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' being

Volunteered to solve
Jonny Bradley

Keep informed
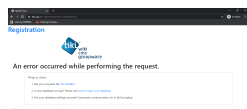Jonny Bradley, Roberto Kirschbaum, Oliver Hertel

Lastmod by
luciash d' 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.

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

    Version: trunk ▼
Demonstrate Bug (older Tiki versions)
    ## Please demonstrate your bug on show.tikiwiki.org

    Version: 18.x ▼
Ticket ID
    7282
Created
    Sunday 23 February, 2020 16:46:16 GMT-0000
    by luciash d' being
LastModif
    Monday 09 March, 2020 19:10:28 GMT-0000

Comments

luciash d' 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

filename	created	hits	comment	version	filetype

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