Redmine - Defect #29450

Addressing the test issues and spammer problems on Redmine.org

2018-08-28 16:00 - Anonymous

Status:	New		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:	Jean-Philippe Lang		**% Done:**	0%
Category:	Website (redmine.org)		**Estimated time:**	0.00 hour
Target version:				
Resolution:			**Affected version:**	3.4.6

Description

It seems that people often create the test issues on Redmine.org, potentially due to low discoverability of the demo site for Redmine and the identical design of both **redmine.org** and **demo.redmine.org** which is confusing.

To solve this problem, the following propositions might be the best:

1. Have a different landing page for Redmine.org (it's even better if it will be multilingual) which would look more modern, serve more of a presentation purpose and clearly point out that there is a demo site specifically for testing, then finally link to different modules of Redmine's Redmine. A great inspiration site for Redmine could be the one made for [Blender](https://www.blender.org).

2. Edit the yellow box message when submitting the new issue (see the attachment), where the first line would be the explanation with the <u>bold</u> and <u>red text</u>, urging users not to submit test issues and instead use the Demo site.

Best Regards.

History

#1 - 2018-09-25 09:44 - Anonymous

Going to have to bump this one once!
+1 to my own ticket because I agree XD. Please feel free to add more ideas for the fix.

#2 - 2018-12-17 13:54 - Anonymous

Ok, I think we need to decide how we might go about this problem in the future, so feel free to propose more possible solutions if you have any. I made a minor JS script before, which informs users whenever they are about to visit Redmine.org from their self-hosted Redmine so they wouldn't be lost, but there are couple of problems:

1. The alert message will then have to be localized in all the languages... I can't localize it on my own.
2. It will still take many years before people will upgrade to the latest version, so it's not a fast solution even if the patch will get to one of the releases.

I think many people are also ending up being sad later due to tickets and documents which get lost...

#3 - 2019-01-23 21:06 - Anonymous

Additional ideas I got recently:

1. Maybe rerouting Redmine.org domain via Cloudflare content delivery system, or anything similar (there is free plan, and it will be more than enough), could filter off a lot of unnecessary spammers, it has quite a tough security as far as I managed to experience, and it should create challenges for suspects for sure (please see
https://support.cloudflare.com/hc/en-us/articles/200170066-Will-activating-Cloudflare-stop-all-spammers-or-attackers-). There is also a quick button to force HTTPS, because currently you can visit Redmine.org via bare HTTP.

2. SMF Forum for instance, has an own quick dedicated help page with set of <u>external</u> links, maybe making something similar in Redmine could reduce the confusion for people who end up creating test issues on Redmine.org. 590e1627-241b-45be-a9cb-8a2a89516ef3.png

#4 - 2019-01-24 01:57 - Go MAEDA

- Subject changed from Addressing the test issues problem on Redmine.org to Addressing the test issues and spammer problems on Redmine.org

#5 - 2019-01-29 07:03 - Marius BĂLTEANU

In this morning, we had almost 200 spam tickets opened.

Files

yellowbox.PNG	13.1 KB	2018-08-28	Anonymous