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## controlled survey?

Posted by azarober - 2008/05/12 13:26

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Hi!

I have changed servers this weekend and now the participants of the survey receive this error when they click on the link to do the survey in the e-mail the program sends to them!:

"This is a controlled survey. You need a valid token to participate.

The token you have provided is either not valid, or has already been used. For further information contact Prof. Roberto Azar (azarober@eba-stats.com)

Close this Window"

This is the actual Status of the survey:

Status: Number of groups in survey: 7

Number of questions in survey: 43

Survey is currently active.

Survey table name is: 'survey\_2'

This survey is NOT anonymous.

It is presented group by group.

IP Addresses will be logged

It uses cookies for access control.

Participants can save partially finished surveys

Send email notification with result codes

Regenerate Question Numbers:

PHPSurveyor

Version 1.0

Thanks in advance for an URGENT answer !

Roberto

eba-stats.com

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## Re:controlled survey?

Posted by EIMatador69 - 2008/05/12 20:25

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Hi, plz do a new installation of LimeSurvey; v1.00 is outdated and support for this version was stopped in the meantime.

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## Re:controlled survey?

Posted by azarober - 2008/05/12 20:55

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Thanks for your answer...

HOW to do it and WHAT to do ?

without losing the done...

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## Re:controlled survey?

Posted by EIMatador69 - 2008/05/12 21:14

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<http://docs.limesurvey.org/tiki-index.php?page=Upgrading+from+a+previous+version>

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You can't update your version; you have to do a new installation, but you can import your existing survey structures there.

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### Re:controlled survey?

Posted by azarober - 2008/05/12 21:26

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does means to do the survey a new ?

WHAT version to download and how to import....?

The new version doesn't support the actual database?

Please, in simple language, I am a newbie ( that's the reason i am still in 1.0,...)  
Thanks a lot in advance for your help....

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### Re:controlled survey?

Posted by EIMatador69 - 2008/05/12 23:49

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Lets step back to your initial problem

# Do you use tokens? ==> If not, delete the tokens table via the admin panel.

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### Re:controlled survey?

Posted by Mazi - 2008/05/13 03:23

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Did changing servers result in any changes to the paths?

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### Re:controlled survey?

Posted by jcleeland - 2008/05/13 07:48

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The message should come up if (a) the same token number is used by more than one person, or (b) if you have cookies turned on, and someone is using the same computer to try and do the survey more than once.

I'd start by turning off cookies. You don't need them in a controlled survey.

Jason

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### Re:controlled survey?

Posted by azarober - 2008/05/13 10:04

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Thanks all for the answers:

No problem with the paths, because the migration was from cPanel to cPanel (according to what said to me at my actual support...)

Yes I use tokens... is there a way not to use them?

I changed to "Use Cookies?" NO (there was in Yes)

and "Allow public registration?" Yes (there was in "No")

going to prove the changes...

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## Re:controlled survey?

Posted by azarober - 2008/05/13 11:36

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ANY changes.... the participant receives again this message

This is a controlled survey. You need a valid token to participate.

The token you have provided is either not valid, or has already been used. For further information contact Prof. Roberto Azar (azarober@eba-stats.com)

Close this Window

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## Re:controlled survey?

Posted by jcleeland - 2008/05/13 12:50

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Yes I use tokens... is there a way not to use them?

I changed to "Use Cookies?" NO (there was in Yes)

and "Allow public registration?" Yes (there was in "No")

OK, sounds like you're a bit unsure about how the surveys work.

No, you don't need to use tokens. Tokens should only be used if you wish to have a controlled list of invitees on your survey. If you just want to be able to publish a URL and have lots and lots of people do the survey, you DON'T want to use tokens.

Once you turn on the tokens control, the only people who can do your survey are those who you have entered into your tokens table, with an email address, and who have had a unique token generated for them.

So, if all this is news to you, then I'd suggest your problem is that you've enabled tokens for this survey, but you really don't want them.

