

D4Science Infrastructure - Incident #10203

Something wrong in communication between EDISON Portal production instance and MongoDB Production

Nov 03, 2017 03:06 PM - Massimiliano Assante

Status:	Closed	Start date:	Nov 03, 2017
Priority:	High	Due date:	Nov 03, 2017
Assignee:	Roberto Cirillo	% Done:	100%
Category:		Estimated time:	0.00 hour
Target version:	EDISON Migration outside CNR		
Infrastructure:	Production		

Description

See the exception below (java.net.ConnectException: Connection refused (Connection refused))), unclear if related to the Authorization service:

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14:01:16,168 INFO [GWTWorkspaceServiceImpl:388] Special folder name updated as: VRE Folders
com.mongodb.MongoTimeoutException: Timed out after 30000 ms while waiting for a server that matches PrimaryServerSelector. Client view of cluster state is {type=REPLICA_SET, servers=[{address=mongo1-p-d4s.d4science.org:27017, type=REPLICA_SET_ARBITER, roundTripTime=48.9 ms, state=CONNECTED}, {address=mongo2-p-d4s.d4science.org:27017, type=REPLICA_SET_SECONDARY, roundTripTime=47.7 ms, state=CONNECTED}, {address=mongo3-p-d4s.d4science.org:27017, type=REPLICA_SET_SECONDARY, roundTripTime=47.4 ms, state=CONNECTED}, {address=mongo4-p-d4s.d4science.org:27017, type=UNKNOWN, state=CONNECTING, exception={com.mongodb.MongoSocketOpenException: Exception opening socket}, caused by {java.net.ConnectException: Connection refused (Connection refused)}}]
    at com.mongodb.connection.BaseCluster.createTimeoutException(BaseCluster.java:370)
    at com.mongodb.connection.BaseCluster.selectServer(BaseCluster.java:101)
    at com.mongodb.binding.ClusterBinding$ClusterBindingConnectionSource.<init>(ClusterBinding.java:75)
    at com.mongodb.binding.ClusterBinding$ClusterBindingConnectionSource.<init>(ClusterBinding.java:71)
    at com.mongodb.binding.ClusterBinding.getWriteConnectionSource(ClusterBinding.java:68)
    at com.mongodb.operation.OperationHelper.withConnection(OperationHelper.java:175)
    at com.mongodb.operation.CreateIndexesOperation.execute(CreateIndexesOperation.java:111)
    at com.mongodb.operation.CreateIndexesOperation.execute(CreateIndexesOperation.java:66)
    at com.mongodb.Mongo.execute(Mongo.java:747)
    at com.mongodb.Mongo$2.execute(Mongo.java:730)
    at com.mongodb.DBCollection.createIndex(DBCollection.java:1492)
    at com.mongodb.DBCollection.createIndex(DBCollection.java:1478)
    at org.gcube.contentmanagement.blobstorage.transport.backend.DefaultMongoClient.<init>(DefaultMongoClient.java:63)
    at org.gcube.contentmanagement.blobstorage.transport.TransportManagerFactory.load(TransportManagerFactory.java:56)
    at org.gcube.contentmanagement.blobstorage.transport.TransportManagerFactory.getTransport(TransportManagerFactory.java:43)
    at org.gcube.contentmanagement.blobstorage.service.operation.GetUserTotalVolume.doIt(GetUserTotalVolume.java:24)
    at org.gcube.contentmanagement.blobstorage.service.operation.GetUserTotalVolume.doIt(GetUserTotalVolume.java:13)
    at org.gcube.contentmanagement.blobstorage.service.operation.OperationManager.startOperation(OperationManager.java:76)
    at org.gcube.contentmanagement.blobstorage.service.impl.ServiceEngine.getTotalUserVolume(ServiceEngine.java:276)
    at org.gcube.common.homelibrary.jcr.repository.external.GCUBEStorage.getDiskUsageByUser(GCUBEStorage.java:191)
    at org.gcube.common.homelibrary.jcr.workspace.JCRWorkspace.getDiskUsage(JCRWorkspace.java:3614)
    at org.gcube.portlets.user.workspace.server.GWTWorkspaceServiceImpl.getUserWorkspaceQuote(GWTWorkspaceServiceImpl.java:3694)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:62)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
