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

Status
● Open

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
New

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
Please demonstrate your bug on show2.tikiwiki.org

Version: trunk
Create show2.tikiwiki.org instance

Ticket ID
7026

Created
Saturday 16 February, 2019 12:41:15 GMT-0000

LastModif
Saturday 16 February, 2019 13:11:08 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

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