

CUNY Academic Commons - Bug #57

User reports being blocked by spam filter

2009-10-27 06:41 PM - Matt Gold

Status:	Resolved	Start date:	2009-10-27
Priority name:	Normal	Due date:	
Assignee:	Lucas Thurston	% Done:	0%
Category name:	WordPress (misc)	Estimated time:	0.00 hour
Target version:			
Description			
A member reports that comments are being blocked by a spam filter.			

History

#1 - 2009-10-27 07:20 PM - Lucas Thurston

As per our chat discussion, let's check to see if this is WP-SpamFree doing this. The error message I get when I enable logging is:

The log file may not be writeable. You may need to manually correct the file permissions. Set the permission for the "/wp-spamfree/data" directory to 755 and all files within to 644.

Once the permissions are fixed, I'll reenable the plugin, and we should ask the user to try posting again.

#2 - 2009-10-28 07:35 AM - Matt Gold

Hi Lucas,

I just checked on the file permissions; they're already set up as that error message described. What do you think would be a logical next step?

Best,

Matt

p.s. It's possible that we don't really need wp-spamfree now that we have Askimet running on a sitewide basis.

#3 - 2009-10-30 03:18 PM - Lucas Thurston

Matt,

Yeah, it occurred to me that we should just disable that plugin and see if the user continues to have trouble posting. With only 3 items caught, I imagine Askimet is doing the bulk of the work.

Lucas

#4 - 2009-10-30 07:18 PM - Matt Gold

- Status changed from Assigned to Reporter Feedback

Thanks for your attention to this, Lucas. I've disabled the plugin and asked the user to try commenting again. I'll let you know what I hear.

#5 - 2009-11-30 01:05 PM - Matt Gold

- Status changed from Reporter Feedback to Resolved

ticket closed due to lack of response from member.