

CUNY Academic Commons - Bug #7684

trying to post too often error

2017-02-15 03:04 PM - Marilyn Weber

Status:	Resolved	Start date:	2017-02-15
Priority name:	High	Due date:	
Assignee:	Raymond Hoh	% Done:	0%
Category name:	Reply By Email	Estimated time:	0.00 hour
Target version:	1.10.12		
Description			
User Stephen Klein reports: Got this message when trying to post via an email reply to the JITP private group: "Hi there, Unfortunately, your reply to the forum topic could not be posted because it appears that you are trying to post too often. Please wait a few minutes and try again. We are sorry for the inconvenience, but you will need to repost the following message:" But have not posted too much.			

History

#1 - 2017-02-15 03:10 PM - Boone Gorges

- Category name set to Reply By Email
- Assignee set to Raymond Hoh

Ray, can you have a look please?

#2 - 2017-02-21 04:08 PM - Marilyn Weber

Let me know if/when I can reply to the Zendesk poster. He's a GC librarian, and I'm fairly sure still wants to know.

#3 - 2017-02-21 04:08 PM - Marilyn Weber

Thanks and sorry to be a nudge

#4 - 2017-02-21 04:14 PM - Boone Gorges

- Priority name changed from Normal to High

#5 - 2017-02-22 12:24 PM - Raymond Hoh

Hi Marilyn,

Sorry for missing this ticket!

RBE follows the bbPress setting "Throttle posting every X seconds". By default, this value is 10 seconds, so it is quite possible that Stephen is hitting the throttle limit.

We should probably set this to a higher value. 10 seconds seems a little too low. Boone, should we set this to 60 or 120 seconds? (I've bumped the value to 60 seconds for now.)

Or maybe RBE should not use this bbPress setting at all.

#6 - 2017-02-22 12:32 PM - Boone Gorges

Doesn't bumping the number make it **more** likely that users will hit the throttle?

I think it's probably safe to disable the throttle.

#7 - 2017-02-22 12:37 PM - Raymond Hoh

Oops! Yeah, you're right!

I've set this value to 0, which should disable the throttle.

I also just looked at the the throttle code in bbPress and for non-logged-in users, bbPress uses the last posted time from the user's IP address. The problem with this is RBE uses a fixed IP (127.0.0.1), so it's quite possible that conflicts will occur for RBE users. I'm going to look at disabling this feature within RBE as well.

#8 - 2017-02-22 05:36 PM - Marilyn Weber

Thanks, Ray! I let the user know it's done. I see you and Boone are still chatting, but from my POV it's done.

#9 - 2017-02-23 10:31 AM - Boone Gorges

- *Target version set to 1.10.12*

Setting to 0 seems like a fine workaround for me.

Disabling the IP throttle for RBE posts sounds like it'll prevent this problem across lots of installations, not just ours.

#10 - 2017-02-28 12:43 PM - Raymond Hoh

- *Status changed from New to Resolved*

I've updated RBE in [commit 4d6125b](#).

This removes the bbPress throttle checks, which should address the "post too often" bounceback email from occurring.