

CUNY Academic Commons - Bug #3964

"There was a problem..." error when posting Group Announcement

2015-04-01 10:24 PM - scott voth

Status:	Resolved	Start date:	2015-04-01
Priority name:	Normal	Due date:	
Assignee:	Boone Gorges	% Done:	0%
Category name:	Group Announcements	Estimated time:	0.00 hour
Target version:	1.8.17		
Description			
Hi - Commons member Shawn McGinniss reports an issue with posting group announcements: "I encountered an error today while trying to post an announcement which reads, 'There was a problem posting your update, please try again' in a red bar above the text entry box on the Announcements page. The error is the same across browsers and occurs whether or not the box is checked to email the announcement to all members of the group. "			
This is Zendesk issue #257 which also includes a screenshot. Thanks.			
Related issues:			
Related to CUNY Academic Commons - Bug #3856: Admin can't post announcement		Resolved	2015-02-27

History

#1 - 2015-04-02 07:31 AM - Boone Gorges

- Subject changed from Possible problem with Group Announcements to "There was a problem..." error when posting Group Announcement
- Assignee changed from Boone Gorges to Raymond Hoh

Ray, could you have a look to see if you could reproduce?

#2 - 2015-04-02 10:34 AM - Matt Gold

Just want to note that this is the second report of this error. Please see <http://redmine.gc.cuny.edu/issues/3856>

#3 - 2015-05-10 12:39 PM - scott voth

- File shawn.jpg added

Hi -
Shawn experienced this issue again. See attached screenshot.

#4 - 2015-05-26 02:39 AM - Raymond Hoh

- Target version set to 1.8.1

I could not duplicate the problem.

However, I do see one potential issue. If Shawn had a ton of browser cookies when attempting to post the group announcement, this could have led to the error. (This is similar to [a bug I reported to BuddyPress](#), which was fixed awhile ago.)

Our custom email announcement code has a similar problem. I've [added a commit to fix this](#), but am unsure if this will address this issue 100%.

If someone encounters this problem again, can the person do the following?

In Firefox:

1. Before posting the announcement, open up the Web Console (the easiest way to do this is by right-clicking on the page and selecting "Inspect Element")
2. Next, click on the "Network" Tab.
3. Click on the "Post Update" button to attempt to post the announcement. An entry will be listed in the "Network" tab. Click on it.
4. This will open a side window with a bunch of information. Click on the "Params" tab and list the information.

I've attached an animated GIF detailing this process in Firefox as well:

5dxgAlx.gif

I can write up a similar tutorial for Chrome if needed.

#5 - 2015-06-01 04:28 PM - Boone Gorges

- Target version changed from 1.8.1 to 1.8.2

#6 - 2015-06-11 10:02 AM - Boone Gorges

- Target version changed from 1.8.2 to 1.8.3

#7 - 2015-06-22 09:55 AM - Boone Gorges

- Target version changed from 1.8.3 to 1.8.4

#8 - 2015-07-02 10:24 AM - Boone Gorges

- Target version changed from 1.8.4 to 1.8.5

#9 - 2015-07-21 10:47 AM - Boone Gorges

- Target version changed from 1.8.5 to 1.8.6

#10 - 2015-08-02 08:50 AM - Boone Gorges

- Target version changed from 1.8.6 to 1.8.7

#11 - 2015-08-11 05:19 PM - Boone Gorges

- Target version changed from 1.8.7 to 1.8.8

#12 - 2015-08-21 10:21 AM - Boone Gorges

- Status changed from New to Resolved

Given the number of punts here, and the lack of further reports, I'm going to mark this one resolved. Please reopen if there are still problems.

#13 - 2015-11-16 11:42 PM - Boone Gorges

- Status changed from Resolved to Assigned

- Assignee changed from Raymond Hoh to Boone Gorges

- Target version changed from 1.8.8 to 1.8.17

I got a private report from another user about this. The user provided me with details about the content of the announcement, and I was able to reproduce the issue. It turns out that including too many links trips the `bp_core_check_for_moderation()` flag (first time I have ever seen this function!!)

I'm going to disable the `max_links` check for the Commons, as I think we trust our users not to be link farmers.

#14 - 2015-11-16 11:56 PM - Boone Gorges

- Category name changed from *BuddyPress (misc)* to *Group Announcements*

- Status changed from Assigned to Resolved

It turns out not to be easy to disable the `max_links` check alone for a given type of activity, so I've disabled all automated moderation for group announcements <https://github.com/cuny-academic-commons/cac/commit/d52bd5213bae2f1c807349dc5fd232ad1d616193> It's not a very good feature of BP anyway.

This is deployed as a hotfix, as it was easiest to debug there.

#15 - 2015-11-18 05:45 PM - Raymond Hoh

It turns out that including too many links trips the `bp_core_check_for_moderation()` flag (first time I have ever seen this function!!)

Related: <https://buddypress.trac.wordpress.org/ticket/6719> :)

Files

shawn.jpg	133 KB	2015-05-10	scott voth
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