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    at java.lang.reflect.Method.invoke(Method.java:498)
    at com.google.gwt.user.server.rpc.RPC.invokeAndEncodeResponse(RPC.java:561)
    at com.google.gwt.user.server.rpc.RemoteServiceServlet.processCall(RemoteServiceServlet.java:2
08)
    at com.google.gwt.user.server.rpc.RemoteServiceServlet.processPost(RemoteServiceServlet.java:2
48)
    at com.google.gwt.user.server.rpc.AbstractRemoteServiceServlet.doPost(AbstractRemoteServiceSer
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    at javax.servlet.http.HttpServlet.service(HttpServlet.java:650)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:731)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.jav
a:303)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
    at org.apache.tomcat.websocket.server.WsFilter.doFilter(WsFilter.java:52)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.jav
a:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilter
Chain.java:116)
    at sun.reflect.GeneratedMethodAccessor1323.invoke(Unknown Source)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
    at java.lang.reflect.Method.invoke(Method.java:498)
    at com.liferay.portal.kernel.bean.ClassLoaderBeanHandler.invoke(ClassLoaderBeanHandler.java:67
)
    at com.sun.proxy.$Proxy749.doFilter(Unknown Source)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilter
Chain.java:116)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.processDirectCallFilter
(InvokerFilterChain.java:165)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilter
Chain.java:96)
    at com.liferay.portal.kernel.servlet.PortalClassLoaderFilter.doFilter(PortalClassLoaderFilter.
java:74)
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rFilterChain.java:204)
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    at org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:505)
    at org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:170)
    at org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:103)
    at org.apache.catalina.valves.AccessLogValve.invoke(AccessLogValve.java:957)
    at org.gcube.portal.threadlocalexec.SmartGearsPortalValve.invoke(SmartGearsPortalValve.java:69
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    at org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:116)
    at org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:423)
    at org.apache.coyote.http11.AbstractHttp11Processor.process(AbstractHttp11Processor.java:1079)
    at org.apache.coyote.AbstractProtocol$AbstractConnectionHandler.process(AbstractProtocol.java:
620)
    at org.apache.tomcat.util.net.JIoEndpoint$SocketProcessor.run(JIoEndpoint.java:316)
    at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)
    at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
    at org.apache.tomcat.util.threads.TaskThread$WrappingRunnable.run(TaskThread.java:61)
    at java.lang.Thread.run(Thread.java:748)
14:01:41,612 INFO [GWTWorkspaceServiceImpl:3695] Root size is: 29664529407 formatting..
14:01:41,612 INFO [GWTWorkspaceServiceImpl:3750] Getting total items..
com.mongodb.MongoTimeoutException: Timed out after 30000 ms while waiting for a server that matche
s PrimaryServerSelector. Client view of cluster state is {type=REPLICA_SET, servers=[{address=mong
o1-p-d4s.d4science.org:27017, type=REPLICA_SET_ARBITER, roundTripTime=47.6 ms, state=CONNECTED}, {
address=mongo2-p-d4s.d4science.org:27017, type=REPLICA_SET_SECONDARY, roundTripTime=47.5 ms, state
=CONNECTED}, {address=mongo3-p-d4s.d4science.org:27017, type=REPLICA_SET_SECONDARY, roundTripTime=

