

CUNY Academic Commons - Bug #6407

Privacy error getting to site's dashboard

2016-10-24 08:26 AM - Paul Hebert

Status:	Resolved	Start date:	2016-10-24
Priority name:	High	Due date:	
Assignee:	Boone Gorges	% Done:	0%
Category name:		Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
<p>When I try to go to the Program Social Media Fellow site's dashboard (https://smfellows.commonsc.gc.cuny.edu/wp-admin/) I receive a privacy error from Chrome ("NET::ERR_CERT_COMMON_NAME_INVALID"). If I continue to the site I get a 404 error, but mysteriously the address is https://brookcenter.gc.cuny.edu/wp-admin/upgrade.php?_wp_http_referer=%2Fwp-admin%2F</p> <p>I can go to the website by directly entering the Social Media Fellow site (http://smfellows.commonsc.gc.cuny.edu/), but I cannot then get to the dashboard.</p> <p>It's pretty weird. Any help would be appreciated.</p>			
Related issues:			
Related to CUNY Academic Commons - Bug #6413: Images not showing up		Duplicate	2016-10-24
Has duplicate CUNY Academic Commons - Bug #6410: Cannot log in - gives privac...		Duplicate	2016-10-24

History

#1 - 2016-10-24 08:54 AM - Naomi Barrettara

Adding to Paul's description - I am getting that same error when I try to go to the dashboard of <http://gcmusic.commonsc.gc.cuny.edu/> and <http://musicroombooking.commonsc.gc.cuny.edu/>.

The Brooks Center is part of the Music program, and I know there is a link to it in one of the menus of the GC Music page, so I am wondering if I am part of the problem somehow, as it seems every single Commons page that I am an administrator on is getting the 404 error and a redirect to the Brooks Center website.

#2 - 2016-10-24 09:32 AM - Paul Hebert

It hadn't occurred to me to check other sites. I'm in Naomi's camp: every site I attempt to access re-directs (through the privacy error) to the Brooks Center but lands on a 404. I don't have access to the Brooks Center or the music page, to my knowledge.

#3 - 2016-10-24 09:57 AM - Stephen Real

- File *image001_thumb.jpg* added

I see other users reporting Privacy Errors. There have been at least two other tickets on Zen Desk. Attached one screen shot.

#4 - 2016-10-24 09:59 AM - Matt Gold

- Status changed from *New* to *Assigned*

- Assignee set to *Boone Gorges*

#5 - 2016-10-24 09:59 AM - Matt Gold

Hi Boone and Ray -- please let me know whether we need to report this to IT

#6 - 2016-10-24 10:00 AM - Boone Gorges

I'm looking into it. If anyone can provide a full-sized screenshot, and/or details about browser/OS configurations, it would be helpful.

#7 - 2016-10-24 10:01 AM - Boone Gorges

- Has duplicate Bug #6410: Cannot log in - gives privacy error added

#8 - 2016-10-24 10:07 AM - Stephen Real

- File *2016-10-24_10-04-25.png* added

Better Screenshot.

#9 - 2016-10-24 10:11 AM - Boone Gorges

- Target version set to Not tracked

Thanks, Stephen.

This does not appear to be a problem caused by or fixable at the level of WordPress. I've reached out to IT with details.

#10 - 2016-10-24 10:13 AM - Matt Gold

Thanks so much, Boone.

#11 - 2016-10-24 10:16 AM - Boone Gorges

- Related to Bug #6413: Images not showing up added

#12 - 2016-10-24 10:18 AM - Boone Gorges

A note for our team that I'm using this opportunity to use our new status blog: <https://commonsstatus.wordpress.com/>

#13 - 2016-10-24 10:19 AM - Matt Gold

- File Screen Shot 2016-10-24 at 10.18.03 AM.png added

FYI, this is happening not only when one tries to log into a site, but also when one visits the homepage. See attached screenshot

#14 - 2016-10-24 10:23 AM - Luke Waltzer

- File Screen Shot 2016-10-24 at 10.21.28 AM.png added

After the privacy error, instead of the TLC site I get a "The Barry S. Brook Center" site (which is at <https://brookcenter.gc.cuny.edu/>) at my url (tlc.common.gc.cuny.edu), unstyled.

Screenshot attached.

#15 - 2016-10-24 10:45 AM - Marilyn Weber

Fixed for me now! Thanks all

#16 - 2016-10-24 11:07 AM - Paul Hebert

Looks like it's fixed for me now.

#17 - 2016-10-24 11:10 AM - Boone Gorges

- Status changed from Assigned to Resolved

Thanks for your patience and your testing, everyone. IT has resolved the issue.

Files

image001_thumb.jpg	718 Bytes	2016-10-24	Stephen Real
2016-10-24_10-04-25.png	133 KB	2016-10-24	Stephen Real
Screen Shot 2016-10-24 at 10.18.03 AM.png	90.5 KB	2016-10-24	Matt Gold
Screen Shot 2016-10-24 at 10.21.28 AM.png	295 KB	2016-10-24	Luke Waltzer