

## Bugs & Wish list

Tiki 18.x keeps forgetting user preferences | Tiki Wiki CMS Groupware :: Development

Tiki 18.x keeps forgetting user preferences

### Status

Closed

### Subject

Tiki 18.x keeps forgetting user preferences

### Version

18.x

21.x

### Category

- Dogfood on a \*.tiki.org site
- Bug

### Feature

User Preferences

### Resolution status

Fixed or Solved

### Submitted by

hman

### Volunteered to solve

Jonny Bradley

### Lastmod by

hman

### Rating

(2)

### Related-to

- Country user preference keeps resetting to Other
- User wizard: User country setting is immediately forgotten

### Description

I had posted this to the community, but did get no response so far, so I file it as a bug.

I have activated MyTiki and avatars. In order that everyone sees everyones avatar, I set (as admin) user info to public on all registered users.

First: Changing a users avatar with the switch users feature for admins changes the avatar of the admin...

Second: The preference user info = public is lost. I cannot see any regularity. I always click Save changes, and there is no error message. Also, all settings from MyTiki get lost. I activated all MyTiki checkboxes for all users, and they keep vanishing. It does not seem to be a caching issue.

When I set everything the way I want it and click Save Changes, the following information is immediately forgotten (and no error message!):

- Country (but stragely location is not lost...)
- User information public reverts to private
- Mouse over user information shows info window (if user permits)
- All MyTiki settings

All other preferences are stored without error. I guess that some logic or permissions rule dictates that users cannot change some preferences.

If that is the case, these presets should be admin configurable somewhere and I did not find them? Anyhow, if users are not permitted to change some preferences, then users should not be presented a GUI to change them, or should get an error message that this preference is preset for them.

Thanks for your support  
Hman

#### Solution

Hopefully fixed in master in 431eb781 and 21.x in c5e67617 , sorry it took so long to get there!  
If you can test on trunk and/or 21.x and it's ok i'll backport it to 18.x

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Backported to 18.x in ad2598bb

#### Importance

10 high

#### Easy to solve?

6

#### Priority

60

#### Demonstrate Bug (Tiki 19+)

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

Version: trunk ▼

#### Demonstrate Bug (older Tiki versions)

This bug has been demonstrated on [show.tikiwiki.org](http://show.tikiwiki.org)

#### Ticket ID

7249

#### Created

Thursday 23 January, 2020 09:23:32 GMT-0000  
by hman

#### LastModif

Saturday 15 August, 2020 13:59:45 GMT-0000

#### Comments



hman 23 Jan 20 10:25 GMT-0000

First snapshot taken. Global user pref is: User info are "public". Nonetheless, in testuser1 this setting is "private".

So far I could not activate MyTiki and avatar files are missing on the instance, so I'll need another take to fully demonstrate this problem.

Thanks

Hman



hman 23 Jan 20 11:42 GMT-0000

Uh, looks like MyTiki got renamed to MyAccount in 18.4 and nobody documented this. My 18.3 still calls it MyTiki (or maybe, once again, that's an issue of localization).



Jonny Bradley 23 Jan 20 19:14 GMT-0000

Hi hman, thanks for all your input, sorry for the lack of feedback... busy times!

Looks like that was changed in Tiki 14 days, in r54318 so maybe the upgrade scripts failed for you somewhere along the line (it's been known). Is it an old Tiki?

And as far a documentation goes we're always keen to welcome new volunteers! 🇹🇲



hman 24 Jan 20 11:41 GMT-0000

Thanks, Jonny,

My "main" Tiki was build WAY back on 1.something, and is currently on Altair. My "new", second, Tiki was created from scratch als Altair, never filled with content and later upgraded to Alcyon (18.3) and then filled. It was my "testdrive" for upgrading my main Altair, which now contains user input from one and a half decades, but I must migrate from Altair, because my ISP now charges fees for keeping PHP 5.6 up and running.