In the LimeSurvey admin, select the survey, then click on the picture of 3 people ("Activate/Edit Tokens for this Survey"). Once you're in there, click on the document with a big red X through it (very right hand side) "Drop Tokens Table".. then click on the button "Delete Tokens". Then return to the main admin screen. Your survey will now be available to anyone who can click on the URL.

Then you should turn cookies back on, and you should turn off "Allow Public Registration".

If, on the other hand you wanted to restrict access to your survey to just those people you invite, then you need to turn the tokens on (or leave them as they are).

Jason

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## Re:controlled survey?

Posted by azarober - 2008/05/13 13:27

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Hi! Thanks for the fine explanation.

I use the survey as Application Form to be accepted as member of mi site. So I myself create a token with the data of the member which registered somewhere in the site and the program send him and invitation to perform the survey.

Including the link to the survey.  
Till the day I changed servers everything was OK and the surveys reached without problems.

That's all... now the applicant receive that message...  
What to do ? Delete tokens and send the URL of the survey ?  
But why there was all OK till 3 days ago ?

Thanks in advance...

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## Re:controlled survey?

Posted by azarober - 2008/05/13 14:39

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Cookies turned back on...  
"Allow Public Registration" turned back off...

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## Re:controlled survey?

Posted by Mazi - 2008/05/13 15:45

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Please contact your admin. If everything worked fine before this seems to be connected to the change of servers.  
Maybe they can give you some more information about what might have been changed.

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## Re:controlled survey?

Posted by azarober - 2008/05/13 17:25

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I worked all the morning with my new server, and they say that no path has changed and nothing at the program....  
strange !

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## Re:controlled survey?

Posted by azarober - 2008/05/13 17:35

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Hi!  
I dropped the tokens database of one of the surveys, we can reach there by means the URL BUT NOW I HAVE NOT  
THE OPTION OF SENDING AN INVITATION TO DO THE SURVEY with that URL.....!!!! (or I am missing something ? )

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## Re:controlled survey?

Posted by jcleeland - 2008/05/14 08:45

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No, if you don't use the tokens table, then you don't have a tokens table to send email invitations! Why did you drop the  
tokens table? I thought you said yesterday that you needed to use it?

Let's try and get it very clear. If you want to RESTRICT access to your survey, then you use the tokens table. If you  
want to OPEN access to your survey, then you don't use the tokens table.

If you don't use a tokens table then access to the survey is open to everybody who knows the URL. If you want to send  
emails advertising the URL, you need to do that manually.

If you use a tokens table, then you restrict access to the survey only to those who you have entered into the tokens table.  
There is a built in mechanism for sending emails to those you have put in the tokens table.

Jason

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## Re:controlled survey?

Posted by azarober - 2008/05/14 10:29

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OK!

thanks a lot for your work!

I restored the tokens table, all is as it was.... but the participant who clicks on the link in the invitation receives once again that message of the "controlled survey and the used token or so on...." (see first post)

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## Re:controlled survey?

Posted by azarober - 2008/05/14 23:42

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Hi!

...and now this strange issue: if I create a token with my own e-mail addresses at hotmail, windows live and yahoo....  
I RECEIVE THE INVITATION AND CLICK ON THE LINK AND REACH THE SURVEY....

meanwhile a registered member who click on the link on his invitation receives the message of the first post...

Can someone explain this strange issue ?

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## Re:controlled survey?

Posted by Mazi - 2008/05/15 01:30

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Did the IPs of the server change?

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## Re:controlled survey?

Posted by azarober - 2008/05/15 01:37

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Yes, there is a new Dedicated IP...

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## Re:controlled survey?

Posted by jcleeland - 2008/05/15 01:37

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How are you generating the token number? Are you doing it yourself, or using the automatic generation? Every number needs to be unique.

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## Re:controlled survey?

