

D4Science Infrastructure - Incident #10373

Authorisation service dev and preprod is broken

Nov 20, 2017 10:40 AM - Massimiliano Assante

Status:	Closed	Start date:	Nov 21, 2017
Priority:	Urgent	Due date:	Nov 21, 2017
Assignee:	_InfraScience Systems Engineer	% Done:	100%
Category:		Estimated time:	0.00 hour
Target version:	D4Science infrastructure upgrade to gCube 4.8.0		
Infrastructure:	Development, Pre-Production		
Description			
according to @roberto.cirillo@isti.cnr.it and @lucio.lelii@isti.cnr.it the issue is in pgpool			

History

#1 - Nov 20, 2017 11:46 AM - Massimiliano Assante

- Is duplicate of Incident #10372: Authorization service: pgpool problem added

#2 - Nov 20, 2017 11:46 AM - Massimiliano Assante

- Status changed from New to Closed

#3 - Nov 21, 2017 11:58 AM - Massimiliano Assante

- Is duplicate of deleted (Incident #10372: Authorization service: pgpool problem)

#4 - Nov 21, 2017 11:59 AM - Massimiliano Assante

- Due date changed from Nov 20, 2017 to Nov 21, 2017

- Status changed from Closed to In Progress

- Start date changed from Nov 20, 2017 to Nov 21, 2017

Authorisation service dev and preprod is broken again today

#5 - Nov 21, 2017 12:02 PM - Andrea Dell'Amico

Wut. Sorry, my fault. I didn't remove a broken script.

#6 - Nov 21, 2017 12:04 PM - Andrea Dell'Amico

Hm. But on one of the servers only. The other one has open connections since yesterday:

```
postgres 14025 0.0 0.2 104936 4060 ? S Nov20 0:00 pgpool: authorization authorization auth-d.de
v.d4science.org(42564) idle
postgres 14027 0.0 0.2 106500 5908 ? S Nov20 0:04 pgpool: authorization authorization auth-d.de
v.d4science.org(42235) idle
postgres 14028 0.0 0.2 104940 4060 ? S Nov20 0:01 pgpool: authorization authorization auth-d.de
v.d4science.org(42242) idle
postgres 14030 0.0 0.2 104932 4276 ? S Nov20 0:02 pgpool: authorization authorization auth-d.de
v.d4science.org(42240) idle
postgres 14031 0.0 0.2 104940 4064 ? S Nov20 0:08 pgpool: authorization authorization auth-d.de
v.d4science.org(42236) idle
postgres 14032 0.0 0.2 104804 4060 ? S Nov20 0:01 pgpool: authorization authorization auth-d.de
v.d4science.org(42241) idle
postgres 14034 0.0 0.2 104940 4064 ? S Nov20 0:04 pgpool: authorization authorization auth-d.de
v.d4science.org(42238) idle
postgres 14035 0.0 0.2 104940 4064 ? S Nov20 0:03 pgpool: authorization authorization auth-d.de
v.d4science.org(42239) idle
postgres 14036 0.0 0.2 104940 4064 ? S Nov20 0:05 pgpool: authorization authorization auth-d.de
v.d4science.org(42237) idle
```

#7 - Nov 21, 2017 12:06 PM - Andrea Dell'Amico

And I don't see any errors in the authorization logs. Can you give any details?

#8 - Nov 21, 2017 12:07 PM - Massimiliano Assante

```
2017-11-21 11:06:35,997 ERROR o.g.p.t.SmartGearsPortalValve [http-bio-9090-exec-270,invoke:62][PORTAL] 6679190
79 [http-bio-9090-exec-270] ERROR org.gcube.portal.threadlocalexec.SmartGearsPortalValve - Something went wron
g in generating token for mister.orange in scope /gcube/preprod/preVRE
java.net.SocketException: Connection reset
2017-11-21 11:06:35,997 ERROR o.g.p.t.SmartGearsPortalValve [http-bio-9090-exec-257,invoke:62][PORTAL] 6679190
79 [http-bio-9090-exec-257] ERROR org.gcube.portal.threadlocalexec.SmartGearsPortalValve - Something went wron
g in generating token for mister.orange in scope /gcube/preprod/preVRE
    at java.net.SocketInputStream.read(SocketInputStream.java:210)
    at java.net.SocketInputStream.read(SocketInputStream.java:141)
    at java.io.BufferedInputStream.fill(BufferedInputStream.java:246)
    at java.io.BufferedInputStream.read1(BufferedInputStream.java:286)
    at java.io.BufferedInputStream.read(BufferedInputStream.java:345)
    at sun.net.www.http.HttpClient.parseHTTPHeader(HttpClient.java:735)
    at sun.net.www.http.HttpClient.parseHTTP(HttpClient.java:678)
    at sun.net.www.http.HttpClient.parseHTTP(HttpClient.java:706)
    at sun.net.www.protocol.http.HttpURLConnection.getInputStream0(HttpURLConnection.java:1569)
    at sun.net.www.protocol.http.HttpURLConnection.getInputStream(HttpURLConnection.java:1474)
    at java.net.HttpURLConnection.getResponseCode(HttpURLConnection.java:480)
    at org.gcube.common.authorization.client.proxy.DefaultAuthorizationProxy.resolveTokenByUserAndContext(Defa
ultAuthorizationProxy.java:136)
    at org.gcube.portal.threadlocalexec.SmartGearsPortalValve.invoke(SmartGearsPortalValve.java:53)
    at org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:116)
    at org.apache.catalina.ha.tcp.ReplicationValve.invoke(ReplicationValve.java:333)
    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.net.SocketException: Connection reset
```

