

CUNY Academic Commons - Bug #4560

access denied to <http://cdev.gc.cuny.edu/>

2015-09-04 11:12 AM - erin glass

Status:	Resolved	Start date:	2015-09-04
Priority name:	Normal	Due date:	
Assignee:	Chris Stein	% Done:	0%
Category name:	cdev.gc.cuny.edu	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
Hi Boone. After giving the suggested login (username 'cdev' and password 'community') I'm taken to the "Red Hat Enterprise Linux Test Page" (screenshot attached). When I then navigate to the beta version (http://cdev.gc.cuny.edu/papers/a-paper-by-ray/) I'm denied access (screenshot attached). Thanks for your help!			

History

#1 - 2015-09-04 12:12 PM - Boone Gorges

Thanks, Erin. Can I ask you to clear your browser cache - or try a different browser - and try again?

If you're still having the problem, please take screenshots that include the page URL, or let me know what the exact URLs are that correspond to each screenshot.

#2 - 2015-09-06 01:31 PM - Stephen Real

Boone,
I am having the exact same symptoms as Erin is having.

#3 - 2015-09-06 01:37 PM - Matt Gold

- File Screen Shot 2015-09-06 at 1.37.24 PM.png added

me three. screenshot attached

#4 - 2015-09-06 05:01 PM - Boone Gorges

Access should be restored. There was a bug, which I'll detail later. Let's leave this ticket open until I have a few moments to write it up.

#5 - 2015-09-09 03:52 PM - Boone Gorges

- Status changed from New to Resolved

The problem came from <https://github.com/cuny-academic-commons/cac/commit/68d2a6ec>, which introduced a bit of syntax not compatible with cdev/commons version of PHP. Dan, I'm copying you as an FYI.

Fixed in <https://github.com/cuny-academic-commons/cac/commit/6a4d460f3ef6747aa0f2df7840a08e9c688cc8ab>

#6 - 2015-09-15 01:09 PM - Chris Stein

Updating this after mentioning it on today's dev call. I have the same issue that Erin posted where I get the Red Hat page but only in certain circumstances. I looked into a bit further and don't know why it's happening but here are the facts:

- works in Firefox
- works in Incognito mode in Chrome
- doesn't work in normal Chrome mode Version 45.0.2454.85 (64-bit)

I went in and removed cookies and local storage for cdev.gc.cuny.edu and did a hard refresh and restarted the browser but still had the issue. It may be something related to one of my extensions as well I might try disabling those later and see if that changes anything.

#7 - 2015-09-15 01:11 PM - Chris Stein

- Status changed from Resolved to Testing Required

- Assignee changed from Boone Gorges to Chris Stein

Changing this to testing required just to help remind me to see if I can figure out what about my Chrome setup is the issue (if it's coming from the client side).

#8 - 2015-09-21 11:27 AM - Boone Gorges

- Target version set to Not tracked

Chris, have you had a chance to follow up here?

#9 - 2015-09-27 05:49 PM - Stephen Real

Boone,
I have an update which is to confirm that when I use Safari, with the credentials cdev/community to login to cdev.gc.cuny.edu I land on a Red Hat test page. However, when I use the same credentials in Firefox, I successfully land on the home page for CDEV.

#10 - 2015-09-28 11:35 AM - Boone Gorges

Thanks, Stephen. It's likely that the issue you described in [#4677](#) is the same as the one that Chris has reported here, but let's track them separately in case they're different. I'll update that other ticket once I've heard back from IT.

#11 - 2016-01-26 04:49 PM - Boone Gorges

- Category name set to cdev.gc.cuny.edu
- Status changed from Testing Required to Resolved

Haven't heard anything about this in a while, so I'm guessing it was a bad configuration being cached by browsers. If it comes up again, please reopen.

Files

Screen Shot 2015-09-04 at 11.11.05 AM.png	112 KB	2015-09-04	erin glass
Screen Shot 2015-09-04 at 11.11.35 AM.png	24.7 KB	2015-09-04	erin glass
Screen Shot 2015-09-06 at 1.37.24 PM.png	151 KB	2015-09-06	Matt Gold