But I have reproduced the bug on a fresh instance here, so the bug is also present on Tikis created from scratch as 18.4 (I assume that that is what show.tikiwiki.org does). So my conclusion is that it is NOT a bug from the upgrade scripts, but a bug in the code of 18.x. Otherwise you will have to debug show.tikiwiki.org...



hman 23 Jan 20 11:47 GMT-0000

Yep, there we have it. Changed testuser1 country from Other to Austria, testuser2 from Other to Belgium, then set Display info tooltip on mouseover for every user who allows his/her information to be public to checked, and after that, testuser1 country was "magically" reset to Other. Second snapshot created.



John Morris 25 Jan 20 01:40 GMT-0000

Here on Tiki.org my user preferences are forgotten, I finally gave up a couple years ago to keep changing them back, just accepted it as is. Thanks for the report hman!



hman 06 Mar 20 09:13 GMT-0000

Duplicate of

[https://dev.tiki.org/tiki-view\\_tracker\\_item.php?itemId=6758&threadId=7697&cookietab=1#threadId7697](https://dev.tiki.org/tiki-view_tracker_item.php?itemId=6758&threadId=7697&cookietab=1#threadId7697).

Please do not mark this report as solved dup, because a) I indicated more data is lost than stated in the above and b) I created a demo snapshot.



hman 09 Mar 20 09:05 GMT-0000

Added dogfood as we have one user indicating data loss on tiki.org.



Jonny Bradley 09 Mar 20 10:40 GMT-0000

Seems to be the case, i just checked on [https://tiki.org/tiki-user\\_preferences.php](https://tiki.org/tiki-user_preferences.php) and mine was set to *Other* so i set it properly and will check later if it's still correct... (seems to be ok now, logged out and back in again and it's stuck for now...)



hman 15 Jun 20 13:58 GMT-0000

Unresolved in 18.6.



Jonny Bradley 15 Jun 20 15:33 GMT-0000

Have you got any idea how or when this happens?

Whenever i go to test it my country is set to unknown as you say, and my info is reset to private (although my location on the little map is ok), so i set it back to proper values and it seems fine - i reload the page and it's ok, i change other prefs and it's ok, i log out and back in and it's ok, but then a few weeks later it's gone again. I agree a bad bug (and still in 21.x sadly) but any clues as to how it happens?

If i can recreate it then i can fix it! (hopefully)

A couple of candidates might be:

- InterTiki as used here, does stuff with the user prefs on other sites and has had bugs in the past
- UserPreferences Tracker Field - shows and allows editing for user prefs in a tracker item

- User Tracker prefs on login control panel, like user\_trackersync\_trackers & user\_trackersync\_realname

Any assistance gratefully received, i agree it's a bad bug!



hman 15 Jun 20 15:41 GMT-0000

It happens ALWAYS. Each and every time, and immediately upon entry.

In my opinion the reason is that saving a preference not only saves the specific data that the user changed, but also everything else, and with some default values.

I have had the tabbed interface on my mind, so I tried the same GUI without tabs. Same error.

In my opinion, the best way to find this is a trace on database level, but I cannot do this, because I must use rented space and can't do db tracing.

Also, this bug was not there on 12.x (I haven't used any of the versions in between).



Jonny Bradley 15 Jun 20 15:44 GMT-0000

That's not quite what i've found - i set country in "Personal information" tab it's fine - log out or whatever it sticks, until i go and save the form on the second tab ("preferences") and then it wipes my country, should be able to fix that, not sure what's up with your's if it's different (i can't get 18.x running here at the moment so am on 21.x)

Fix coming at least for 21.x...



hman 15 Jun 20 15:46 GMT-0000

Look at my other bug report on this (they are linked). I have compiled a list of all the settings that get forgotten. Country (not the map position), languages, information public or private, all of My Tiki, mouseover, and the avatar are the things I can remember right away. The very moment you click on save when e.g you changed languages, country is forgotten.



hman>hman 15 Jun 20 16:14 GMT-0000

Replied to Look at my...

