Bugs & Wish list

Registration on tiki.org is a too hard and may kill the site | Tiki Wiki CMS Groupware :: Development
Registration on tiki.org is a too hard and may kill the site

Status
   ⊗ Closed

Subject
   Registration on tiki.org is a too hard and may kill the site

Version
   19.x

Category
   - Error
   - Usability
   - Dogfood on a *.tiki.org site

Feature
   User Administration (Registration, Login & Banning)
   Spam protection (Anti-bot CAPTCHA)

Resolution status
   Out of Date

Submitted by
   Bernard Sfez / Tiki Specialist

Keep informed
   Torsten Fabricius, Oliver Hertel

Lastmod by
   Bernard Sfez / Tiki Specialist

Rating
   ★ ★ ★ ★ ★ (0) ❓

Related-to
   - 🟢 Registration form fails but user is still created

Description
   I couldn't find a related issue (registration / register => dogfood category) so I create this.

   It is actually super hard to register at Tiki.org.
   This is critical and should be fixed asap.

   If you don't enter correctly the captcha *(this may also subject to a sub-bug because when I tested I paid attention to those too hard too read letters)* you enter in a loop of error you can't get out.
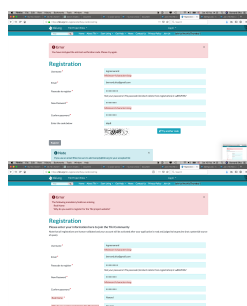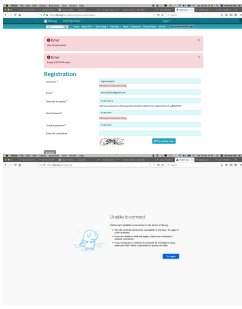
When the website was back I tried to login and got another error:
Error
Account requires administrator approval.

I had to validate and then to confirm email using tiki-adminusers.php.

This is very bad for new user willing to register and it ended with Tiki.org not being available.

Importance
    9

Easy to solve?
    5

Priority
    45

Demonstrate Bug (Tiki 19+)
    ## Please demonstrate your bug on show2.tiki.org

    Version: trunk ▼

Demonstrate Bug (older Tiki versions)

Ticket ID
    7026

Created
    Saturday 16 February, 2019 12:41:15 GMT-0000
    by Bernard Sfez / Tiki Specialist

LastModif
    Monday 28 November, 2022 05:37:32 GMT-0000

Comments

Gary Cunningham-Lee 17 Feb 19 08:06 GMT-0000

To check the overall process, I did three test registrations, using Vivaldi (a chromium browser), Chrome, and MS Edge, and all were successful with no glitches, as far as the registration process is concerned. A problem with the last test is that after submitting the registration form, I got a "site can't be found/server not available" error message, so I didn't get the post-registration page that explains what happens next. The no-server problem was confirmed by a try to load tiki.org in Firefox, which also failed. About 10 minutes later, the site loaded normally.

If I were an actual user in my third test, I'd wonder what happened with my registration attempt - did it go OK or fail? (It actually went ok, as the notification mail was sent to the registration mailing list.) But

the problem wasn't in the registration process - it was in the availability of the site itself.

I didn't try entering the Captcha characters wrong. The characters were all clearly readable in my tests, which may or may not be a good thing.

Jean-Marc Libs 20 Feb 19 15:48 GMT-0000

I confirm the issue and here is a screencast which illustrates:
https://alsawiki.com/bug_attachments/Kazam_screencast_00001.mp4 (sorry, could not figure out how to attach the file).
Note: the video shows online using chromium but not Firefox. Downloading the video before viewing also works

Attachments

filename	created	hits	comment	version	filetype
No attachments for this item					

The original document is available at
https://dev.tiki.org/item7026-Registration-on-tiki-org-is-a-too-hard-and-may-kill-the-site