

CUNY Academic Commons - Bug #8125

careerplan admin page failing to load with "currently unable to handle this request"

2017-05-10 01:18 PM - Marilyn Weber

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| Status: | Resolved | Start date: | 2017-05-10 |
| Priority name: | High | Due date: | |
| Assignee: | | % Done: | 0% |
| Category name: | WordPress Themes | Estimated time: | 0.00 hour |
| Target version: | 1.10.19 | | |
| Description | | | |
| Abigail Turner (aturner@gradcenter.cuny.edu) from the Office of Career Planning and Professional Development reports: | | | |
| Is there something wrong with the Commons' page editing functions? We have been unable to edit our page on the Commons - https://careerplan.commonsgc.cuny.edu/ - since last Friday. I can log in, but when I click "Edit Page" on the top bar, at first there is no response and then an error page says "careerplan.commonsgc.cuny.edu is currently unable to handle this request". I work for the Office of Career Planning at the Grad Center | | | |

History

#1 - 2017-05-10 02:01 PM - Boone Gorges

- Subject changed from currently unable to handle this request? to careerplan admin page failing to load with "currently unable to handle this request"
- Category name set to WordPress Themes
- Status changed from New to Reporter Feedback
- Target version set to 1.10.19

The Dashboard is failing to load because the Basic theme (parent of the active theme) is attempting to do some background fetching of content from the theme author's website, but those requests are timing out. This is causing the entire page request to time out.

A few things about this. First, it's pretty lousy behavior on Basic's behalf - this functionality should probably happen asynchronously, and it should use more modern WordPress HTTP functions that allow the timeout length to be set.

Second, the theme is throwing a notice that there's a new version of Basic available. It's possible/likely that these issues are addressed in the newer version, but I don't have access to it. It was added to the Commons as part of [#4390](#). I've added Stephen and Jenny as watchers to this ticket, as they were my original contacts, and they'd be the ones most likely to have the necessary license to download an updated copy of the theme. It'd be great if we had a system in place for keeping it up to date - perhaps the license holder could subscribe to email updates from the theme vendor, and could pass along updated files to me periodically.

For the time being, I've manually disabled Basic's remote fetches. The Dashboard should now load as expected. <https://github.com/cuny-academic-commons/cac/commit/4fb5d51f89d4dbbfaceb3293b26b8c05e1441d74>

#2 - 2017-05-10 02:11 PM - Marilyn Weber

Thank you!

Should I suggest that they consider another theme?

#3 - 2017-05-10 02:12 PM - Stephen Klein

It is a free theme and it is updated approximately about once a month:

<https://themify.me/themes/basic>

Note: i find downloading and then SFTP'ing more reliable than using the dashboard updater (gclibrary=>Update)

Dashboard=>gclibrary=>changelogs
reveal each new release

#4 - 2017-05-10 02:13 PM - Stephen Klein

so the current version of the theme (1.5.0) is super outdated. Current theme is 1.8.0

#5 - 2017-05-10 02:18 PM - Boone Gorges

- Status changed from Reporter Feedback to Resolved

Marilyn - They're using a custom child theme, so suggesting a different theme is probably not going to be a productive suggestion.

Stephen - Thanks for pointing this out. I didn't click through to see that they have a free option for this theme. I'll add a note to my monthly release script that this theme needs to be checked. Note that this means that someone from the Library team should watch <https://dev.commonsc.gc.cuny.edu> on the 5th of each month to learn about Basic updates that may take place on the 21st of that month. This should give some time to do any necessary local testing on your end, or to notify me if we need to delay a Basic upgrade for a month or two. See <https://dev.commonsc.gc.cuny.edu/release-schedule-and-procedures/> for more details ("Major Update Releases").

I'm going to mark this resolved based on the above. Thanks for the help, all.

#6 - 2017-05-10 02:20 PM - Stephen Klein

As updates are released, I run alpha, beta, gold updates on scratch, dev and then production for the library. So maybe, I just continue to run and if I encounter any issues, I will report and tell you not to proceed? If you do not hear from me, assume all is good. Works?

#7 - 2017-05-10 02:25 PM - Boone Gorges

Yup, that sounds ideal. Thank you for doing advance testing! It's much more pleasant to hold back an update than to put out fires after the fact.

#8 - 2017-05-10 02:27 PM - Stephen Klein

Absolutely never a problem, because I perform anyway to play it safe. Always assume that I am testing practically the same day that an update is released, unless I am out on holiday/vacation. Approximately about 1 update a month, but sometimes more. Again, if you do not hear from me, assume the newest version works.

#9 - 2017-05-10 02:30 PM - Stephen Klein

Releases can be more easily accessed via:

[[<http://themify.me/changelogs/basic.txt>]]

rather than using Dashboard=>gclibrary=>changelogs

#10 - 2017-05-10 02:42 PM - Stephen Klein

meant 'release history' can be more easily accessed via:

[[<http://themify.me/changelogs/basic.txt>]]

rather than using Dashboard=>gclibrary=>changelogs

#11 - 2017-07-13 10:36 AM - Stephen Klein

Hi Boone,

Somehow I forgot to inform you, but a few new releases have occurred and actively tested on our production site, so when ready upload the update to the Commons:

<https://themify.me/themes/basic>

Thanks,
Stephen

#12 - 2017-07-13 12:20 PM - Boone Gorges

Sure thing, Stephen. I've opened a ticket to track the issue: [#8407](#). The update will be in the release on the 21st.

#13 - 2017-07-13 12:54 PM - Stephen Klein

Thank you.