Also, the save button under all settings for MyTiki erases country settings and the save button under country erases all My Tiki settings (immediately, you can see it)...

I never used InterTiki on any of my sites. If InterTiki interferes here, than it is uncalled for...



Jonny Bradley>hman 15 Jun 20 16:43 GMT-0000

Replied to

Also, the... Yes, sorry, that page was a total mess and had been for a long time, hopefully fixed now in 21.x - i fear the mess may be worse in 18.x but let's check i've fixed it properly in 21.x - hopefully tiki.org will get updated soon and we can all check there (tomorrow?)



hman>Jonny Bradley 01 Jul 20 11:38 GMT-0000

Replied to Yes, sorry,...

Is the update done?

Thanks



Jonny Bradley>hman 01 Jul 20 13:58 GMT-0000

Replied to

Is the... Oh, is it still not working for you? Seems fine for me.



hman>Jonny Bradley 01 Jul 20 15:03 GMT-0000

Replied to Oh, is it... So far I didn't set very many user prefs on dev.tiki.org, I just wanted to know whether it *should* work now.



hman>hman 01 Jul 20 15:09 GMT-0000

Replied to So far I... Couldn't test avatars (they aren't installed, and I have no access to change admin's avatar anyway). Country was lost after saving add'l info. And strangely location, too (previously and on 18.x only country was lost, not geographic location).



Jonny Bradley>hman 01 Jul 20 15:21 GMT-0000

Replied to Couldn't... Not sure which admin you were editing, that doesn't sound at all right - you should be here: [https://tiki.org/tiki-user\\_preferences.php](https://tiki.org/tiki-user_preferences.php) (which again just worked fine for me)



hman>Jonny Bradley 01 Jul 20 15:28 GMT-0000

Replied to Not sure... I have never been an admin on a \*.tiki.org site. It's just that on my 18.x the admin's avatar was among the things that "automagically" changed when editing other users prefs.



hman>hman 01 Jul 20 15:33 GMT-0000

Replied to I have never...

on tiki.org I could set country, and after setting languages, country was still set, so it did not change (as it did on dev.tiki.org). So at first sight could be okay, will test further.

One note: On tiki.org location cannot be set, the map won't take any click into it...



hman>hman 01 Jul 20 15:37 GMT-0000

Replied to

on... "Other languages you can read" EDIT: Okay also, mistake on my part.



hman>hman 01 Jul 20 15:46 GMT-0000

Replied to "Other... Okay, checked all that vanished before. Cannot test admin's avatar, users's avatar seems to be ok. Only issue I see here is that location cannot be set.



Jonny Bradley>hman 01 Jul 20 16:21 GMT-0000

Replied to Okay,... Sounds good, thanks - the location map saves fine for me, even though it's missing the marker, but that's a separate issue, will backport it to 18.x



hman>Jonny Bradley 01 Jul 20 16:27 GMT-0000

Replied to Sounds good,... On dev.tiki.org the marker is there...



Jonny Bradley 01 Jul 20 17:09 GMT-0000

Thanks for the feedback, i've now backported this to 18.x in ad2598bb so hopefully that closes these issues...



hman 02 Jul 20 10:57 GMT-0000

Thank you so much. That was one embarrassing bug. Imagine having to tell all your users that they have to re-enter x different user prefs, just because the system "forgot" them... (from a user's perspective) Luckily I have just a handful of registered users on both wikis, but it could have been worse...



Jonny Bradley 02 Jul 20 14:05 GMT-0000

Thank you for the report, sorry it took years to fix! Please close this and the other related wish when you can then, it always seems wrong for the fixer to say it's really fixed! 🙄😬



hman 02 Jul 20 14:09 GMT-0000

I will, but I want to wait until I see it on my personal installation 😊



hman 15 Aug 20 13:56 GMT-0000

In 18.7 the problem seems to have been fixed. Thanks alot!

#### 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/item7249-Tiki-18-x-keeps-forgetting-user-preferences>