Bugs & Wish list
User should know maintenance is coming before losing their work (Tiki Manager, php console.php or vcs:update included) | Tiki Wiki CMS Groupware :: Development
User should know maintenance is coming before losing their work (Tiki Manager, php console.php or vcs:update included)

Status
● Open

Subject
User should know maintenance is coming before losing their work (Tiki Manager, php console.php or vcs:update included)

Version
- master
- 24.x
- 25.x (future, currently trunk)

Category
- Feature request

Feature
- Administration
- Installer (profiles, upgrades and server-related issues)

Resolution status
Accepted

Submitted by
Bernard Sfez / Tiki Specialist

Lastmod by
Bernard Sfez / Tiki Specialist

Rating
 Stars (0) 2

Description
User have no idea maintenance is underway when they are editing a page. Admin (or an automated task) have no idea if users are working on a page before staring a disrupting maintenance task.

This is a pain, annoying and really bad for Tiki when after several minutes editing a page on save the user see the maintenance screen.

Due to the way Tiki security check work, reloading the page doesn't work.

1. We need this as manual option with "threshold" "time of maintenance" and "message" parameters.
   1. This would initiate an alert with a "message" displayed nn minutes (threshold) before the "time of maintenance" activated when a user login
   2. Admin should receive a warning users are connected before closing a Tiki site
2. As automatic option when using tools like Tiki Manager, php console.php or vcs:update
   1. Warn the user an update will start
   2. Warn the admin users are connected
   3. Postpone a process if a user is connected (for big site with heavy indexes the I:r operation could be postponed as log as users are connected or eventually forced “-f”)
   4. ...

Importance
7

Easy to solve?
5

Priority
35

Demonstrate Bug (Tiki 19+)

Please demonstrate your bug on show2.tikiwiki.org

Version: trunk ▼

Ticket ID
7935

Created
Friday 12 November, 2021 07:35:17 GMT-0000
by Bernard Sfez / Tiki Specialist

LastModif
Saturday 10 December, 2022 07:22:43 GMT-0000

Comments

Marc Laporte 12 Nov 21 21:04 GMT-0000
Very good feature request!

Torsten Fabricius 13 Nov 21 01:22 GMT-0000
Really good idea!

John Morris 13 Nov 21 05:54 GMT-0000
Ya, not bad. Why didn't anyone else think of it!! LOL! So basic, yet, I never thought of it either!!

Gary Cunningham-Lee 13 Nov 21 07:34 GMT-0000
Heh, this one just bit me, too, making some adjustments at themes.tiki.org. I needed to check something
so went to doc.t.o but it's closed for maintenance, so I went back to themes.t.o and it's now closed, too. I guess the surprising thing is that dev.tiki.org is available so I can make this comment.

But they were only down for a few minutes, so all is well.

Adrien 14 Nov 21 19:01 GMT-0000

Another option would be to notify users by email some time before the maintenance. The time will be set by the administrator.

Bernard Sfez / Tiki Specialist 06 Dec 21 09:28 GMT-0000

Notify by email is unlikely.
Which users?
All the users of the Tiki... that's not the idea ;-)
The users that are connected and doing something (like editing) it is unlikely they'll see the mail before saving their work and if the Tiki is offline...

I see possible things:

1. We display an alert on the Tiki site.
2. Planning maintenance (admin timed message): On login or not (optional) the Tiki display a message with timer. IE: This Tiki will enter in maintenance mode in nn:nn. It is planned for a duration of nn minutes.
3. Automatic maintenance (system timed message): Later the above can be automated when you go into maintenance (display message for 1h then run the maintenance, start maintenance immediately)
4. A second alert 1mn before maintenance (optional) would be awesome and this can take place as part of a process. This tiki will enter in maintenance in 1mn please save your work.

Marc Laporte 05 Dec 21 21:54 GMT-0000

At least 3 use cases:

- https://doc.tiki.org/Manager#instance:update (as described above)
- https://doc.tiki.org/Manager#instance:create like https://demo.tiki.org/ where a demo is reset once per week. (and perhaps a profile is applied)
- https://doc.tiki.org/Manager#instance:clone where we want demos at sites like https://tikitrackers.org/Demo to be reset once per week from a template site
Bernard Sfez / Tiki Specialist 06 Dec 21 09:34 GMT-0000

Awesome Marc!

I understand you are investing in this aiming for the TikiManager. Would it be possible to create a common mechanism for people that use the Tiki Manager and people that don't use it? Then it could be possible to activate it manually, using the scheduler (console.php command?), automatically from the Tiki Manager, etc.

By that I mean having an optional "Entering in maintenance timer" feature in the Tiki Admin with different option to turn it on (and display the alert).

Marc Laporte 06 Dec 21 18:21 GMT-0000

Yes Bernard. Sorry I forgot to mention it here. I copied below the internal request to dev team:

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Title: Can we make this generic and open-ended?
Ideally, for any Tiki Manager or php console.php operation, we could do something for a specific time frame?

Maybe we could have pre and post operation commands?

Maybe we could have a pref that provokes a pop-up to users of the site with https://doc.tiki.org/PluginCountdown in a https://doc.tiki.org/PluginDialog?

And before the operation, we could indicate what we want to happen:
* Message: This site will be updated in 20-19-18... minutes
* Message: This site will be reset in 20-19-18... minutes

There are at least 3 use cases:
* https://doc.tiki.org/Manager#instance:update (as described at https://dev.tiki.org/item7935-Tiki-upgrades-via-Tiki-Manager-or-php-console-php-vcs-update-User-should-know-maintenance-is-coming-before-losing-their-work )
* https://doc.tiki.org/Manager#instance:create like https://demo.tiki.org/ where a demo is reset once per week. (and perhaps a profile is applied)
* https://doc.tiki.org/Manager#instance:clone where we want demos at sites like https://tikitrackers.org/Demo to be reset once per week from a template site

Thanks!

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Bernard Sfez / Tiki Specialist 06 Dec 21 18:55 GMT-0000
Bernard Sfez / Tiki Specialist 10 Dec 22 07:23 GMT-0000

I just lose my last editing as doc.t.o entered silently in maintenance mode. ☹️
(hope the browser back button will save it... a little later)

This is really frustrating... ☠️

Marc Laporte 10 Dec 22 17:47 GMT-0000

Original comment lost:

"I feel your pain..."

Bernard Sfez / Tiki Specialist 11 Dec 22 08:14 GMT-0000

What ?

Sorry Marc Laporte... It seems I replaced your comment by mine.
(https://dev.tiki.org/item8251-Comments-Buttons-User-interface-Improving-the-user-interface)

My answer:

Thank you Marc for the investment to improve the situation, I understand the priority issue of such task and during a release.

Couldn't we have a place the scheduled time for the maintenance operation are published ?
https://dev.tiki.org/tiki-admin_schedulers.php doesn't show anything so I guess this is set and visible only in the Tiki Manager interface.

I understand that somewhere around my 7:00 to 8:00 the maintenance of the t.o sites happens. (should be 0:00 in Canada ? ;-) )
This is my Tiki time and if I know when not to edit or post I will avoid to do it during those operation as a temporary mesure.

I have the feeling that only index:rebuild is critical to server fresh data to the users/visitors.
I believe (but our t.o sites are so big)that this operation can be done frequently without shutting down our sites.

What are those operations that requires shutting down the t.o sites ?
No attachments for this item

The original document is available at
https://dev.tiki.org/item7935-User-should-know-maintenance-is-coming-before-losing-their-work-Tiki-Manager-php-console-php-or-vcs-update-included