Redmine - Defect #13292

User accounts is automatically locked every day

2013-02-26 11:16 - Gregoire Llorca

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Accounts / authentication		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Invalid		**Affected version:**	

Description

Hello,

We use Redmine as a ticket system, which people who work here use to contact the company's IT Helpdesk (me) in case they have a request to submit.

One of our users is experiencing a singular issue : each time she wants to submit a ticket, we realize that her account is locked. However, we did not lock it, ever. We've unlocked it a couple of times, we even deleted it an set a new account up. Her account is validated and registered, and when we create it, there seems to be no problem (no message displayed, regular way to create it, nothing unusual).

She is the only user who has this issue and I couldn't find anything relevant on Google or on your website. For any other user, there is no problem so far and Redmine works perfectly fine.

Would you need any information about her user account or about our configuration of Redmine ?

History

#1 - 2013-02-26 11:20 - Gregoire Llorca

I have forgotten to say that we use the following plugins :
Redmine Better Gantt Chart plugin
Redmine Favourite Projects plugin
Redmine - Ldap Sync
Mypage custom queries
Redmine Open Links In New Window plugin

#2 - 2013-02-26 12:37 - Etienne Massip

I don't remember of any auto-locking feature in Redmine core, this must be caused by a plugin ; looking at its name, "Ldap Sync" would make a good challenger.

#3 - 2013-02-26 14:01 - Gregoire Llorca

Merci pour votre réponse, Etienne. J'ai transmis les indications à mon collègue chargé de la configuration des plugins sur Redmine, je viendrai clore le ticket si le problème vient de là, sinon je vous tiendrais informé des nouvelles avancées.

#4 - 2013-02-26 14:53 - Gregoire Llorca

- Status changed from New to Resolved

It came from the plugin, indeed. Thank's for your help.

#5 - 2013-02-26 15:27 - Toshi MARUYAMA

- Status changed from Resolved to Closed

- Resolution set to Invalid

Thank you for your feedback.