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47.3 ms, state=CONNECTED}, {address=mongo4-p-d4s.d4science.org:27017, type=UNKNOWN, state=CONNECTI
NG, exception={com.mongodb.MongoSocketOpenException: Exception opening socket}, caused by {java.net
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    at com.mongodb.connection.BaseCluster.createTimeoutException(BaseCluster.java:370)
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    at org.gcube.common.homelibrary.jcr.workspace.JCRWorkspace.getDiskUsage(JCRWorkspace.java:3614
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    at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
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    at org.gcube.contentmanagement.blobstorage.service.operation.GetUserTotalVolume.doIt(GetUserTotalVolume.java:24)
    at org.gcube.contentmanagement.blobstorage.service.operation.GetUserTotalVolume.doIt(GetUserTotalVolume.java:13)
    at org.gcube.contentmanagement.blobstorage.service.operation.OperationManager.startOperation(OperationManager.java:76)

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    at org.gcube.contentmanagement.blobstorage.service.impl.ServiceEngine.getTotalUserVolume (ServiceEngine.java:276)
    at org.gcube.common.homelibrary.jcr.repository.external.GCUBESStorage.getDiskUsageByUser (GCUBESStorage.java:191)
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    at org.gcube.portlets.user.workspace.server.GTWWorkspaceServiceImpl.getUserWorkspaceQuote (GTWWorkspaceServiceImpl.java:3694)
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    at com.google.gwt.user.server.rpc.RPC.invokeAndEncodeResponse (RPC.java:561)
    at com.google.gwt.user.server.rpc.RemoteServiceServlet.processCall (RemoteServiceServlet.java:208)
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    at com.google.gwt.user.server.rpc.RemoteServiceServlet.processPost (RemoteServiceServlet.java:248)
    at com.google.gwt.user.server.rpc.AbstractRemoteServiceServlet.doPost (AbstractRemoteServiceServlet.java:62)
    at javax.servlet.http.HttpServlet.service (HttpServlet.java:650)
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    at org.apache.coyote.http11.AbstractHttp11Processor.process (AbstractHttp11Processor.java:1079)
    at org.apache.coyote.AbstractProtocol$AbstractConnectionHandler.process (AbstractProtocol.java:620)
    at org.apache.tomcat.util.net.JIoEndpoint$SocketProcessor.run (JIoEndpoint.java:316)

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    at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)
    at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
    at org.apache.tomcat.util.threads.TaskThread$WrappingRunnable.run(TaskThread.java:61)
    at java.lang.Thread.run(Thread.java:748)
java.lang.Exception: error contacting authorization service
    at org.gcube.common.authorization.client.proxy.DefaultAuthorizationProxy.generateUserToken(DefaultAuthorizationProxy.java:175)
    at org.gcube.common.portal.PortalContext.generateAuthorizationToken(PortalContext.java:420)
    at org.gcube.common.portal.PortalContext.getCurrentUserToken(PortalContext.java:388)
    at org.gcube.portlets.user.workspace.server.util.WsUtil.getPortalContext(WsUtil.java:101)
    at org.gcube.portlets.user.workspace.server.util.WsUtil.getWorkspace(WsUtil.java:147)
    at org.gcube.portlets.user.workspace.server.GTWWorkspaceServiceImpl.getWorkspace(GTWWorkspaceServiceImpl.java:144)
    at org.gcube.portlets.user.workspace.server.GTWWorkspaceServiceImpl.getUserWorkspaceTotalItems(GTWWorkspaceServiceImpl.java:3751)
    at org.gcube.portlets.user.workspace.server.GTWWorkspaceServiceImpl.getUserWorkspaceQuote(GTWWorkspaceServiceImpl.java:3697)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
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    at com.sun.proxy.$Proxy749.doFilter(Unknown Source)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilterChain.java:116)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.processDirectCallFilter(InvokerFilterChain.java:165)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilterChain.java:96)
    at com.liferay.portal.kernel.servlet.PortalClassLoaderFilter.doFilter(PortalClassLoaderFilter.java:74)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.processDoFilter(InvokerFilterChain.java:204)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilterChain.java:109)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilter.doFilter(InvokerFilter.java:119)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
    at org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:220)
    at org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:122)
    at org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:505)
    at org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:170)
    at org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:103)

```

