

D4Science Infrastructure - Incident #11550

Problem with the d4science authorization service

Mar 28, 2018 01:06 PM - Dimitris Katris

Status:	Closed	Start date:	Mar 28, 2018
Priority:	Normal	Due date:	
Assignee:	Massimiliano Assante	% Done:	100%
Category:		Estimated time:	0.00 hour
Target version:	No Sprint		
Infrastructure:	Production		

Description

We receive the following error from the authorization service when we try to use it for the regional data collection addin: The client_id does not exist or something occurred in retrieving it from the Information System.

Nevertheless, this is not consistent. In some cases the authorization service works properly.

We have also noted that this happens when our request is served by a different server

infra~****.infra-gateway
infra1~***.infra-gateway1

I don't know if this is relevant.

History

#1 - Mar 28, 2018 02:13 PM - Massimiliano Assante

- Status changed from New to In Progress

#2 - Mar 28, 2018 02:14 PM - Massimiliano Assante

- Status changed from In Progress to Feedback

- % Done changed from 0 to 100

The issue was related on a misconfiguration on infra1~*****.infra-gateway1 node, which should be now fixed, Dimitris please check now and let us know.

#3 - Mar 28, 2018 02:29 PM - Dimitris Katris

- Status changed from Feedback to Resolved

It seems ok now. Thanks!

#4 - Mar 28, 2018 02:42 PM - Massimiliano Assante

- Status changed from Resolved to Closed