

Open Infrastructure - Task #8048

Unable to log in to matrix/riot

05/25/2020 05:07 PM - Stefan Baur

Status:	Closed	Start date:	05/25/2020
Priority:	Normal	Due date:	
Assignee:	Timothée Floure	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:			
PM Check date:			
Description			
<p>Hi Nico, hi folks,</p> <p>It seems I can't sign in to matrix/riot at https://matrix.ungleich.ch</p> <p>What I tried: X2Go-ML-1@baur-itcs.de as User Name X2Go-ML-1@baur-itcs.de as E-Mail Address same with all lowercase.</p> <p>I have two different passwords for mattermost and accounts/redmine; the one for accounts/redmine works for logging in to redmine (obviously, as I would be unable to open this issue if it wouldn't work), but not for matrix/riot, even though the page says it should be the same. The mattermost password only works for mattermost.</p> <p>Attempting to reset the password on matrix/riot doesn't work, either, it claims it doesn't know my E-Mail address.</p> <p>Would be cool if someone could fix this or tell me what I'm doing wrong.</p> <p>-Stefan</p>			

History

#1 - 05/27/2020 12:25 PM - Nico Schottelius

- Assignee changed from Nico Schottelius to Timothée Floure

Can you coordinate with Stefan to get his account in order? :-)

#2 - 05/29/2020 09:00 AM - Timothée Floure

- Status changed from New to Feedback

Hello Sefan!

You have two entries in our internal directory:

- uid=mynameisretro,ou=customer,dc=ungleich,dc=ch
- uid=X2Go-ML-1@baur-itcs.de,ou=customer,dc=ungleich,dc=ch

You can use the `mynameisretro` username/account to log on our matrix server and I suspect you created the second account on an old version of <https://account.ungleich.ch/> which allowed invalid usernames: the matrix server rejects the invalid username (contains '@' and capitalized chars).

Cheers,

#3 - 05/29/2020 09:45 AM - Stefan Baur

Hi,

Thanks for the feedback.

Obviously I don't need two accounts. Is there a way to merge them into one?

-Stefan

Am 29.05.20 um 09:00 schrieb redmine@ungleich.ch:

#4 - 06/06/2020 09:57 AM - Timothée Floure

Removing one is easy but you'll lose access to the related services. If you give a list of linked services I might be able to migrate them to the second account.

#5 - 02/10/2021 09:21 AM - Timothée Floure

- *Status changed from Feedback to Closed*

Closing due to inactivity.