

CUNY Academic Commons - Bug #14448

password reset weirdness

2021-05-11 06:47 PM - Marilyn Weber

Status:	Rejected	Start date:	2021-05-11
Priority name:	Normal	Due date:	
Assignee:	Raymond Hoh	% Done:	0%
Category name:	Password Reset	Estimated time:	0.00 hour
Target version:	Not tracked		

Description

Via ZenDesk: "I am having issues trying to reset my password. When I enter my new password and click on "Reset Password" I get the passwords don't match warning." She then sent me an image showing that there's no place to re-enter your password once you change it. (images attached)

I thought this was user error, so I tried to change the password on my account associated with history@gc.cuny.edu. I received an entirely blank email (also attached).

Then I tried with mweb05@gmail.com. This worked fine: I received a non-blank email (attached), clicked on the link and saved my password without problem. Logged in with the new password.

Any thoughts?

History

#1 - 2021-05-11 06:51 PM - Boone Gorges

- Assignee set to Raymond Hoh

Ray, could you have a look? I know you've done some work implementing password-strength tools in various parts of the interface, though I'm unsure whether this issue (these issues?) are related

#2 - 2021-05-11 06:59 PM - Marilyn Weber

- File nevermind.JPG added

The plot thins! I think you can ignore my not-getting-the email problem. That is only true if I am not VPN'd in. I receive the full email when I am using VPN (see "nevermind" attachment). ITthis is annoying but not the Commons' problem.

Now I'm a little back to thinking user error. I've asked the user to try with a different browser.

#3 - 2021-05-11 07:08 PM - Raymond Hoh

I can duplicate her "no place to re-enter.png" screenshot when inline javascript is disabled on the page. However, I am still able to submit the reset password form successfully.

If I disable javascript entirely, I can see both "New password" and "Confirm new password" fields.

So some form of blocking is taking place in her browser. Can you ask which browser addons she is using?

#4 - 2021-05-12 09:33 AM - Marilyn Weber

She tried in another browser and now has succeeded. She was using Firefox. This can be closed.

#5 - 2021-05-12 01:34 PM - Raymond Hoh

- Category name set to Password Reset

- Status changed from New to Rejected

- Target version set to Not tracked

Thanks for following up, Marilyn.

I was using Firefox for my tests and the reset password form was able to submit properly. (My Firefox setup is also more hardened than most.) If we get more reports of reset password problems, then we can spend a bit more time on this. For now, I'm going to close this.

Files

passwords don_t match.png	10.7 KB	2021-05-11	Marilyn Weber
no place to re-enter.png	82 KB	2021-05-11	Marilyn Weber
mweb05 attempt.jpg	47.1 KB	2021-05-11	Marilyn Weber
entirely blank email.jpg	28.1 KB	2021-05-11	Marilyn Weber
nevermind.JPG	47.1 KB	2021-05-11	Marilyn Weber