

D4Science Infrastructure - Incident #11343

Preprod workspace of user "andrea.rossi" is not working, it is necessary for testing

Mar 02, 2018 03:20 PM - Massimiliano Assante

Status:	Closed	Start date:	Mar 02, 2018
Priority:	Urgent	Due date:	Mar 02, 2018
Assignee:	Lucio Lelii	% Done:	100%
Category:	System Application	Estimated time:	0.00 hour
Target version:	UnSprintable		
Infrastructure:	Pre-Production		
Description			
The workspace goes in loop and here's the stack trace			
<pre>2018-03-02 14:14:32,668 ERROR server.GTWWorkspaceServiceImpl [http-bio-9090-exec-478,getFolderChildren:402] %org.gcube.common.homelibrary.home.exceptions.InternalErrorException: java.lang.NullPointerException at org.gcube.common.homelibrary.jcr.workspace.JCRWorkspaceSharedFolder.getUserNode(JCRWorkspaceSharedFolder.java:277) at org.gcube.common.homelibrary.jcr.workspace.JCRWorkspaceSharedFolder.getUserNode(JCRWorkspaceSharedFolder.java:287) at org.gcube.common.homelibrary.jcr.workspace.JCRWorkspaceSharedFolder.getParent(JCRWorkspaceSharedFolder.java:479) at org.gcube.common.homelibrary.jcr.workspace.JCRWorkspaceItem.isRoot(JCRWorkspaceItem.java:222) at org.gcube.portlets.user.workspace.server.GTWWorkspaceBuilder.buildGXTListFileModelItem(GTWWorkspaceBuilder.java:556) at org.gcube.portlets.user.workspace.server.GTWWorkspaceServiceImpl.getFolderChildren(GTWWorkspaceServiceImpl.java:375) at sun.reflect.GeneratedMethodAccessor2605.invoke(Unknown Source) 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:208) 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) at javax.servlet.http.HttpServlet.service(HttpServlet.java:731) at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java: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.java:241) at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208) at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilterChain.java:116) at sun.reflect.GeneratedMethodAccessor2088.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.\$Proxy832.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.</pre>			

History

#1 - Mar 07, 2018 03:10 PM - Pasquale Pagano

- *Priority changed from High to Urgent*

@lucio.lelii@isti.cnr.it, my workspace goes in a loop as well. Can you fix it? thanks.

#2 - Mar 07, 2018 03:16 PM - Massimiliano Assante

The issue occurred when implementing the take course portlets. Costantino simply removed the faulty directories from our workspace when he used to do this. Please note that my issue happens in the JCR preprod instance while @pasquale.pagano@isti.cnr.it 's one happened in the JCR Dev instance

#3 - Mar 07, 2018 03:25 PM - Lucio Lelii

Yes, but I need to know which is the problematic folder.

#5 - Mar 08, 2018 10:56 AM - Roberto Cirillo

I've checked some folders on @pasquale.pagano@isti.cnr.it 's workspace in order to delete the payloads but all the folders are empty now. In particular I've checked the following folders:

```
Workspace/mypythoncourse  
Workspace/mycourse  
Workspace/mycourse1  
Workspace/_trainingcourses  
Workspace/mypythonstartingcourse
```

is it possible? Have you uploaded some files on that folders?

#6 - Mar 08, 2018 12:20 PM - Pasquale Pagano

- *Status changed from New to Closed*

I think the ticket can be closed since @lucio.lelii@isti.cnr.it deleted yesterday all the files generated by testing courses. Since then, I can access the workspace.