

CUNY Academic Commons - Support #4047

Help James Samuel with Theme after it was updated

2015-05-08 03:45 PM - scott voth

Status:	Resolved	Start date:	2015-05-08
Priority name:	Normal	Due date:	
Assignee:		% Done:	0%
Category name:	WordPress Themes	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
Hi - James Samuel's theme was updated automatically, and he has been able to fix most problems - but he still has some outstanding issues he needs help with. Here is a link to his request: https://cunycommons.zendesk.com/agent/tickets/318			

History

#1 - 2015-05-08 03:57 PM - Boone Gorges

Hi Scott - I don't have a zendesk login. Any chance you can paste the issues here?

#2 - 2015-06-04 10:20 PM - scott voth

Thank you Scott,

I did edit and make most of it work - I am not getting a mouse over visibility of the sub-pages on the navigation menu.

Can something be done about it /any solutions?

I have sub-page under: <http://qrfellowssps.common.gc.cuny.edu/student-resources/>

which is <http://qrfellowssps.common.gc.cuny.edu/student-resources/qr-course-plus/> and un-viewable in the navigation menu ...I'm probably missing something?

/ technology support'

Warm regards,

Jim Samuel

Online QR Resources: <https://qrfellowssps.common.gc.cuny.edu/>

All Student requests to be submitted via: <https://qrfellowssps.common.gc.cuny.edu/contact-us/>

Thursdays [8:00 AM – 2:00 PM],

School of Professional Studies, City University of New York

119 West 31st St., # 406 H, NY, NY 10001

Phone: 646.664.8639 | Email: James.Samuel@cuny.edu<mailto:James.Samuel@cuny.edu>, Please send all emails Ccd to Onlinespsqrhelp@gmail.com<mailto:Onlinespsqrhelp@gmail.com>

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Sorry Boone - missed the notification on this one. Here is a snapshot of the issue

Scott Voth Apr 30 19:54

Hi James -

We just recently encountered a similar issue, and after some debate (you can track at <http://redmine.gc.cuny.edu/issues/4019>), decided that for security and logistic reasons, we don't want to support deprecated versions of plugins and themes. We announce on the Commons Dev blog (<https://dev.common.gc.cuny.edu/>) when we are updating themes and plugins, but we realize members are sometimes caught off guard.

Can we ask you to try to make changes to the new version of your theme, and if you encounter problems, can respond to this thread, and we'll assign a resource to address the issue?

#3 - 2015-06-11 09:37 AM - Boone Gorges

Hi Scott - It looks to me like the page in question <http://qrfellowssps.common.gc.cuny.edu/student-resources/qr-course-plus/> is in fact showing up in the nav menu. Hover over Student Resources and you'll see "Course Resources" as a submenu link.

#4 - 2015-07-21 10:24 AM - Boone Gorges

- Status changed from New to Resolved

- Target version set to Not tracked

Hi Scott - I'm going to close this ticket so that I can clear the triage report. If there are still issues, please let me know. Thanks!

#5 - 2015-07-21 06:12 PM - Matt Gold

Scott, please tell Jim about this. Thanks