```

at org.apache.catalina.valves.AccessLogValve.invoke (AccessLogValve.java:957)
at org.gcube.portal.threadlocalexec.SmartGearsPortalValve.invoke (SmartGearsPortalValve.java:69
)
at org.apache.catalina.core.StandardEngineValve.invoke (StandardEngineValve.java:116)
at org.apache.catalina.connector.CoyoteAdapter.service (CoyoteAdapter.java:423)
at org.apache.coyote.http11.AbstractHttp11Processor.process (AbstractHttp11Processor.java:1079)
at org.apache.coyote.AbstractProtocol$AbstractConnectionHandler.process (AbstractProtocol.java:
620)
at org.apache.tomcat.util.net.JIoEndpoint$SocketProcessor.run (JIoEndpoint.java:316)
at java.util.concurrent.ThreadPoolExecutor.runWorker (ThreadPoolExecutor.java:1142)
at java.util.concurrent.ThreadPoolExecutor$Worker.run (ThreadPoolExecutor.java:617)
at org.apache.tomcat.util.threads.TaskThread$WrappingRunnable.run (TaskThread.java:61)
at java.lang.Thread.run (Thread.java:748)
14:01:48,319 INFO [GWTWorkspaceServiceImpl:3695] Root size is: 29664529407 formatting..
14:01:48,319 INFO [GWTWorkspaceServiceImpl:3750] Getting total items..
14:01:48,412 INFO [GWTWorkspaceServiceImpl:3695] Root size is: 29664529407 formatting..
14:01:48,413 INFO [GWTWorkspaceServiceImpl:3750] Getting total items..
java.lang.Exception: error contacting authorization service
at org.gcube.common.authorization.client.proxy.DefaultAuthorizationProxy.generateUserToken (Def
aultAuthorizationProxy.java:175)
at org.gcube.common.portal.PortalContext.generateAuthorizationToken (PortalContext.java:420)
at org.gcube.common.portal.PortalContext.getCurrentUserToken (PortalContext.java:388)
at org.gcube.portlets.user.workspace.server.util.WsUtil.getPortalContext (WsUtil.java:101)
at org.gcube.portlets.user.workspace.server.util.WsUtil.getWorkspace (WsUtil.java:147)
at org.gcube.portlets.user.workspace.server.GWTWorkspaceServiceImpl.getWorkspace (GWTWorkspacesS
erviceImpl.java:144)
at org.gcube.portlets.user.workspace.server.GWTWorkspaceServiceImpl.getUserWorkspaceTotalItems
(GWTWorkspaceServiceImpl.java:3751)
at org.gcube.portlets.user.workspace.server.GWTWorkspaceServiceImpl.getUserWorkspaceQuote (GWTW
orkspaceServiceImpl.java:3697)
at sun.reflect.NativeMethodAccessorImpl.invoke0 (Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke (NativeMethodAccessorImpl.java:62)
at sun.reflect.DelegatingMethodAccessorImpl.invoke (DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke (Method.java:498)
at com.google.gwt.user.server.rpc.RPC.invokeAndEncodeResponse (RPC.java:561)
at com.google.gwt.user.server.rpc.RemoteServiceServlet.processCall (RemoteServiceServlet.java:2
08)
at com.google.gwt.user.server.rpc.RemoteServiceServlet.processPost (RemoteServiceServlet.java:2
48)
at com.google.gwt.user.server.rpc.AbstractRemoteServiceServlet.doPost (AbstractRemoteServiceSer
vlet.java:62)
at javax.servlet.http.HttpServlet.service (HttpServlet.java:650)
at javax.servlet.http.HttpServlet.service (HttpServlet.java:731)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter (ApplicationFilterChain.jav
a:303)
at org.apache.catalina.core.ApplicationFilterChain.doFilter (ApplicationFilterChain.java:208)
at org.apache.tomcat.websocket.server.WsFilter.doFilter (WsFilter.java:52)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter (ApplicationFilterChain.jav
a:241)
at org.apache.catalina.core.ApplicationFilterChain.doFilter (ApplicationFilterChain.java:208)
at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter (InvokerFilter
Chain.java:116)
at sun.reflect.GeneratedMethodAccessor1323.invoke (Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke (DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke (Method.java:498)
at com.liferay.portal.kernel.bean.ClassLoaderBeanHandler.invoke (ClassLoaderBeanHandler.java:67
)
at com.sun.proxy.$Proxy749.doFilter (Unknown Source)
at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter (InvokerFilter
Chain.java:116)
at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.processDirectCallFilter
(InvokerFilterChain.java:165)
at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter (InvokerFilter
Chain.java:96)
at com.liferay.portal.kernel.servlet.PortalClassLoaderFilter.doFilter (PortalClassLoaderFilter.
java:74)
at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.processDoFilter (Invoke

```

