

Tuesday 23 October, 2018 13:37:21 GMT-0000

by Marc Laporte

LastModif

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Comments



Marc Laporte 08 Nov 18 14:41 GMT-0000

1st draft:

For down time, email technical contact listed at:

<https://tiki.org/Domains>

and put Gardener in CC



Lucias d' being 09 Nov 18 11:36 GMT-0000

Assuming "the people" know the emails of the technical and gardener contacts and that they are the Admins only, this could work (as the <https://tiki.org/Domains> page is restricted to Admins only)...

Otherwise, not so much... 😞



Marc Laporte 09 Nov 18 22:06 GMT-0000

Indeed. It's not good.

Any good proposals?



Lucias d' being 12 Nov 18
11:03 GMT-0000

I would maybe propose using at least some custom static 4xx/5xx html Error pages when Apache can serve them it would at least display a button link to "Report this error" with predefined emails to tech contacts and gardeners depending on the sister site.

Or just make a public wiki page on tiki.org
(assuming tiki.org is always online and never
down) just with the domain names and
contacts?



Philippe Cloutier 22 Nov 18 14:19 GMT-0000

I suggest a mailing list, so that the process is transparent. Although something like a wiki page would be more convenient to tell current status quickly.

Attachments

filename	created	hits	comment	version	filetype
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No attachments for this item

The original document is available at

<https://dev.tiki.org/item6877-Clarify-the-way-people-should-report-site-down-or-application-down-issues>

[Show PHP error messages](#)