

Bugs & Wish list

Clarify the way people should report "site down" or application down issues | Tiki Wiki CMS Groupware :: Development

Clarify the way people should report "site down" or application down issues

Status

● Open

Subject

Clarify the way people should report "site down" or application down issues

Category

- Community projects

Resolution status

New

Submitted by

Marc Laporte

Lastmod by

Marc Laporte

Rating

★★★★★ (0) ?

Description

Simple: send mail to XYZ or use this tracker

Better:

a page with a list of contacts for each site

Importance

7

Easy to solve?

8

Priority

56

Demonstrate Bug (Tiki 19+)

Please demonstrate your bug on show2.tiki.org

Version: trunk ▼

Demonstrate Bug (older Tiki versions)

Please demonstrate your bug on show.tikiwiki.org

Version: 18.x ▼

Ticket ID

6877

Created

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

LastModif

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

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



luciash 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?



luciash 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>