

Morpho - Bug #3937

Login results in misleading error message when KNB is down

04/03/2009 01:03 PM - Jim Regetz

Status:	New	Start date:	04/03/2009
Priority:	Normal	Due date:	
Assignee:	Jing Tao	% Done:	0%
Category:	morpho - general	Estimated time:	0.00 hour
Target version:	1.8.1	Spent time:	0.00 hour
Bugzilla-Id:	3937		

Description

I attempted to login from the main Morpho screen, and received an immediate "Login failed" message that further suggested I check the Caps Lock key and try again. This clearly gives them impression that the password I supplied was incorrect. However, in this case it wasn't a password problem at all -- it turns out that KNB was down at the time. In this situation, Morpho should report an error message indicating that the server is unavailable. Otherwise the user is likely to waste time trying to figure out why his/her password isn't working.

This was on OS X, but I assume it is not an OS-specific problem.

History

#1 - 03/27/2013 02:25 PM - Redmine Admin

Original Bugzilla ID was 3937