

Bugs & Wish list

User may be disconnected in the middle of edit (discovering you were logged off the hard way) | Tiki Wiki CMS Groupware :: Development
User may be disconnected in the middle of edit (discovering you were logged off the hard way)

Status

✖ Closed

Subject

User may be disconnected in the middle of edit (discovering you were logged off the hard way)

Version

17.x

Category

- Usability
- Feature request

Feature

All / Undefined

Resolution status

Please retest

Submitted by

Bernard Sfez / Tiki Specialist

Volunteered to solve

Jonny Bradley

Lastmod by

Bernard Sfez / Tiki Specialist, Jonny Bradley

Rating

★★★★★ (0) ?

Description

During long edit session on Doc or Dev (not only on wiki page) it happens that you have been disconnected without knowing it.

When it happen the page you were working on disappear and instead you have a message you are not authorized to use this feature or other redirection depending of your tiki setting and the feature you were in.

It leads to confusion and unless you keep cold blood, log and reload back the previous page you may loose your precious work. We have to find a better way as this is super frustrating and damage Tiki reputation.

I suggest the following on any submit, save, etc action (click on a button, etc) we have a check if action is possible and user session is still active.

If not without changing page we display a modal over the page with the login module and a cancel button so the user can relog and resume his action or get out of the page.

Solution

r62747 maybe?

Session timeout was also changed.

Importance

10 high

Easy to solve?

7

Priority

70

Demonstrate Bug (Tiki 19+)

Please demonstrate your bug on show2.tiki.org

Version: trunk ▼

Demonstrate Bug (older Tiki versions)

Ticket ID

6281

Created

Tuesday 14 February, 2017 07:32:23 GMT-0000

by Bernard Sfez / Tiki Specialist

LastModif

Thursday 01 November, 2018 17:24:02 GMT-0000

Comments



luciash d' being 14 Feb 17 11:46 GMT-0000

If you do not want to get such nasty surprise you should always check "Remember me" I suppose?



Bernard Sfez / Tiki Specialist 15 Feb 17 05:10 GMT-0000

Thanks for this suggestion, but my intention is to talk about improving the UX.

I think the issue is different than just using or not Remember Me .

Remember Me is placed near the login fields and expected to remember the user when he comes back and may hardly understood as a way to avoid losing work or being disconnected in the middle of an editing.

Users expect things to work as smooth as possible and especially when saving their work. Until they had such problem they are even not aware it could happen.

PS : Playing the "told you so OR it's in the doc" card with users never helped Tiki so far. 😊😊😊😊



luciash d' being 15 Feb 17 10:23 GMT-0000

Maybe something like keep the session for the user as if the remember me was checked on while user is on tiki-editpage.php ?

In other words enable the "remember me" when the user goes to the edit page, and turn it back

when he hits save button...



Bernard Sfez / Tiki Specialist 16 Feb 17 04:54 GMT-0000

... That could be a kind of improvement for those "who knew".

But do you see a problem having a check on the save(s) buttons ?

(a kind of, if click save - the guy had perm and was editing - but not logged, open a login module over the page)

Seems to me like a better get away as it doesn't rely on a checkbox that the user seen way before and on a different context.



Jean-Marc Libs 20 Feb 17 19:24 GMT-0000

I think the modal pop-up as described in the Wish is the perfect solution.

The most successful web apps are not the ones which require users to read the doc before they are allowed to create an account 😊



Jonny Bradley 18 May 17 15:50 GMT-0000

I'm hoping to add an ajax call to all text areas which pings the server every 10 minutes and keeps the session alive - will depend on auto_save as it partially does that already but should then work in all objects that have a text area... stand by 😊

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/item6281-User-may-be-disconnected-in-the-middle-of-edit-discovering-you-were-logged-off-the-hard-way>