From: Alex Vermeule
To: "Disqus";
Subject: RE: [Disqus] Re: Please Help Disqus to work properly on http://alexve.com for Alex Vermeule (ticket #2338)
Date: woensdag 22 juli 2009 17:40:00

Hi Giannii,

Still haven't heard from you...:-(

Meanwhile I think I have found the root cause:

If you look at this page:
http://alexve.disqus.com/top_10_quotes_that_inspire_you_to_change/

And you check the link at the page for 'Jump to original thread', you will see it is pointing to http://DTA.alexve.com/?p=1061

The DTA env. was my test environment...(which is deleted now).

It should point to http://alexve.com/inspiring-change-quotes/

Can you please fix this somehow?

Thanks,
Alex

From: Alex Vermeule [mailto:alexve@alexve.com]
Sent: dinsdag 21 juli 2009 7:52
To: 'Disqus'
Subject: RE: [Disqus] Re: Please Help Disqus to work properly on http://alexve.com for Alex Vermeule (ticket #2338)

Hi Giannii,

Thanks for your mail however please look closer/carefully read my ticket…

It is regarding post http://alexve.com/inspiring-change-quotes/

It does not show the comments while http://alexve.disqus.com/ does.
(It is now the 2nd latest post on the homepage as I continue to blog…)

I reinstalled Disqus on my production site several times but the number count still doesn't show. I have also started an new import 2 times and I

have also enabled the 'Check this if you have a problem with comment counts not showing on permalinks'

I suspect the post is somehow linked to http://dta.disqus.com (an environment that I used for testing).

See my info from previous e-mails below:

Personally, I think something is pointing to (another) test environment (http://dta.alexve.com and http://dta.disqus.com). The posting I mentioned has 0 comments for this environment.

I have also checked the wp_options table in my WP database and it seems that disqus plugin on my site is linked to the http://alexve.disqus.com site.

So it seems something is wrong on your end?

Anwyay, I have used the management interface to delete everything for DTA http://dta.disqus.com but it is still showing in the admin interface.

Can you please help me fix the comment count on my production site and delete the everything for http://dta.disqus.com?

Thanks,
Alex

From: Giannii Calvert [mailto:notifications-help@disqus.com]
Sent: dinsdag 21 juli 2009 1:53
To: Alex Vermeule
Subject: [Disqus] Re: Please Help Disqus to work properly on http://alexve.com for Alex Vermeule (ticket #2338)
Importance: Low

In replies all text above this line is added to the ticket

Giannii Calvert, Jul 20 04:51 pm:

Alex,

I do not see anything wrong with your site, are you still having problems?

Giannii

Alex Vermeule, Jul 17 03:04 pm:

Dear Disqus,

Could you please respond to my request?

It has been more than a day since I logged my ticket…

Thank you.

With kind regards,

<http://alexve.com/> Alexve.com.jpg

Alex Vermeule

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Connect <http://twitter.com/alexve> twitter.com/alexve | <http://linkedin.com/in/alexve> linkedin.com/in/alexve

Popular posts at Alexve.com

<http://alexve.com/inspiring-change-quotes/> Top 10 Quotes That Inspire You to Change

<http://alexve.com/social-media-business-card/> The Secret of a Social Media Enabled Business Card

<http://alexve.com/innovation-inspiration-areas/> Three Areas Of Innovation That Inspire The Innovator In You

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<http://alexve.com/subscribe> Get Your Free Subscription Here

From: Disqus [mailto:help@disqus.com]
Sent: donderdag 16 juli 2009 14:25
To: Alex Vermeule
Subject: [Disqus] Re: Please Help Disqus to work properly on http://alexve.com for Alex Vermeule (ticket #2338)

Attachments to this comment:
image001.jpg

Alex Vermeule, Jul 16 05:23 am:

Dear Disqus,

I am having difficulties getting Disqus to work on my production site (http://alexve.com) and I was hoping you could please help me?

For an unclear reason, the commenting count on the last blogpost doesn't show.

You can see it on the home page of http://alexve.com and actual posting http://alexve.com/inspiring-change-quotes/ VS http://alexve.disqus.com/ (where you see 15 comments).

Please note that Disqus and the comment count is working correctly in my development environment (http://dev.alexve.com)

I reinstalled Disqus on my production site several times but the number count still doesn't show. I have also started an new import 2 times and I have also enabled the 'Check this if you have a problem with comment counts not showing on permalinks'

Personally, I think something is pointing to (another) test environment (http://dta.alexve.com and http://dta.disqus.com). The posting I mentioned has 0 comments for this environment.

I have used the management interface to delete everything for

http://dta.disqus.com but it is still showing in the admin interface.

Can you please help me fix the comment count on my production site and delete the everything for http://dta.disqus.com?

Thanks you very much.

If you have any questions or something is not clear, please do not hesitate to ask!

Looking forward to your support and reaction.

With kind regards,

<http://alexve.com/> Alexve.com.jpg

Alex Vermeule

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