D4Science Infrastructure - Incident #4247

Portal - User profile - Private messaging does'nt work

Jun 15, 2016 09:43 AM - Emmanuel Blondel

Status:	Closed		**Start date:**	Jun 15, 2016
Priority:	Urgent		**Due date:**	
Assignee:	Costantino Perciante		**% Done:**	100%
Category:	System Application		**Estimated time:**	0.00 hour
Target version:	UnSprintable			
Infrastructure:	Production			

Description

Dear all,

I tried several times to write private messages through the iMarine portal, but it fails each time with the information message: "There were problems contacting the server, please try again in a short while."

Thanks in advance if you can look into this issue

Best,
Emmanuel

History

#1 - Jun 15, 2016 10:43 AM - Leonardo Candela

- Assignee set to Massimiliano Assante

I assume @emmanuel.blondel@fao.org is referring to the "Messages" application and the iMarine portal. In my case this functionality is working.

#2 - Jun 15, 2016 10:56 AM - Massimiliano Assante

- File Screen Shot 2016-06-15 at 11.50.37.png added

- Assignee changed from Massimiliano Assante to Costantino Perciante

- Priority changed from Normal to Urgent

I was able to reproduce the problem in the user profile page private messaging feature.
e.g.
https://i-marine.d4science.org/group/data-e-infrastructure-gateway/profile?dXNlcklkZW50aWZpY2F0aW9uUGFyYW1ldGVy=bGVvbmFyZG8uY2FuZGVsYQ==

@emmanuel.blondel@fao.org as a temporary workaround if you need to send messages you can send private messages from
https://i-marine.d4science.org/group/data-e-infrastructure-gateway/messages

#6 - Jun 15, 2016 11:21 AM - Massimiliano Assante

the bug has been identified and a ticket has been created to monitor the fix: #4248

#7 - Jun 15, 2016 11:21 AM - Massimiliano Assante

- Status changed from New to Closed

Files

Screen Shot 2016-06-15 at 11.50.37.png	107 KB	Jun 15, 2016	Massimiliano Assante