

CUNY Academic Commons - Bug #7767

Site loading problems

2017-03-07 11:25 AM - Marilyn Weber

Status: Resolved	Start date: 2017-03-07
Priority name: Normal	Due date:
Assignee:	% Done: 0%
Category name:	Estimated time: 0.00 hour
Target version: Not tracked	

Description

User Gina Cherry reports:

"I have been unable to access one of the Commons WordPress sites that I am developing, <https://bmccetls.commons.gc.cuny.edu>, for at least a week. When I attempt to access the site, the browser just hangs and nothing is loaded. I have no problem accessing any of my other sites on the Commons. Please advise."

I just tried on Chrome and IE and the site loaded for me, but some of the graphics are broken.

Any advice?

History

#1 - 2017-03-07 11:45 AM - Boone Gorges

- File *Screenshot_2017-03-07_10-41-09.png* added

- Status changed from *New* to *Reporter Feedback*

Site is loading OK for me too. See attached screenshot. Tested in Chrome and Firefox latest.

When Gina says "the browser just hangs", does it mean that the browser application locks up, and has to be force-quit or something like that? This would suggest that a runaway bit of JavaScript (or something along these lines) is exhausting browser resources. If "hangs" means that the browser tries to connect to and/or load the site, but never finishes, then it could be a connectivity problem of some sort. In addition to a more complete explanation of "hangs", it'd be helpful to test the following:

- Assuming that the browser tries but doesn't succeed in loading the site, what does it say in the status bar? Eg: "Connecting to bmccetls.commons.gc.cuny.edu", "Connection refused", etc.
- Open the browser's developer console. Are there any errors there? Are there any 40x or 50x errors in the Network tab?
- Has Gina tried from more than one browser? More than one computer? More than one network connection (like home vs campus)?

#2 - 2017-03-07 12:02 PM - Marilyn Weber

- Status changed from *Reporter Feedback* to *New*

She now reports success, so closing this ticket.

#3 - 2017-03-21 09:57 PM - Boone Gorges

- Status changed from *New* to *Resolved*

- Target version set to *Not tracked*

Files

Screenshot_2017-03-07_10-41-09.png	450 KB	2017-03-07	Boone Gorges
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