Evaluate Discourse

We want to evaluate Discourse as a possible replacement for AskBot.

Subtasks:
- Task #3246: Discourse to mailing list bridge

History

#1 - 2019-09-18 09:11 - Florian Effenberger
- Target version set to Qlater

#3 - 2019-09-24 15:02 - Sophie Gautier
I had a look at the documentation and one instance, I think it could be a good replacement for us. To go further, I would like Guilhem to install a test instance and I would like to test it with Oliver (as he has a good knowledge of all Ask functionalities).
I'll write a short report on my findings and will attach it here.

#4 - 2019-09-26 11:12 - Sophie Gautier
So here is a short summary, out of the usual Q&A:
- 5 trust levels from 0 to 5
- levels are changed by reading and acting on the site
- level 3 means regular user and level 5 means leader
- badges and emoji available
- possibility to summarize topics
- reply via mail or mobile apps
- 72 languages in transifex, various completions
- SSO

#5 - 2019-09-26 11:38 - Sophie Gautier
- Status changed from New to In Progress

#6 - 2019-10-14 10:00 - Aron Budea
I'd also suggest considering Discourse as a contributor discussion board. I'm familiar with the dev/QA mailing list and IRC channels, and I think a discussion board would be much more convenient to use for new or less frequent contributors, while it could also likely provide all the functionalities of a mailing list.

#7 - 2020-02-08 14:25 - Franklin Weng
Here is a fresh install: https://discourse.slat.org/
I've sent a moderator invitation to Sophie.

#8 - 2020-04-21 18:18 - Sophie Gautier
- Assignee changed from Sophie Gautier to Guilhem Moulin
- Target version changed from Qlater to Q2/2020

Reassign to Guilhem and set target

#9 - 2020-06-22 14:41 - William Gathoye
Franklin Weng wrote:
Here is a fresh install: https://discourse.slat.org/

I've sent a moderator invitation to Sophie.

Possible to get an admin level access as well? I want to checkout #3246 wrt. integration with mailing lists. Thanks, Franklin!

#10 - 2020-08-04 17:57 - Florian Effenberger
- Target version changed from Q2/2020 to Q3/2020

#11 - 2020-08-14 02:02 - Guilhem Moulin
- Assignee changed from Guilhem Moulin to Sophie Gautier

Sorry for procrastinating this forever Sophie, kept being distracted and had to restart several times from scratch :( Had trouble getting integration with our Single Sign-On portal, but got that to work finally (with a deployment in-line with the current best practices from the infra team): https://vm222.documentfoundation.org (login is open to all with an SSO account).

#12 - 2020-08-14 02:19 - Guilhem Moulin

Note that there are probably still rough edges on the instance (branding and footer comes to mind of course, but there might be glitches with the backend too), and email replies/newposts are currently not enabled (unlike for redmine): we need to configure the MTA for that, and it's not a blocker for the evaluation (nor a regression as our AskBot instance doesn't support this).

#13 - 2020-08-17 14:32 - Sophie Gautier

Guilhem Moulin: It seems not possible to upload documents to the instance, could you have a look at it? On meta-discourse I found this answer: "For security reasons, attachments/documents are not allowed by default. You have to whitelist the extensions using the “authorized extensions” site setting."

#14 - 2020-08-17 14:44 - Guilhem Moulin

Tweaked the list to match AskBot's.

#15 - 2020-08-17 14:53 - Sophie Gautier

Guilhem Moulin wrote:

Tweaked the list to match AskBot's.

Thanks a lot!

#16 - 2020-08-18 15:47 - Beluga Beluga

A random thing I ran into: Manjaro Linux recently suffered a messed-up forum migration to a new server. They had to start from scratch and abandon all old data. EndeavourOS maintainers say they also ran into the issue:
https://forum.endeavouros.com/t/manjaro-to-endeavouros-experiences/6398/132

"We had the exact same problem when moving to the new server @Alpix found the solution, it is a big flaw in Discourse, the images are saved in another file and aren't automatically put back on the backup, it has to be done manually, but no Discourse manual is telling you that."

#17 - 2020-08-18 17:42 - Sophie Gautier

It seems display of online image is broken, see https://vm222.documentfoundation.org/t/please-allow-document-upload/34/7?u=sophi. Clicking on it allows its display though.

#18 - 2020-08-18 18:24 - Guilhem Moulin

Sophie Gautier wrote:

It seems display of online image is broken

Should be better now

#19 - 2020-08-19 10:23 - Sophie Gautier

It seems it's not possible to post more than 3 topics per user on their first contribution, they have to wait for 19 hours to be able to post again. Could this be changed to more or reduce the delay? I'm aware it could be to avoid spam but I find it too restrictive.

#20 - 2020-08-19 10:24 - Sophie Gautier

Could this plugin https://meta.discourse.org/t/how-to-mark-a-topic-as-resolved/81793 be added? thanks in advance!
Sophie Gautier wrote:

Could this be changed to more or reduce the delay?

Raised to 10 from 3. (AFAICT it's not possible to change the delay, there are only two settings to play with: "max topics per day" and "max topics in first day").

Sophie Gautier wrote:

Could this plugin [https://meta.discourse.org/t/how-to-mark-a-topic-as-resolved/81793](https://meta.discourse.org/t/how-to-mark-a-topic-as-resolved/81793) be added?

Done. “Allow topic owner and staff to mark a reply as the solution” can be done globally or per-category; I flipped the global switch for now, let me know if you want to only do it for some but not all categories.

