

CUNY Academic Commons - Bug #8917

Files not downloading from Groups properly

2017-11-16 10:39 AM - Marilyn Weber

| | | | |
|--|--------------|------------------------|-------------------|
| Status: | Resolved | Start date: | 2017-11-16 |
| Priority name: | High | Due date: | |
| Assignee: | Boone Gorges | % Done: | 0% |
| Category name: | Group Files | Estimated time: | 0.00 hour |
| Target version: | 1.12.3 | | |
| Description | | | |
| User Sara Vogel [mailto: svogel@gradcenter.cuny.edu] reports: | | | |
| "Across two different groups that I am involved with (https://commons.gc.cuny.edu/groups/qualitative-research-in-education-2017/ and https://commons.gc.cuny.edu/groups/fall-2017-foundations-of-bilingual-ed-at-hunter/) I am not able to download files from the Files section of the groups. | | | |
| Acrobat Reader gives me an error message when I try to download PDFs and when I try to download word documents, it downloads the file, but the word doc is blank." | | | |
| I've attached the screenshot of the error message. | | | |
| Related issues: | | | |
| Related to CUNY Academic Commons - Bug #8880: get_group_doc should use X-Send... | | Resolved | 2017-11-01 |

History

#1 - 2017-11-16 10:45 AM - Matt Gold

- Category name set to Group Files
- Status changed from New to Assigned
- Assignee set to Boone Gorges
- Priority name changed from Normal to High

Hi Marilyn,

Can you please give this a quick test on one of our groups?

#2 - 2017-11-16 11:28 AM - Boone Gorges

Downloads are working generally, but I can confirm after a spot-check that a number of files in the bilingual-ed group are downloading as empty. I'm looking into it.

#3 - 2017-11-16 12:13 PM - Boone Gorges

- Target version set to 1.12.2

It looks like the changes in [#8880](#) introduced problems with certain sorts of downloads. I have temporarily rolled back the changes in that ticket, and files are now downloading properly. I've reached out to IT to make the configuration change necessary to enable X-SendFile support in the bp-group-documents directory.

#4 - 2017-11-16 12:13 PM - Boone Gorges

- Related to Bug #8880: get_group_doc should use X-Sendfile added

#5 - 2017-11-21 11:52 AM - Boone Gorges

- Target version changed from 1.12.2 to 1.12.3

I haven't heard back from IT yet, so I'm pushing this one to the next release.

#6 - 2017-11-29 09:55 PM - Boone Gorges

- Status changed from Assigned to Resolved

Lihua made the requested change on the server, but it's still not working correctly. The time sunk into tweaking group File downloads in this way is probably not worth the meager benefit, so I'm going to leave the feature disabled for the purposes of bp-group-documents. No further action here is needed.

#7 - 2017-11-29 10:03 PM - Matt Gold

Hi Boone -- I'm unclear. What do we tell the members of this group?

#8 - 2017-11-29 10:04 PM - Boone Gorges

Documents are downloading correctly. The original bug was that I'd tried to implement a performance improvement, but it's proved to be too difficult to implement, so I've rolled it out. We are back at the status quo.

Files

| | | | |
|-----------|---------|------------|---------------|
| error.png | 26.1 KB | 2017-11-16 | Marilyn Weber |
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