

## Bugs & Wish list

New user registration at tiki.org returns "An error occurred while performing the request" screen | Tiki Wiki CMS Groupware :: Development  
New user registration at tiki.org returns "An error occurred while performing the request" screen

### Status

● Open

### Subject

New user registration at tiki.org returns "An error occurred while performing the request" screen

### Version

21.x  
21.x Regression

### Category

- Dogfood on a \*.tiki.org site
- Regression
- Upgrade Blocker

### Feature

User Administration (Registration, Login & Banning)

### Resolution status

Not enough information

### Submitted by

luciash d#039; being ?

### Volunteered to solve

Jonny Bradley

### Keep informed

Jonny Bradley, Roberto Kirschbaum, Oliver Hertel

### Lastmod by

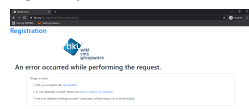
luciash d#039; being ?

### Rating

★ (0) ?

### Description

We receive many issues while people try to register. So I went to test out what is going on... While testing new user registration in new incognito mode Chrome I got this when I submitted the filled in form:



Not a good feedback to the user trying to register 😞

### Steps to reproduce:

1. open new incognito window
2. go to <https://tiki.org/login>
3. click the Register link in the login form which brings you to <https://tiki.org/tiki-register.php?key=randomstring>

4. fill in the form and click "Register" button
5. you get the error screen

Anyway, the user was created.

As an admin I received immediately a watch notification email first:

User joined Registered

The user lucitest joined Registered

at: Sun 23 Feb 2020 17:13 CET

Then ~~after some minutes (17:21 CET)~~ 17:14 CET I received "Community Members Information" tracker email about the Item Creation too with no link to validate the user (but at that time I validated the test user manually already).

We also receive many registration attempts (in comparison as seen while watching user joining Registered group) without any tracker or validation link emails coming out / being received at all.

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Confirmed sadly

#### Solution

Cannot reproduce locally, so need someone to check the logs, so cc'ing Oliver here

#### Importance

10 high

#### Easy to solve?

1 difficult

#### Priority

10

#### Demonstrate Bug (Tiki 19+)

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

Version: trunk ▼

#### Ticket ID

7282

#### Created

Sunday 23 February, 2020 16:46:16 GMT-0000  
by lucias d&#039; being ?

#### LastModif

Monday 09 March, 2020 19:10:28 GMT-0000

#### Comments



lucias d&#039; being ? 09 Mar 20 17:12 GMT-0000

Retested after latest update of tiki.org the system error is still there after the registration is successfully submitted and the registration process is troublesome by the way anyway (if you omit the realname it

will come back with the form and error that the realname is required but then there is the captcha missing so you end up with another error page returned telling you that you missed the captcha but then the rest of the user tracker fields is missing for example).

#### Attachments

<b>&amp;nbsp;</b>	<b>filename</b>	<b>created</b>	<b>hits</b>	<b>comment</b>	<b>version</b>	<b>filetype</b>	<b>&amp;nbsp;</b>
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No attachments for this item

The original document is available at  
<https://dev.tiki.org/item7282-New-user-registration-at-tiki-org-returns-An-error-occurred-while-performing-the-request-screen>