:29 PM - Daniel Jones

Yes - judging from the conversation about this error online it looks like older versions of theme aren't compatible with Wordpress 4+. Do you know when was the last time it was updated?

#7 - 2015-02-05 12:31 PM - Daniel Jones

So the version you sent me via email is 1.8 and the version we have on the commons looks like it's 1.3. So maybe update it and see if that fixes the issue?

#8 - 2015-02-05 12:35 PM - Boone Gorges

Adding Ray as a watcher - can we make sure to get this on the Major Update list today, for release on the 21st?

Dan, in the meantime, can you try to reproduce the issue locally, and see if the proposed update does resolve the issue?

#9 - 2015-02-05 12:39 PM - Daniel Jones

Good call Boone - when I update the theme locally the problem appears to be resolved.

#10 - 2015-02-05 12:46 PM - Matt Gold

Thanks so much, all. However, I would much prefer not to wait until the 21st . . .I just checked Theme stats, and there are only two sites on the Commons using this theme:

gcdigitallab
gcdsl

Both of these are mine (in fact, I think one is a draft or dev site for the other). Is there any way we can get the newer version up sooner than the 21st?

#11 - 2015-02-05 03:39 PM - Boone Gorges

- Target version set to 1.7.12

We can skip the normal process and update this theme for the release on the 11th. Let me know if this is urgent and you need something sooner.

#12 - 2015-02-06 02:37 AM - Raymond Hoh

I've left the "Velvet" theme off the Major Updates list, since we're going to update it on the 11th or sooner.

#13 - 2015-02-12 08:55 AM - Boone Gorges

Dan or Matt - Can I ask you to send me the Velvet theme files, or upload them to this ticket?

#14 - 2015-03-03 11:56 AM - Daniel Jones

- File themeforest-304184-velvet-minimal-business-theme-wordpress_theme(1).zip added

Not sure if you've gotten these yet, but I've attaached a zip here.

#15 - 2015-03-03 01:36 PM - Boone Gorges

- Target version changed from 1.7.12 to 1.7.15

Thanks, Dan.

#16 - 2015-03-09 11:54 AM - Daniel Jones

Just wanted to check and make sure there isn't anything else for me on this ticket right now - we're still set to include this on the update on the 11th, right?

#17 - 2015-03-09 09:36 PM - Boone Gorges

- Status changed from Assigned to Resolved

Whoops, thanks for the reminder, Dan. Updated in
https://github.com/cuny-academic-commons/cac/commit/0549590390935f537c5801ff644cea45bd85b5d2

Files

ALM-redmine-export.pdf	17 KB	2015-02-05	Alice.Lynn McMichael
themeforest-304184-velvet-minimal-business-theme-wordpress_theme(1).zip	1.88 MB	2015-03-03	Daniel Jones