

CUNY Academic Commons - Support #6857

Committee on Religion website

2016-11-28 02:35 PM - Marilyn Weber

Status:	Resolved	Start date:	2016-11-28
Priority name:	Normal	Due date:	
Assignee:	Boone Gorges	% Done:	0%
Category name:	Blogs (BuddyPress)	Estimated time:	0.00 hour
Target version:	Not tracked		

Description

Lydia Pelot-Hobbs contact me on ZenDesk to say "I am currently having issues updating the Committee on Religion website (<http://studyofreligion.gc.cuny.edu/>)" Upon investigation, we found that she is probably not an admin on the site. I asked Matt to help and he tried, but:
"FWIW, I am unable to get to the dashboard of the site, even though I'm a superadmin on the Commons and logged in to the CAC. When I visit this site, it shows me as being not logged in; there might be something weird going on with the domain mapping." He has now suggested I take this issue here. Can I be added as admin to this site? Could someone take a look to see if there's something odd going on? Thanks!

History

#1 - 2016-11-28 03:05 PM - Boone Gorges

- Status changed from New to Resolved
- Target version set to Not tracked

The user has been restored to Administrator status on the site. This appears to be the same issue as what's perpetually happening to Scott Voth, which I'm continuing to try to figure out.

FWIW, I am unable to get to the dashboard of the site, even though I'm a superadmin on the Commons and logged in to the CAC. When I visit this site, it shows me as being not logged in; there might be something weird going on with the domain mapping.

This feature has never worked properly. See <https://redmine.gc.cuny.edu/issues/1508>. The issue will be moot if we move to <https://redmine.gc.cuny.edu/issues/5525>.

Marilyn, please let me know if the problem recurs.

#2 - 2016-11-28 05:54 PM - Matt Gold

Aha -- thanks, Boone!

#3 - 2016-11-28 06:41 PM - Marilyn Weber

- Status changed from Resolved to New

Boone and Matt -

Can you add me as an admin as well? Here's why:

- 1) I think Lydia may still need a hand
- 2) My other boss is on that committee, is organizing a conference for it in the Spring and wants publicity, and has asked very nicely. History and SoR have a ton of overlaps at the moment.

If these reasons aren't enough I can get permission of the actual admins if you can give me a list. Thanks for considering!

Also, feel free to let me know if I should not have reassigned the status as New. I'm not clear on how to get your attention once it's marked as Resolved.

#4 - 2016-11-28 06:43 PM - Matt Gold

- Status changed from New to Assigned
- Assignee set to Boone Gorges

#5 - 2016-11-29 11:02 AM - Boone Gorges

- Status changed from Assigned to Reporter Feedback

Sure thing, Marilyn. I've just added you. You might need to click a link in an email to accept the invitation.

Also, feel free to let me know if I should not have reassigned the status as New. I'm not clear on how to get your attention once it's marked as Resolved.

Reopening the ticket is fine. Thanks!

Let me know if you're in, and we can close the ticket.

#6 - 2016-11-29 11:07 AM - Marilyn Weber

I'm in. Feel free to close

#7 - 2016-11-29 11:09 AM - Boone Gorges

- Status changed from Reporter Feedback to Resolved

Thanks!

#8 - 2017-08-16 09:12 AM - Marilyn Weber

Can you add me as admin again? I'll be meeting with the new admin today, who reports:

I have access to the dashboard, but it appears to be limited. I can edit an existing page, but I don't seem to have access to the events widget or some other features. Would it be possible to have full access?

#9 - 2017-08-16 03:44 PM - Boone Gorges

You've been made an administrator.

#10 - 2017-08-16 04:49 PM - Marilyn Weber

I've now invited in the person who really manages the site to be an Author and Contributor, because I don't see Administrator as a choice. That's fine by me if it works, but should this be a concern?

I see here (<https://redmine.gc.cuny.edu/issues/3490>) that it's one of four non *.commons.gc.cuny.edu domains, fwiw. I know that all four of these groups are (or were) Mellon sponsored entities so I assume that has something to do with the reason why.

#11 - 2017-08-16 05:13 PM - Boone Gorges

Maybe only the super admin can promote someone to full admin? I'm unsure. Anyway, if you send me the name of the user, I can do the promotion. (Here or privately is fine.)

#12 - 2017-08-17 09:10 AM - Marilyn Weber

Thanks - it's Emily Crandandall, username ecrandall, email ecrandall@gradcenter.cuny.edu.

#13 - 2017-08-17 10:24 AM - Boone Gorges

Thanks, Marilyn. I've added Emily as an Administrator to the site.