CUNY Academic Commons - Bug #5713

Site freezing

2016-06-17 02:57 PM - Marilyn Weber

Status:	Abandoned		**Start date:**	2016-06-17
Priority name:	High		**Due date:**	
Assignee:	Boone Gorges		**% Done:**	0%
Category name:	WordPress (misc)		**Estimated time:**	0.00 hour
Target version:	Not tracked			

Description

User Priscilla Stadler (

"In the past year, having multiple people (6 - 8) try to post on our commons sites has caused the sites to freeze. This makes group activities where participants are responding to each others' posts in a workshop or seminar impossible - a big loss for us.
In prior years, we did not have this issue. If you can help to resolve this it would be very much appreciated. As a facilitator for faculty professional development, I would hate to have to switch platforms due to this issue, but unfortunately it has gotten to the point where I am considering it. Other than that, I love the Commons! "

I asked her the following:
"Would you mind sending the URLs of your sites? And can you describe these freezes a little more - does the site stay frozen for a long time, do you get error messages, etc.? Thank you! "

She replied:
"It has definitely happened most frequently on this site: http://dbd2015.commons.gc.cuny.edu/"

Her email is pstadler@lagcc.cuny.edu.

History

#1 - 2016-06-17 03:01 PM - Marilyn Weber

Sorry, that "(" should be "reports"

#2 - 2016-06-17 04:14 PM - Matt Gold

- Category name set to WordPress (misc)

- Status changed from New to Assigned

- Assignee set to Boone Gorges

- Priority name changed from Normal to High

Hi Marilyn -- would you mind telling her that our lead developer is traveling but that we take this issue extremely seriously and will look into it in depth when he is back in a few days? Thank you.

#3 - 2016-06-20 10:46 AM - Boone Gorges

- Status changed from Assigned to Reporter Feedback

- Target version set to Not tracked

I'll be glad to have a look at this, but I'll need some more info to get started.

- What is meant by "freezing"? Does the browser stop responding to things like typing and clicks? Or maybe the page refuses to load - you get something like a "Connecting to commons.gc.cuny.edu..." message in the status bar? Or perhaps the site is loading properly, but newly posted content is not appearing (the content is "frozen")? The more specific the details, the more likely it is that I'll be able to debug efficiently.
- Can I get some more detailed description of exactly what is happening in these group sessions? From "having multiple people (6 - 8) try to post on our commons sites", I assume it's something like: multiple members go to Dashboard > Posts > New on their own machines, and they all attempt to publish new posts at approximately the same time. Is this correct? Or perhaps there is commenting or some other content involved?
- Can I get information about when the problems have happened? If I had a specific timeframe - like, the hour during which a group workshop occurred - I would be able to check the logs for hints about what might be happening.

#4 - 2016-06-21 11:59 AM - Marilyn Weber

I've passed on your questions.

#5 - 2016-06-23 01:43 PM - Marilyn Weber

She replies:

Thanks for the questions. It's been a few weeks since we tried to do this (though it happened repeatedly since last fall) and while I know that we were unable to upload our posts, I do not remember the specific answer to the first question, sorry. If you want me to try to replicate it, I can do that.
Your developer is correct, we are a group of people, all trying to post within a limited time period (part of a faculty seminar activity).
The last time this happened was on the afternoon of June 9 2016 , probably sometime between 4:30 and 5:30 on : http://techselfsociety.commons.gc.cuny.edu/ . It also happened repeatedly on http://dbd2015.commons.gc.cuny.edu/ throughout this year. I'd have to dig deeper to get the dates, let me know if you would like me to do that.

In turn, I replied:
Yes, it would be great if you could try to replicate, and the exact dates would also be helpful.

#6 - 2016-07-05 09:31 AM - Marilyn Weber

Boone, did that give you anything to work with?

Matt, any suggestions? I feel we're at an impasse - we told her we'd take this seriously but she's not being super responsive.

#7 - 2016-07-05 10:24 AM - Matt Gold

Hi Marilyn -- I think we need to keep nudging for a response. Please just be as patient and kind as you can! Thank so much.

#8 - 2016-07-06 04:58 PM - Marilyn Weber

Matt - Wrote this to her yesterday:
Would you feel comfortable giving me temporary admin access on http://dbd2015.commons.gc.cuny.edu/? I could then add a few other profiles which I control, and could try to replicate. Or if you can walk us through what happens with more detail, that would be great. Thanks!

Should I do more? I could try to call her.

#9 - 2016-07-06 05:00 PM - Matt Gold

Thanks, Marilyn. I'd let this lie until Monday. If you don't hear back from her by then, I'd write back to her, saying that you just want to check in again and see whether there is anything you can do to help or whether she can provide more info. I'd emphasize that we'd really like to help solve this problem as we value her participation in the Commons. thanks for your work on this.

#10 - 2017-11-15 10:58 AM - Boone Gorges

- Status changed from Reporter Feedback to Abandoned

I'm closing this to clear out some old tickets. Marilyn, if you hear anything else about this issue, please feel free to reopen.