Posted by azarober - 2008/05/15 01:41

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I click on the "Generate Tokens" Icon (one before the "Drop Tokens Table" Icon)

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## Re:controlled survey?

Posted by jcleeland - 2008/05/15 01:57

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Could you post the email text from one of the received emails here? (Remove the domain details to protect your privacy)

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## Re:controlled survey?

Posted by azarober - 2008/05/15 01:58

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"This is a controlled survey. You need a valid token to participate.

The token you have provided is either not valid, or has already been used. For further information contact Prof. Roberto Azar (azarober@eba-stats.com)

Close this Window"

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## Re:controlled survey?

Posted by jcleeland - 2008/05/15 02:37

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actually it was the rest of the link (after the domain name) that I was interested in..

ie: <http://your.domain.name/limesurvey/index.php?sid=12345&token=222&lang=en>

I wanted to see the bit after "index.php"

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## Re:controlled survey?

Posted by azarober - 2008/05/15 02:40

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what?

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## Re:controlled survey?

Posted by jcleeland - 2008/05/15 02:43

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I want to see a copy of the text that is in the email, including the link that was actually sent out and that people would click on to start the survey. To see if there are any clues or problems in that.

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## Re:controlled survey?

Posted by azarober - 2008/05/15 02:45

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Click here to do your Application Form survey:

<http://eba-stats.com/ebaplic/index.php?sid=1&token=0800121645>

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## Re:controlled survey?

Posted by jcleeland - 2008/05/15 02:56

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Well, there's nothing wrong with that! And as far as you know, the people who are having the problem haven't done the

survey before on the same computer?

I'm a bit stumped, and working out what could be going wrong with this will probably involve script debugging. We'd need to see exactly what your server is interpreting as the token value, and why it thinks that this token has already been completed.

So the email works for you, but not for the other person! That makes no sense..

When someone connects using that link, the server takes the token value from the URL, and then checks the tokens database for the entry with the same token. If that token number has already submitted a survey, then it refuses the person.. with the message you get.

But if the survey token number hasn't been used, it proceeds with the survey.

Jason

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### Re:controlled survey?

Posted by azarober - 2008/05/15 02:58

OK!

we are reaching to something: now you asked this I realized that the real number of token of this member is 2146125364 and not 0800121645.... but this token (2146125364) does not reach also to the survey...

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### Re:controlled survey?

Posted by azarober - 2008/05/15 03:07

...that's means that to the user reached an email with anumber of token (0800121645) different from the token in the list (2146125364)...

BUT BOTH TOKENS DOESN'T REACH TO THE SURVEY....

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### Re:controlled survey?

Posted by azarober - 2008/05/15 03:18

i AM SPEAKING ABOUT THE MEMBER Nr. 121... AND YOU RECEIVED A PRIVATE MESSAGE wich lets you TO EXAMINE THIS ISSUE.... tHANK YOU IN ADVANCE...

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### Re:controlled survey?

Posted by Mazi - 2008/05/15 03:19

Wow, this is like a chat :)

azarober wrote:

I realized that the real number of token of this member is 2146125364 and not 0800121645  
This is one of the strangest limesurvey behavior I have ever heard of.

Are you sure that you did absolutely no changes to the survey before the problem occurred? After what you have said I'm not sure if the error was caused by the change of servers.

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## Re:controlled survey?

Posted by azarober - 2008/05/15 03:23

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No any Changes were Done... inclusive till the last day I sent invitations and received completed surveys...

In addition I am the writer of the site, not the webmaster, and there is NO webmaster,,,

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## Re:controlled survey?

Posted by azarober - 2008/05/15 03:28

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...and by the way, the chat is going to continue tomorrow, here is 04:25 AM and today I have a professional basketball game for the 1st. Place....

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## Re:controlled survey?

Posted by azarober - 2008/05/15 03:30

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...both helpers have my private messages to see the program inside...

Thanks in advance for your help and work....!

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