#9 - Nov 21, 2017 12:09 PM - Massimiliano Assante

The authorisation service is not responding, according to the logs.

```
2017-11-21 11:08:40,157 ERROR o.g.c.p.PortalContext [http-bio-9090-exec-264,getCurrentUserToken:393][PORTAL] 6
68043239 [http-bio-9090-exec-264] ERROR org.gcube.common.portal.PortalContext - Error while trying to generate
token for user massimiliano.assantein scope /gcube
java.net.SocketException: Connection reset
    at java.net.SocketInputStream.read(SocketInputStream.java:210)
    at java.net.SocketInputStream.read(SocketInputStream.java:141)
    at java.io.BufferedInputStream.fill(BufferedInputStream.java:246)
    at java.io.BufferedInputStream.read1(BufferedInputStream.java:286)
    at java.io.BufferedInputStream.read(BufferedInputStream.java:345)
    at sun.net.www.http.HttpClient.parseHTTPHeader(HttpClient.java:735)
    at sun.net.www.http.HttpClient.parseHTTP(HttpClient.java:678)
    at sun.net.www.http.HttpClient.parseHTTP(HttpClient.java:706)
```

#10 - Nov 21, 2017 12:24 PM - Massimiliano Assante

- % Done changed from 0 to 100

it works now

#11 - Nov 21, 2017 12:24 PM - Andrea Dell'Amico

- % Done changed from 100 to 0

OK, there were a lot of connections from the authorization that were stuck, some lasting 24 hours. I had to kill postgres to get rid of them:

```
[...]
2017-11-21 12:17:38 CET [21365-3] authorization@authorization FATAL: terminating connection due to administra
tor command
2017-11-21 12:17:38 CET [21365-4] authorization@authorization LOG: disconnection: session time: 2:00:17.162 u
ser=authorization database=authorization host=postgres2-d-d4s.d4science.org port=42645
2017-11-21 12:17:38 CET [16462-3] authorization@authorization FATAL: terminating connection due to administra
tor command
2017-11-21 12:17:38 CET [16462-4] authorization@authorization LOG: disconnection: session time: 8:19:24.323 u
ser=authorization database=authorization host=postgres2-d-d4s.d4science.org port=42629
2017-11-21 12:17:38 CET [10862-3] authorization@authorization FATAL: terminating connection due to administra
```

tor command

```
2017-11-21 12:17:38 CET [10862-4] authorization@authorization LOG:  disconnection: session time: 9:16:33.511 u
ser=authorization database=authorization host=postgres2-d-d4s.d4science.org port=42611
2017-11-21 12:17:38 CET [7559-3] authorization@authorization FATAL:  terminating connection due to administrat
or command
2017-11-21 12:17:38 CET [7559-4] authorization@authorization LOG:  disconnection: session time: 9:50:02.203 us
er=authorization database=authorization host=postgres2-d-d4s.d4science.org port=42601
2017-11-21 12:17:38 CET [17013-3] authorization@authorization FATAL:  terminating connection due to administra
tor command
2017-11-21 12:17:38 CET [17013-4] authorization@authorization LOG:  disconnection: session time: 24:11:30.680
user=authorization database=authorization host=postgres2-d-d4s.d4science.org port=42592
2017-11-21 12:17:38 CET [17011-3] authorization@authorization FATAL:  terminating connection due to administra
tor command
2017-11-21 12:17:38 CET [17011-4] authorization@authorization LOG:  disconnection: session time: 24:11:30.722
user=authorization database=authorization host=postgres2-d-d4s.d4science.org port=42588
[...]
```

#12 - Nov 21, 2017 12:25 PM - Andrea Dell'Amico

- *Status changed from In Progress to Feedback*

- *% Done changed from 0 to 100*

#13 - Nov 21, 2017 03:14 PM - Massimiliano Assante

- *Status changed from Feedback to Closed*