CUNY Academic Commons - Bug #6286

Groups pages not displaying at all!

2016-10-14 10:13 AM - Marilyn Weber

Status:	Resolved		**Start date:**	2016-10-14
Priority name:	Immediate		**Due date:**	
Assignee:	Boone Gorges		**% Done:**	0%
Category name:	Groups (misc)		**Estimated time:**	0.00 hour
Target version:	Not tracked			

Description

Katina Rogers reported:
"Groups pages are silently failing for me; the following pages will not load but display only an empty browser window, no error message:

https://commons.gc.cuny.edu/groups/digital-humanities-initiative/
http://commons.gc.cuny.edu/groups/

I'm using Chrome and the error occurred at 9:42am on Friday, 10/14. I don't need any follow-up or support, just reporting the error."

I'm also using Chrome and am seeing the same thing. Two screenshots attached.

Related issues:

Related to CUNY Academic Commons - Bug #6310: Members of groups kicked out of...	**Duplicate**	2016-10-14	
Related to CUNY Academic Commons - Bug #6313: group member no longer in group...	**Duplicate**	2016-10-14	

History

#1 - 2016-10-14 10:15 AM - Matt Gold

- Category name set to Groups (misc)

- Status changed from New to Assigned

- Assignee set to Boone Gorges

- Priority name changed from High to Immediate

Boone -- are you around to take a look at this?

#2 - 2016-10-14 10:31 AM - Marilyn Weber

Both now work for me, at 10:31

#3 - 2016-10-14 10:34 AM - Marilyn Weber

Wait - they mostly work. Neither shows avatars.

#4 - 2016-10-14 10:35 AM - Matt Gold

I'm still getting failures on http://commons.gc.cuny.edu/groups/

#5 - 2016-10-14 11:04 AM - Boone Gorges

Looking.

#6 - 2016-10-14 11:12 AM - Boone Gorges

While I'm debugging this, if anyone is able to reproduce reliably, please do the following:

- Append ?bbgd=1 to your URL and reload the page. This will activate a temporary debug mode.
- Take a screenshot of error messages and upload it here

#7 - 2016-10-14 11:19 AM - Matt Gold

- File Screen Shot 2016-10-14 at 11.18.46 AM.png added

Hi Boone -- this is from the Groups page. Mac / Chrome

#8 - 2016-10-14 11:20 AM - Boone Gorges

This appears to be a bug in the latest version of Chrome. I'm continuing to investigate workarounds.

#9 - 2016-10-14 11:32 AM - Boone Gorges

I've got a workaround in place. Can I get confirmation that it's working? I'm still looking into root causes.

#10 - 2016-10-14 11:36 AM - Matt Gold

Yes, confirmed that this is working for me. thank you so much, Boone.

#11 - 2016-10-14 11:46 AM - Boone Gorges

- Target version set to Not tracked

The deepest cause I can be sure of is that Chrome is not receiving the end character of some chunk of the page, and is therefore refusing to render it. See http://stackoverflow.com/questions/29894154/chrome-neterr-incomplete-chunked-encoding-error/29990521 for one thread describing the issue.

This error can happen for many different reasons: a fatal error in an output buffers, Apache sending the wrong Content-Length header, improper gzip compression settings. The fact that the issue just started happening makes me think there may be a recent server change or a recent browser upgrade to blame, though it's not clear to me what it would be. I'll follow up with Lihua to rule out some possibilties.

I was able to find a workaround for the moment: disabling opcache. See http://stackoverflow.com/a/29970732. I have no idea why this fixes it. Ray, any thoughts?

#12 - 2016-10-14 12:01 PM - Matt Gold

- Target version deleted (Not tracked)

Hi Boone -- two questions:

-- will this affect CBOX sites?
-- is this a BuddyPress-wide issue?

#13 - 2016-10-14 12:02 PM - Matt Gold

(I am seeing NYCDH groups with a problem)

#14 - 2016-10-14 12:03 PM - Boone Gorges

As described above, I'm afraid I don't have any idea about the root cause. I'll follow up if/when I have more info.

#15 - 2016-10-14 12:03 PM - Boone Gorges

- Target version set to Not tracked

#16 - 2016-10-14 01:24 PM - Raymond Hoh

I'm trying to duplicate this on cdev, but I cannot. Tested on Chromium 56.0.2888.0 and Chrome 51.

Maybe this only occurs on production?

#17 - 2016-10-14 06:04 PM - Raymond Hoh

- Related to Bug #6310: Members of groups kicked out of the group including owners added

#18 - 2016-10-14 06:04 PM - Raymond Hoh

- Related to Bug #6313: group member no longer in group, can't rejoin. added

#19 - 2016-10-14 06:14 PM - Raymond Hoh

- Status changed from Assigned to In Progress

Boone did some investigating and found out that one of our memory caching instances was failing, which was probably the cause of all the other issues today (#6310, #6313).

To temporarily resolve this, we have disabled the instance causing the failure. We will relay this info to Lihua to see if he can run down the cause of the problem.

#20 - 2017-11-15 10:57 AM - Boone Gorges

- Status changed from In Progress to Resolved

Haven't seen this problem recur, so I'm closing.

Files

DHIBlank.JPG	31 KB	2016-10-14	Marilyn Weber
GroupsBlank.JPG	325 KB	2016-10-14	Marilyn Weber
Screen Shot 2016-10-14 at 11.18.46 AM.png	162 KB	2016-10-14	Matt Gold