```

rFilterChain.java:204)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilter
Chain.java:109)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilter.doFilter(InvokerFilter.java
:119)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.jav
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    at org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:505)
    at org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:170)
    at org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:103)
    at org.apache.catalina.valves.AccessLogValve.invoke(AccessLogValve.java:957)
    at org.gcube.portal.threadlocalexec.SmartGearsPortalValve.invoke(SmartGearsPortalValve.java:69
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    at org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:116)
    at org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:423)
    at org.apache.coyote.http11.AbstractHttp11Processor.process(AbstractHttp11Processor.java:1079)
    at org.apache.coyote.AbstractProtocol$AbstractConnectionHandler.process(AbstractProtocol.java:
620)
    at org.apache.tomcat.util.net.JIoEndpoint$SocketProcessor.run(JIoEndpoint.java:316)
    at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)
    at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
    at org.apache.tomcat.util.threads.TaskThread$WrappingRunnable.run(TaskThread.java:61)
    at java.lang.Thread.run(Thread.java:748)
java.lang.Exception: error contacting authorization service
    at org.gcube.common.authorization.client.proxy.DefaultAuthorizationProxy.generateUserToken(Def
aultAuthorizationProxy.java:175)
    at org.gcube.common.portal.PortalContext.generateAuthorizationToken(PortalContext.java:420)
    at org.gcube.common.portal.PortalContext.getCurrentUserToken(PortalContext.java:388)
    at org.gcube.portlets.user.workspace.server.util.WsUtil.getPortalContext(WsUtil.java:101)
    at org.gcube.portlets.user.workspace.server.util.WsUtil.getWorkspace(WsUtil.java:147)
    at org.gcube.portlets.user.workspace.server.GWTWorkspaceServiceImpl.getWorkspace(GWTWorkspaceS
erviceImpl.java:144)
    at org.gcube.portlets.user.workspace.server.GWTWorkspaceServiceImpl.getUserWorkspaceTotalItems
(GWTWorkspaceServiceImpl.java:3751)
    at org.gcube.portlets.user.workspace.server.GWTWorkspaceServiceImpl.getUserWorkspaceQuote(GWTW
orkspaceServiceImpl.java:3697)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:62)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
    at java.lang.reflect.Method.invoke(Method.java:498)
    at com.google.gwt.user.server.rpc.RPC.invokeAndEncodeResponse(RPC.java:561)
    at com.google.gwt.user.server.rpc.RemoteServiceServlet.processCall(RemoteServiceServlet.java:2
08)
    at com.google.gwt.user.server.rpc.RemoteServiceServlet.processPost(RemoteServiceServlet.java:2
48)
    at com.google.gwt.user.server.rpc.AbstractRemoteServiceServlet.doPost(AbstractRemoteServiceSer
vlet.java:62)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:650)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:731)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.jav
a:303)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
    at org.apache.tomcat.websocket.server.WsFilter.doFilter(WsFilter.java:52)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.jav
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    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilter
Chain.java:116)
    at sun.reflect.GeneratedMethodAccessor1323.invoke(Unknown Source)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
    at java.lang.reflect.Method.invoke(Method.java:498)
    at com.liferay.portal.kernel.bean.ClassLoaderBeanHandler.invoke(ClassLoaderBeanHandler.java:67
)
    at com.sun.proxy.$Proxy749.doFilter(Unknown Source)

```

