

CUNY Academic Commons - Bug #8878

cuny.is site link won't work

2017-11-01 09:43 AM - Marilyn Weber

Status:	Resolved	Start date:	2017-11-01
Priority name:	Urgent	Due date:	
Assignee:	Boone Gorges	% Done:	0%
Category name:	cuny.is	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
The http://cuny.is/planningwithparents link points to the commons main page. I deleted it from the cuny.is admin page, but putting it in again doesn't help (I do get the "added to the database" green confirmation banner, but no actual success. Joe Rosenberg, law prof at CUNY law, is frantic as he's presenting on this today.			

History

#1 - 2017-11-01 09:45 AM - Matt Gold

- Assignee set to Boone Gorges

- Priority name changed from High to Urgent

#2 - 2017-11-01 09:45 AM - Matt Gold

- Category name set to cuny.is

#3 - 2017-11-01 09:48 AM - Boone Gorges

It's working for me. Can you please try on a different browser?

#4 - 2017-11-01 09:52 AM - Matt Gold

working for me as well. Chrome Mac OS. Sorry I didn't test before upping the priority, Boone

#5 - 2017-11-01 09:55 AM - Marilyn Weber

Yes, works on Chrome but not firefox (on a PC)

#6 - 2017-11-01 09:58 AM - Boone Gorges

Marilyn, are you at the GC? Are you able to try the redirect in a private browsing window on Firefox to narrow down the scope of the issue?
<https://support.mozilla.org/en-US/kb/private-browsing-use-firefox-without-history>

#7 - 2017-11-01 09:58 AM - Boone Gorges

Another thing to check is whether **any** cuny.is shortlinks are working from your machine.

#8 - 2017-11-01 10:00 AM - Matt Gold

I'm at the GC and the shortlink is working for me on a Mac w/FireFox in both regular and private browsing windows

#9 - 2017-11-01 10:00 AM - Matt Gold

Marilyn is on a PC, though

#10 - 2017-11-01 11:14 AM - Marilyn Weber

Even weirder - now I'm at the GC and getting different results on Chrome on two different PCs. Matt, if you have a sec, do you want to come see this?

On the Chrome browser at my desk, <http://cuny.is/planningwithparents> resolves to <https://commons.gc.cuny.edu/register/?new=joerosenberg>

It works on Firefox and Microsoft Edge.

#11 - 2017-11-01 11:44 AM - Marilyn Weber

Other cuny.is links working perfectly. I've asked Joe to test and let us know.

#12 - 2017-11-01 12:41 PM - Marilyn Weber

Joe just wrote: "Works on Mac on safari & chrome (didn't try Firefox), so thank you!"

#13 - 2017-11-01 03:06 PM - Boone Gorges

- *Status changed from New to Resolved*

- *Target version set to Not tracked*

Very odd. Let's revisit if a similar problem comes up in the future.