


Bugs & Wish list

Using a validation link for a user while already logged with another user results | Tiki Wiki CMS

Groupware :: Development

Using a validation link for a user while already logged with another user results

Status

 Pending

Subject

Using a validation link for a user while already logged with another user results

Version

22.x

Category

- Usability

Feature

User Administration (Registration, Login & Banning)

Resolution status

New

Submitted by

Bernard Sfez / Tiki Specialist

Lastmod by

Emmanuel Masikilizano

Rating

★★★★★ (0) 

Description

If you use the validation link for userA while you are logged as userB you will see the "Validation was successful" page/message.

While this is not a common case, Tiki should tell that this link for userA is not valid for userB.

Importance

3

Easy to solve?


5

Priority

15


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

7780

Created

Monday 28 June, 2021 15:35:20 GMT-0000
by Bernard Sfez / Tiki Specialist

LastModif

Tuesday 11 January, 2022 09:27:57 GMT-0000

Comments



Marc Laporte 12 Jan 22 00:45 GMT-0000

Thank you Bernard for reporting this. It is annoying!



luciash d' being 28 Jan 22 11:49 GMT-0000

@Marc Laporte @Bernard Sfez / Tiki Specialist Actually I don't quite understand what is the issue? If you use the validation link for userA while you are logged as userB you will see the "Validation was successful" sounds fine to me. How could userA validate himself? It must be always someone else (who received the validation request link) to validate the new userA, right?



Bernard Sfez / Tiki Specialist 28 Jan 22 12:05 GMT-0000

Hi Luci,

The thing is that if you don't pay attention you were already logged in, you will start using Tiki as a user you are not. (the username is not visible without further action).

This is happening with new admins trying different scenario with users and Tiki.

Am I wrong when I say ?

The message is wrong and false.

userA is not able to validate userB using a link. (and he shouldn't not be able to)

I can see the point of having an exception if you are admin.

But this also happen if you are a different user.



luciash d' being 28 Jan 22 14:17 GMT-0000

Yes, it can happen if you are a different user than Admin but the question is where did the non-admin user got the validation link at the first place?

Limitation/exception to Admin users would be acceptable to me, but as far as I understand *it was made* so that you do not need to be even logged in and still validate the users if you are an Admin (or other group like Managers with the permission to receive registration validation requests) who received the link.



Bernard Sfez / Tiki Specialist 30 Jan 22 09:37 GMT-0000

"but the question is where did the non-admin user got the validation link at the first place?"

This question is not relevant for Tiki UI/UX IMO. (this ticket)

Dear Luci, give me time to explain. ?

Software and interface should NOT behave as "everything will be logical" and flows naturally as scripted in instant from point A to point B.

Humans are not robots and far from being perfect. They do mistakes, forgot things or do things without considering the potential consequences.

Plus as time and progress is made human are answering endless amount "of the same" everyday and try to shortcut the safeties to get to point B.

Installing a software is good exemple, for common people it is : next, next, next and start. (they don't read anything).

Therefor, copying well known life codes, UI and UX help to distinct simple actions and dangerous actions. (delete = red and ok = green).

As well as, when they initiate an action that has consequences, we need to help the human WITHOUT making him losing too much time (go read the 300 pages doc) or feel dumb (aren't you stupid sometimes ?) ?. To do so interface should conduct:

1/ To (re)consider the action consequences by distinctions (warning when deleting a document, no warning when you delete a letter)

2/ To understand the meaning of the action on what object (you are doing something to object 1234)

3/ To allow the user to understand without "patronising" him or make him feel bad.

4/ To help in a non-hassling way (it should be easy to continue, should the user knows or not, what he is doing) but on the contrary in a "user-friendly" way: "Let me assist you" (I come in peace).

For exemple, let say a human has control on the user administration and click on delete a user.

As this precise instant, phone rang and he answer or snow falls and kids call him to see, etc...

He left for a minute the screen, do what he has to do and come back in front of a questioning screen : "Do you want to delete the user ?"

True, he clicked, he started, he did and he should remember... but, he just doesn't have a clue on how he get there. ?

So what should do a good interface ?

A/ Nothing: It is his problem (stuck)

B/ Punish: Oh, he doesn't remember ? Let make him pay (complicate and time consuming actions to get out of the situation and restart back)

C/ Help: You have a cancel button, go back and redo it from the start. (yeah really thank you!)

D/ Assist: Are you sure you want to delete the user "XYZ" (everything is here: warning and assistance without hassling and inducing more time to spend)

Of course Tiki should provide the closest to the answer D.

This independently of the context. (on mobile, on TV, it snows and the famous "admin do stupid things sometimes") ?

Now and back to our case I would split in 2 (this ticket solution and something else you raised):

Validating a user using a link has consequences (unlike delete a letter).

While some would argue it should require a confirmation (are you sure...), the minimum is to provide detailed information about the action (need wording of course) especially has they may be a confusion (validating a user NOT login in as THIS user).

"You are logged as userA and you just validated successfully userB access".
Is just fine and an easy win. It is what should do a user-friendly interface.
This is what this ticket is about.

Security matters (where did the non-admin user got the validation link) and this may imply additional actions and test (but in a different ticket)
So if we want that ONLY "admin" while he is logged can use a link to validate another user we have a problem because actually this is not the case.
Other users from the Admins group (while logged) can do has well. (tested)
Does other user with user-admin-permissions (while logged) can do as will ? (untested)
Does any user (while logged) can do has well ? (untested)
This is another ticket and actual behaviour should be tested, then a solution proposed about the security issue that it could raise.

Sorry it was long but I though detailed answer is required as we need better UI/UX in Tiki. ?□



Torsten Fabricius 28 Jan 22 15:34 GMT-0000

If we can reproduce the behaviour, that validating from a URL at the time you are not logged in and then you got logged in as the validated user, then we have a bug that should be fixed.

Hmm, I think I remember that happened to me before.
I'll test that right away.
Torsten



Torsten Fabricius 28 Jan 22 15:30 GMT-0000

Frequently it happens that i am logged in in Tiki and then I validate a new user.
This can happen directly in Tiki or using a link of the registration-list email.
When I do this, I get a message "validation successful"

In this situation I am fully aware, that I did not validate myself, but the new user.
I click on a button for the specific purpose and get the instant feedback that this was successful.
Yes, it would be nice to read "validation of user XYZ successful" rather than "validation successful".
Same time I do not see a major issue if not.



Bernard Sfez / Tiki Specialist 29 Jan 22 16:06 GMT-0000

I agree with you, Torsten.

For better UX, ALL actions should specifically labeled with the object title, or id (and eventually the type of object).

"validation of user XYZ successful"

"Do you want to delete the wiki page ABC"

"Do you want to add the user XYZ to the group DEF"

etc...

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/item7780-Using-a-validation-link-for-a-user-while-already-logged-with-another-user-results>