

CUNY Academic Commons - Bug #4831

User cannot update profile

2015-10-28 03:33 PM - Marilyn Weber

| | | | |
|------------------------|------------------|------------------------|------------|
| Status: | Resolved | Start date: | 2015-10-28 |
| Priority name: | Normal | Due date: | |
| Assignee: | Boone Gorges | % Done: | 0% |
| Category name: | Public Portfolio | Estimated time: | 0.00 hour |
| Target version: | 1.9.4 | | |

Description

A user reports that while she can access the Edit Profile page and can click on Submit Changes, she is then returned to the Editing page and her changes never appear. I tried to duplicate the problem and could not; it worked fine for me.

Here is what I asked her and how she replied:

Marilyn Weber Today 14:21

Please confirm the following:

1) You are able to access the editing page (<http://commons.gc.cuny.edu/members/YOURNAME/profile/edit/group/1/>) which shows you boxes that ask for "Full Name," "Brief Descriptor," "About You", etc.

2) At the bottom of that page, you see a button that says "Save Changes"

3) When you click that button, you are taken to a page (<http://commons.gc.cuny.edu/members/YOURNAME/>) which shows your avatar on the right and does not show field boxes

Thanks!

Mara Gittleman 41 minutes ago

1) yes

2) yes

3) NO - it just takes me back to the same page where I can edit fields

History

#1 - 2015-10-28 03:39 PM - Boone Gorges

Marilyn, could you please ask the reporter for some more details about the kinds of edits being made? For example, did the user add lots of widgets with large amounts of text?

#2 - 2015-10-28 03:54 PM - Marilyn Weber

She tried to change her phone number and email address.

#3 - 2015-10-29 03:29 PM - Boone Gorges

I'm also unable to reproduce any problems.

I checked the error logs to see if anything jumped out for this specific user's URLs, but I didn't see anything out of the ordinary.

Could you ask the user to test with another browser, on the off chance that the problem is due to some weirdly sticky browser cache?

#4 - 2015-10-30 09:23 AM - Marilyn Weber

She replies:

I've tried chrome and firefox, mac and windows. I first made a profile in 2010. Perhaps the profiles have changed, and maybe there's an error message that I can't see? An error in one of the old fields? I may just need to delete my account and start over - please let me know if you think that will be necessary.

#5 - 2015-11-02 12:34 PM - Marilyn Weber

Should I take her up on her offer to delete the account and start over?

#6 - 2015-11-02 12:38 PM - Boone Gorges

No, no, please do not have her do that.

I have been away for the weekend, but will try to look at this today.

#7 - 2015-11-02 03:26 PM - Boone Gorges

- Category name set to Public Portfolio
- Assignee set to Boone Gorges
- Target version set to 1.8.16

I've done some debugging, and it's possible that the reason the data is not being saved is because a required field is not being filled out. Specifically, all users must have a value for "Role", and I see that this user does not. Could you ask her to test again, being sure to fill in all fields marked Required?

It appears that we don't provide any feedback when users forget these fields. We should do so.

#8 - 2015-11-03 01:37 PM - Marilyn Weber

Hooray! She replies:
That did it. Thank you! In the future, an error message would be **super** helpful here

We can close this ticket, I think

#9 - 2015-11-03 02:20 PM - Boone Gorges

Great!

I'm going to leave the ticket open as a reminder to add some error feedback.

#10 - 2015-11-11 01:23 PM - Boone Gorges

- Target version changed from 1.8.16 to 1.8.17

#11 - 2015-11-21 10:47 PM - Boone Gorges

- Target version changed from 1.8.17 to 1.8.18

#12 - 2015-12-01 11:21 PM - Raymond Hoh

- Target version changed from 1.8.18 to 1.9

#13 - 2015-12-09 12:57 PM - Boone Gorges

- Target version changed from 1.9 to 1.9.1

#14 - 2015-12-11 10:03 PM - Boone Gorges

- Target version changed from 1.9.1 to 1.9.2

#15 - 2015-12-21 02:38 PM - Boone Gorges

- Target version changed from 1.9.2 to 1.9.3

#16 - 2016-01-02 09:24 PM - Boone Gorges

- Target version changed from 1.9.3 to 1.9.4

#17 - 2016-01-11 10:46 PM - Boone Gorges

- Status changed from New to Resolved

In <https://github.com/cuny-academic-commons/cac-advanced-profiles/commit/d24aaf40c13c574c8add0e49bb0676433a54106d> I update the header-edit template so that BP's native error messages appear when required fields have not been filled in.