

CUNY Academic Commons - Bug #9130

too many redirects

2018-01-27 11:52 AM - Marilyn Weber

Status:	Resolved	Start date:	2018-01-27
Priority name:	Normal	Due date:	
Assignee:		% Done:	0%
Category name:	Homepage Slides	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
User Katina Rogers reports:			
" I'm getting an error when trying to view the 2016-2017 annual report - too many redirects. I'm trying to access it via the link in the slider (https://commons.gc.cuny.edu/files/CUNY-Academic-Commons-Annual-Report-2016-2017-1.pdf), using chrome. I cleared browser cookies but still getting the same message. Thanks! —K"			
It works fine in Firefox, but I'm getting this same error on Chrome using a PC - see screenshot.			
Thanks!			

History

#1 - 2018-01-29 10:27 AM - Boone Gorges

- Category name set to Homepage Slides
- Status changed from New to Resolved
- Target version set to Not tracked

Thanks for the report. It appears that the hero slide linked to an item that was attached to a forum post which was associated with the CUNY Academic Commons Team group. Since that group is private, our file download protection was redirecting the browser away. I've uploaded the file to a non-private location (Add Media) and replaced the link in the hero slide.

Scott, you're copied here as an FYI. Keep this in mind in the future when posting links to items that are forum attachments (or group files).

Marking resolved, but please feel free to reopen if there are more issues.

Files

redirects.JPG	54.1 KB	2018-01-27	Marilyn Weber
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