

CUNY Academic Commons - Bug #9828

redirecting problem

2018-05-24 10:53 AM - Marilyn Weber

Status:	Resolved	Start date:	2018-05-24
Priority name:	High	Due date:	
Assignee:	Raymond Hoh	% Done:	0%
Category name:	Domain Mapping	Estimated time:	0.00 hour
Target version:	1.13.3		
Description			
Sujatha Fernandes reports: "I have a website hosted on the CUNY Commons. It is usually accessed via the domain name www.sujathafernandes.com . However, for some reason it is not working. I checked with the company who hosts the domain name and that is fine so it looks like the problem may be on your end."			
I see the problem. This error message came up: "The page isn't redirecting properly Firefox has detected that the server is redirecting the request for this address in a way that will never complete. This problem can sometimes be caused by disabling or refusing to accept cookies."			
My home computer is a Frankenstein's monster that is over a decade old, so it shows me its thinking. It goes back and forth from "Waiting for www.sujathafernandes.com " to "Waiting for sujathafernandes.commons.gc.cuny.edu" then resolves to that error.			
Related issues:			
Related to CUNY Academic Commons - Bug #9735: Logged-in subdomain view of map...		Resolved	2018-05-08

History

#1 - 2018-05-24 10:55 AM - Boone Gorges

- Assignee set to Raymond Hoh
- Priority name changed from Normal to High

Thanks for passing this along, Marilyn.

Ray, could you please take a look? I have a hunch this has to do with disabling the "primary" mode in domain mapping.

#2 - 2018-05-24 12:57 PM - Raymond Hoh

- Category name set to Domain Mapping
- Target version set to 1.13.3

The problem is we have two mapped domains for the same blog ID -- one with the www prefix and one without -- and the code I wrote to redirect subdomains to mapped domains seems to conflict with that.

I'm looking into this. Boone's hunch seems correct.

For now, the sujathafernandes.com domain (without the www) still works.

#3 - 2018-05-24 02:39 PM - Raymond Hoh

- Status changed from New to Resolved

Fixed in <https://github.com/cuny-academic-commons/cac/commit/32c9814e42b45161c6d99324086641faa8c1672b>

The problem was due to the object caching layer I added to the Domain Mapping plugin in [#9735](#). Previously, the code only cached one mapped domain to a blog ID. However, as this ticket has pointed out, a single site can be mapped to multiple domains.

To ensure that the cache is dropped, I've also changed the cache group name.

This has been deployed as a hotfix on production. Tell Sujatha that the www.sujathafernandes.com domain should resolve again.

#4 - 2018-05-24 02:53 PM - Raymond Hoh

- Related to Bug #9735: Logged-in subdomain view of mapped sites can have SSL errors on assets added