

## Bugs & Wish list

12.x: Send email to let user validate account doesn't send email if user previously created | Tiki Wiki CMS

Groupware :: Development

12.x: Send email to let user validate account doesn't send email if user previously created

### Status

✖ Closed

### Subject

12.x: Send email to let user validate account doesn't send email if user previously created

### Version

12.x

### Category

- Usability
- Consistency
- Less than 30-minutes fix

### Feature

User Administration (Registration, Login & Banning)

Admin Interface (UI)

### Resolution status

Fixed or Solved

### Submitted by

Xavier de Pedro

### Lastmod by

Xavier de Pedro

### Rating

★★★★★★★★★★★★★★★★★★★★★★★★★★★★★★★★★★★★★★★★ (1) ?

### Description

Send email to let user validate account doesn't send email if user previously created.

Use case: a user register to a tiki site with a non-working email (defective address or server rejecting emails from that server to that email domain, etc).

Admin changes email for that user (after admin magically finds out in some cases what happened and what is another email for that user), and clicks at the checkbox:

"Send an email to the user in order to allow him to validate his account" (in tiki-adminusers.php?user=N)

Use doesn't get any email. Once the tiki site was configured to save mail info in tiki logs, you noticed that tiki logs didn't record any info of any email sent by that action.

You log out, and go as anon to: tiki-remind\_password.php to type the username and click at click at "Request Password Reset".

This does effectively send the email, so that it confirms that there is no problem with the server setup sending emails, but with tiki failing to send that email when "Send an email to the user in order to allow him to validate his account" was checked, **if the user already existed in the users list.**

When as admin you create a new user account and in the same action you select *Send an email to the user in order to allow him to validate his account*, then the email is sent effectively.

To reproduce:

1. Go here: <http://xavi-9794-5213.show.tikiwiki.org/tiki-adminusers.php?user=2>
2. login as
  - u: admin
  - p: 12345
3. change that email for an email of your own, and tick at the checkbox: Send an email to the user in order to allow him to validate his account
4. Check tiki logs (tiki-syslog.php), and you will see no record of the email expected to be sent
5. Check you email account, and same, no email
6. Create a new account with an email of yours, while at the same time you tick at the box Send an email to the user in order to allow him to validate his account.
  - You 'll see the record at the tiki logs tiki-syslog.php
  - you'll receive the email with the link to validate your account

#### Workaround

See r51144 & r51156: (better than nothing, imho)

```
[bp/r51143][FIX]Usability. While bug5213 is not fixed properly, disable at least the checkbox for admins so that they realize that emails are not to be sent when willing to let users validate their account in cases when that user account existed already beforehand.
```

```
[bp/r51155][FIX]0ups, fixing 51143 (wrong checkbox) and writing more standard syntax (previous was working too in my tests and copied from other sites). Thanks jonnyb
```

#### Importance

9

#### Easy to solve?

9

#### Priority

81

#### Demonstrate Bug (Tiki 19+)

Please demonstrate your bug on [show2.tiki.org](http://show2.tiki.org)

Version: trunk ▼

#### Ticket ID

5213

#### Created

Tuesday 29 April, 2014 07:47:10 GMT-0000

by Xavier de Pedro

#### LastModif

Sunday 13 July, 2014 09:53:23 GMT-0000

#### Comments

#### Attachments

filename	created	hits	comment	version	filesize
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No attachments for this item

The original document is available at

<https://dev.tiki.org/item5213-12-x-Send-email-to-let-user-validate-account-doesn-t-send-email-if-user-previously-created>