

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Out of Date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 ▼

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
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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>