```

    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilterChain.java:116)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.processDirectCallFilter(InvokerFilterChain.java:165)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilterChain.java:96)
    at com.liferay.portal.kernel.servlet.PortalClassLoaderFilter.doFilter(PortalClassLoaderFilter.java:74)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.processDoFilter(InvokerFilterChain.java:204)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilterChain.java:109)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilter.doFilter(InvokerFilter.java:119)
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    at org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:220)
    at org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:122)
    at org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:505)
    at org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:170)
    at org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:103)
    at org.apache.catalina.valves.AccessLogValve.invoke(AccessLogValve.java:957)
    at org.gcube.portal.threadlocalexec.SmartGearsPortalValve.invoke(SmartGearsPortalValve.java:69)
)
    at org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:116)
    at org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:423)
    at org.apache.coyote.http11.AbstractHttp11Processor.process(AbstractHttp11Processor.java:1079)
    at org.apache.coyote.AbstractProtocol$AbstractConnectionHandler.process(AbstractProtocol.java:620)
    at org.apache.tomcat.util.net.JIoEndpoint$SocketProcessor.run(JIoEndpoint.java:316)
    at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)
    at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
    at org.apache.tomcat.util.threads.TaskThread$WrappingRunnable.run(TaskThread.java:61)
    at java.lang.Thread.run(Thread.java:748)
14:01:48,834 INFO [GWTWorkspaceServiceImpl:3753] returning total items value: 1066
14:01:48,834 INFO [GWTWorkspaceServiceImpl:3703] returning user quote: WorkspaceUserQuote [diskSpace=29664529407, diskSpaceFormatted=27.63 GB, totalItems=1066]
14:01:50,353 INFO [GWTWorkspaceServiceImpl:3753] returning total items value: 1066

```

History

#1 - Nov 03, 2017 03:07 PM - Massimiliano Assante

the EDISON Portal production instance has an IP address 194.149.136.227

#2 - Nov 03, 2017 03:14 PM - Massimiliano Assante

Weird, the exception disappeared now, I cannot reproduce

#3 - Nov 03, 2017 03:24 PM - Andrea Dell'Amico

I can only confirm that all the mongo servers are accessible from the EDISON portal:

```

$ for n in $( seq 1 5 ) ; do ssh mongo${n}-p-d4s.d4science.org iptables -nvL | grep 194.149.136.227 ; done
327 19620 ACCEPT      tcp  --  *      *      194.149.136.227      0.0.0.0/0                state NEW tcp dpt:270
17
335 20100 ACCEPT      tcp  --  *      *      194.149.136.227      0.0.0.0/0                state NEW tcp dpt:270
17
258 15480 ACCEPT      tcp  --  *      *      194.149.136.227      0.0.0.0/0                state NEW tcp dpt:270
17
603 36180 ACCEPT      tcp  --  *      *      194.149.136.227      0.0.0.0/0                state NEW tcp dpt:270
17
0    0 ACCEPT      tcp  --  *      *      194.149.136.227      0.0.0.0/0                state NEW tcp dpt:270
17

```

#4 - Nov 03, 2017 03:29 PM - Massimiliano Assante

@lucio.lelii@isti.cnr.it can you look at the exception and tell us what could have happened? It seems it could be related to the Auth Service?

```
java.lang.Exception: error contacting authorization service
```

```
    at org.gcube.common.authorization.client.proxy.DefaultAuthorizationProxy.generateUserToken(DefaultAuthoriz
ationProxy.java:175)
    at org.gcube.common.portal.PortalContext.generateAuthorizationToken(PortalContext.java:420)
    at org.gcube.common.portal.PortalContext.getCurrentUserToken(PortalContext.java:388)
    at org.gcube.portlets.user.workspace.server.util.WsUtil.getPortalContext(WsUtil.java:101)
```

#5 - Nov 03, 2017 03:30 PM - Massimiliano Assante

- Assignee changed from *_InfraScience Systems Engineer* to *Lucio Lelii*

#6 - Nov 03, 2017 03:36 PM - Lucio Lelii

I just checked the authorization service and everything is working fine.

#7 - Nov 03, 2017 03:39 PM - Massimiliano Assante

- Status changed from *New* to *Closed*

- Assignee changed from *Lucio Lelii* to *Roberto Cirillo*

I close the ticket, let's wait if it happens again.

#8 - Nov 03, 2017 03:48 PM - Andrea Dell'Amico

I can confirm that the authorization service is configured to allow requests from the edison portal.
The failures seem network related to me.