Redmine - Defect #43211

The "User already exist" is shown after saving user form with corrected missing form

2025-09-15 18:24 - Tomi Tapshanov

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

Description

Description: When attempting to create a new user in the application the system validates that all mandatory fields are completed before saving.if a required field (Adress of user) is left empty and the user click on "save" a massage " Missing required information" is displayed. After entering the previously missing field and clicking "save" again the aplication displays the message"User already exist" and prevents the user from being created.

Steps to reproduce:
1.Open redmine.org on web browser
2.Open registration
3.Fill in all requered fields exept "Adress"
4.Click "save"
5.Observe the validation process "missing required information"
6.enter valid adress information(ul.Narodni Heroi)
7.Clik "save"
8.Observe what is displayed

Expected results:After profiding the missing information and cliling "save" the system should create the userr successfully and display a confirmation message.

Actual results:The system displays "User already exist" and do not create the update for the user that has registered befour.

History

#1 - 2025-09-15 18:29 - Tomi Tapshanov

Tomi Tapshanov wrote:

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> Expected results:After providing the missing information and cliling "save" the system should create the userr successfully and display a confirmation message.
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> Actual results:The system displays "User already exist" and do not create the update for the user that has registered befour.

#2 - 2025-09-15 21:49 - Holger Just

- Category changed from Issues to Accounts / authentication

- Status changed from New to Needs feedback

Thank you for your report. Unfortunately, on redmine.org, there is neither an "Address of user" field nor generally an "Address" field for users. Also,

there is no regular error message titled "missing required information". As such, I'm unable to reproduce your description.

Please provide more details. Please make sure to provide clear steps to reproduce the issue. Make sure to exactly quote any prompts, field names and error messages as you see them. You can also include screenshots.