Wrong link in password reset email

We use the following Redmine set up

A screenshot of a computer program

Description automatically generated

Problem:

A user is clicking on the reset password button and will receive the following page to enter an email:

A screenshot of a computer

Description automatically generated

The user receive the following email notification:

A screenshot of a computer screen

Description automatically generated

This link is supposed to take you to the password reset page - but it takes you back to the Lost Password page and you have to enter your email again…it will be an endless loop.

This is becoming a huge problem for us, can you please help?

We think this problem started sometimes in April, but we can not find any reason why.

I made a test with my Redmine user account just to check how it should work and when I click the link I got from Redmine to reset my password it worked fine.

A screenshot of a computer

Description automatically generated

I clicked the link and it took me to this page:

A screenshot of a login box

Description automatically generated

In our set up it takes you back to the email address page..