

CUNY Academic Commons - Bug #4850

ACERT site is down

2015-11-03 07:05 AM - Gina Cherry

Status:	Resolved	Start date:	2015-11-03
Priority name:	Immediate	Due date:	
Assignee:	Boone Gorges	% Done:	0%
Category name:	WordPress Plugins	Estimated time:	0.00 hour
Target version:	1.8.16		
Description			
The ACERT site has been down since 11 pm yesterday. We have noticed, thanks to Jetpack Monitor, that the site goes down relatively frequently, but usually for short periods of time. This is the first time it has been down for such an extended period.			

History

#1 - 2015-11-03 08:22 AM - Boone Gorges

- Category name set to *WordPress Plugins*
- Status changed from *New* to *Resolved*
- Assignee set to *Boone Gorges*
- Target version set to *1.8.16*

There was a semicolon missing in the set of updates that David gave to me in [#4847](#), which was causing a fatal error on the site. My apologies for not reviewing this more thoroughly. It should be fixed now.

#2 - 2015-11-03 10:03 AM - Gina Cherry

Thanks so much Boone, and our apologies. I will work with David to make sure this does not happen in the future.

While it's clear what caused the site to go down this time, I'm wondering why it has been going down on a regular basis. This started well before we started adding code to our site. We've only been logging the downtime since August; you can take a look at the downtime since then here (time is in minutes): https://docs.google.com/spreadsheets/d/1E_OlrycROakMRJB5goyAdGXCam8RMgtydINRxzJQ368/edit?usp=doclist_api. As you can see, there have been five times when the site was down for between 27 and 52 minutes and several shorter downtimes. Any insights about why this is happening?

#3 - 2015-11-05 12:45 PM - Boone Gorges

Hi Gina, Sorry to hear that you have had downtime. There are periodic times when the Commons itself is not responding properly. Unfortunately, the error logs I have access to do not go back far enough to cross-check with the spreadsheet you provided, so I can't verify whether your specific problems are due to larger problems on the Commons. When and if this comes up again, please let me know right away, so that I'll have as much data as possible for researching the problem.

It's also possible that Jetpack Monitor is setting of false alarms, possibly due to firewall issues that are blocking Jetpack's pinging mechanism. Next time you get one of the "your site is down" emails (and notice it soon enough), try clicking through to the site to see if it is, in fact, inaccessible to normal visitors.