Sophie Gautier wrote:

I just realized that tags are not allowed by default. Could you activate them, I found [https://meta.discourse.org/t/tags-category-restrictions-tag-groups-relationships/48260](https://meta.discourse.org/t/tags-category-restrictions-tag-groups-relationships/48260)

In the min trust to create tag, I would set it to 2 (if I understand well it’s for group levels) and 0 otherwise. thanks a lot :)

Sophie Gautier wrote:

I just realized that tags are not allowed by default. Could you activate them

In the min trust to create tag, I would set it to 2

Done

Sophie Gautier wrote:

I will add the 16 language categories in alphabetic order, could you activate the Fixed category position parameter so they are not sorted by topic number? thanks in advance

Sophie Gautier wrote:

As a memo for the final instance, it will be better to give all new users level 1 otherwise they won't be able to provide a document demonstrating their problem, which is usual on Ask. The test instance gives level 1 to new users until there are 50 registered members.

Sophie Gautier wrote:

Posts must be at least 20 chars, would it be possible to reduce that to 5? sometimes you only want to say: thanks!

And it seems that the warning message that is displayed stays even if you try to close it.

Sophie Gautier wrote:

I will add the 16 language categories in alphabetic order, could you activate the Fixed category position parameter so they are not sorted by topic number?

Done

Sophie Gautier wrote:

As a memo for the final instance, it will be better to give all new users level 1 otherwise they won't be able to provide a document demonstrating their problem, which is usual on Ask.

Ah? AFAICT the minimum trust level to provide attachments is 0. I guess we'll see soon enough if that works :-)

Sophie Gautier wrote:

Posts must be at least 20 chars, would it be possible to reduce that to 5?

Done, there are 3 settings for this:
I will add the 16 language categories in alphabetic order, could you activate the Fixed category position parameter so they are not sorted by topic number?

Done

Thanks!

As a memo for the final instance, it will be better to give all new users level 1 otherwise they won't be able to provide a document demonstrating their problem, which is usual on Ask.

Ah? AFAICT the minimum trust level to provide attachments is 0. I guess we'll see soon enough if that works :-)

ok, I read this on some articles in meta discourse, but default may have changed in the meantime the article was published :-)

Posts must be at least 20 chars, would it be possible to reduce that to 5?

Done, there are 3 settings for this:

Minimum allowed post length in characters: 5 (default 20)
Minimum allowed first post (topic body) length in characters: 20 (default)
Minimum allowed post length in characters for messages: 10 (default)

Great, thanks! I don't think the other settings need to be changed.

On this page [https://meta.discourse.org/t/discourse-solved-accepted-answer-plugin/30155](https://meta.discourse.org/t/discourse-solved-accepted-answer-plugin/30155) on the Filter area, I see that you can set a filter to sort Solved or Unsolved answers. Would it be possible to add it? thanks in advance

I see that you can set a filter to sort Solved or Unsolved answers. Would it be possible to add it?

Yup done

Noting here some plug-ins that I would like to evaluate to see if they can help Q&A management:
- Follow
- Multilingual
- Knowledge Explorer
- Canned Replies
- Tool Tips

It's not a request to install them, I want to read more and see them in action to evaluate if we need them :-)

Could you check if filtering by tags is activated? I've created some tags but I can't see the "all tags" filter at the top like here [https://ask.fedoraproject.org/categories](https://ask.fedoraproject.org/categories). Thanks in advance!
Sophie Gautier wrote:

Could you check if filtering by tags is activated?

It wasn't (this the default behavior), toggled the switch now.

#35 - 2020-08-31 11:28 - Sophie Gautier
In the 'Summarize' setting, could you set the 'Summary posts required' to 10 (see the screen shot here [https://meta.discourse.org/t/ranking-answers/108259](https://meta.discourse.org/t/ranking-answers/108259)) and 'Summary score treshold' to 5 so we can play with it?

#36 - 2020-08-31 13:05 - Guilhem Moulin
Sophie Gautier wrote:

In the 'Summarize' setting, could you set the 'Summary posts required' to 10 and 'Summary score treshold' to 5

Done

#37 - 2020-08-31 13:23 - Sophie Gautier
Guilhem Moulin wrote:

Sophie Gautier wrote:

In the 'Summarize' setting, could you set the 'Summary posts required' to 10 and 'Summary score treshold' to 5

Done

Thanks!

#38 - 2020-09-01 16:57 - Sophie Gautier
Would it be possible that you install this plug-in [https://github.com/paviliondev/discourse-question-answer](https://github.com/paviliondev/discourse-question-answer)
I hope it will solve the forum appearance for those used to the Ask indentation of the comments and answers. It seems that it installs at category level (but I may be completely wrong) so could you activate it only for the English category at the moment. I'll try to figure out how it works :-) Thanks a lot in advance.

#39 - 2020-09-02 00:10 - Guilhem Moulin
Sophie Gautier wrote:

Would it be possible that you install this plug-in [https://github.com/paviliondev/discourse-question-answer](https://github.com/paviliondev/discourse-question-answer)

Sure, done :-) It seems that it installs at category level (but I may be completely wrong) so could you activate it only for the English category at the moment.

That's correct but it took me a while to find where to define it. It's not in the admin settings but in the category settings (Edit » Settings » Scroll to the bottom). There are also toggles to disable likes on questions (resp. answers, comments), all left to the default setting for now: likes are enabled everywhere.

#40 - 2020-12-08 14:38 - Sophie Gautier
- Target version changed from Q3/2020 to Q4/2020

Just an update:
- project accepted by the BoD
- report sent to project list
- will define a migration roadmap for next year with Guilhem.
- will open a new issue "Discourse migration" when done.

#41 - 2021-03-01 16:00 - Sophie Gautier
- Target version changed from Q4/2020 to Q2/2021