

D4Science Infrastructure - Incident #11800

BlueBRIDGE catalogue is not responding well

May 18, 2018 09:49 AM - Massimiliano Assante

Status:	Closed	Start date:	May 18, 2018
Priority:	High	Due date:	May 18, 2018
Assignee:	Francesco Mangiacrapa	% Done:	100%
Category:	Application	Estimated time:	0.00 hour
Target version:	UnSprintable		
Infrastructure:	Production		
Description			
Since yesterday I noticed that the BB Catalogue has some issues when loading, the behaviour is not deterministic. After a while it suddenly starts to work then down again.			
I'm attaching some screenshot of the error of this morning			

History

#1 - May 18, 2018 10:45 AM - Francesco Mangiacrapa

- Status changed from New to In Progress

- Assignee changed from Francesco Mangiacrapa to Roberto Cirillo

Checking the logs it seems that the issue is connected to IS-queries. In fact, when in init phase the responses to IS-queries performed by DataCatalogue portlet are fast, the Catalogue works fine.

Instead when the queries (to get the resources: CkanDatabase, CkanPortlet and so on) are slow, the Catalogue does not work fine.

However, I was not able to replicate the error but it should occur just in init phase of DataCatalogue Portlet (for a certain scope at first access) because the query results should be cached (to the successive ones).

Please, @massimiliano.assante@isti.cnr.it, Can you report here when (the time) the error occurred? We could check if an exception is printed..

I'm going to assign this ticket to Roberto. Please, could you check IS state first thing and so on...?

#2 - May 18, 2018 10:52 AM - Francesco Mangiacrapa

Another clarification... contacting the BB Catalogue directly by the CKAN URL (<https://ckan-bb1.d4science.org/>) it responds within 1-2 seconds without problems.

#3 - May 18, 2018 10:57 AM - Massimiliano Assante

9.41 AM this morning, yesterday 17.30 circa

#4 - May 18, 2018 11:03 AM - Roberto Cirillo

Please @francesco.mangiacrapa@isti.cnr.it could you provide the logs that you are checking?

@massimiliano.assante@isti.cnr.it in which scope have you noticed this behavior?

#5 - May 18, 2018 11:23 AM - Francesco Mangiacrapa

Roberto Cirillo wrote:

Please @francesco.mangiacrapa@isti.cnr.it could you provide the logs that you are checking?

I was check the production logs of infra-gateway and infra-gateway1.

#6 - May 18, 2018 11:48 AM - Roberto Cirillo

Francesco Mangiacrapa wrote:

Roberto Cirillo wrote:

Please @francesco.mangiacrapa@isti.cnr.it could you provide the logs that you are checking?

I was check the production logs of infra-gateway and infra-gateway1.

I see a lot of exceptions but these exceptions seems to be not related to IS-Collector service from infra-gateway:

```
07:45:27,078 INFO [http-bio-9090-exec-257][GcubeCkanDataCatalogServiceImpl:111] Builded URI to CKAN Connector : https://ckan-bb1.d4science.org:443/ckan-connector/gcube/service/connect?gcube-token=3f4aa87a-2095-45f9-b93d-d70b9f7c011
9-843339462&listOfVres=bluebridgeproject|member
2018-05-18 07:45:27,120 INFO server.GcubeCkanDataCatalogServiceImpl [http-bio-9090-exec-291,isManageProductEnabled:542] %07:45:27,120 INFO [http-bio-9090-exec-291][GcubeCkanDataCatalogServiceImpl:542] Checking if the manage product button needs to be shown or not for the current context
2018-05-18 07:45:27,121 INFO server.GcubeCkanDataCatalogServiceImpl [http-bio-9090-exec-291,isManageProductEnabled:552] %07:45:27,121 INFO [http-bio-9090-exec-291][GcubeCkanDataCatalogServiceImpl:552] Will manage product be enabled for this user? false
2018-05-18 07:45:27,715 INFO server.GcubeCkanDataCatalogServiceImpl [http-bio-9090-exec-299,getMyRole:259] %07:45:27,715 INFO [http-bio-9090-exec-299][GcubeCkanDataCatalogServiceImpl:259] Set role MEMBER into session for user massimiliano.assante
2018-05-18 07:45:27,970 INFO o.g.d.c.s.DataCatalogueImpl [Thread-191874,assignRolesOtherOrganization:2844][PORTAL] 3781651566 [Thread-191874] INFO org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl - Request for assigning other roles for user massimiliano.assante, whose current role is MEMBER and organization knowledgebridging
2018-05-18 07:45:27,991 ERROR o.g.d.c.s.DataCatalogueImpl [Thread-191874,getOrganizationByName:2665]eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/organization_show?id=iccat_bft-e&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=organization_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getOrganization(CkanClient.java:1118) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getOrganizationByName(DataCatalogueImpl.java:2662) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:116) [AddUserToOrganizationThread.class:na]
[PORTAL] 3781651587 [Thread-191874] ERROR org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl - Failed to retrieve the organization with nameiccat_bft-e
eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/organization_show?id=iccat_bft-e&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=organization_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getOrganization(CkanClient.java:1118) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getOrganizationByName(DataCatalogueImpl.java:2662) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:116) [AddUserToOrganizationThread.class:na]
2018-05-18 07:45:28,003 ERROR o.g.d.c.s.DataCatalogueImpl [Thread-191874,getGroupByName:2826]eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/group_show?id=iccat-bft-e&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=group_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getGroup(CkanClient.java:1071) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getGroupByName(DataCatalogueImpl.java:2824) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:120) [AddUserToOrganizationThread.class:na]
[PORTAL] 3781651599 [Thread-191874] ERROR org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl - F
```

```

ailed to retrieve the group with nameiccat_bft-e
eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/group_show?id=iccat-bft-e&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=group_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getGroup(CkanClient.java:1071) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getGroupByName(DataCatalogueImpl.java:2824) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:120) [AddUserToOrganizationThread.class:na]
2018-05-18 07:45:28,020 ERROR o.g.d.c.s.DataCatalogueImpl [Thread-191874,getOrganizationByName:2665]eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/organization_show?id=bluecommons&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=organization_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getOrganization(CkanClient.java:1118) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getOrganizationByName(DataCatalogueImpl.java:2662) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:116) [AddUserToOrganizationThread.class:na]
[PORTAL] 3781651616 [Thread-191874] ERROR org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl - Failed to retrieve the organization with namebluecommons
eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/organization_show?id=bluecommons&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=organization_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getOrganization(CkanClient.java:1118) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getOrganizationByName(DataCatalogueImpl.java:2662) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:116) [AddUserToOrganizationThread.class:na]
2018-05-18 07:45:28,032 ERROR o.g.d.c.s.DataCatalogueImpl [Thread-191874,getGroupByName:2826]eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/group_show?id=bluecommons&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=group_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getGroup(CkanClient.java:1071) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getGroupByName(DataCatalogueImpl.java:2824) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:120) [AddUserToOrganizationThread.class:na]
[PORTAL] 3781651628 [Thread-191874] ERROR org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl - Failed to retrieve the group with namebluecommons
eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/group_show?id=bluecommons&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=group_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getGroup(CkanClient.java:1071) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getGroupByName(DataCatalogueImpl.java:2824) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:120) [AddUserToOrganizationThread.class:na]
2018-05-18 07:45:28,048 ERROR o.g.d.c.s.DataCatalogueImpl [Thread-191874,getOrganizationByName:2665]eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://cka

```

```

n-bb1.d4science.org/api/3/action/organization_show?id=parthenos&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=organization_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getOrganization(CkanClient.java:1118) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getOrganizationByName(DataCatalogueImpl.java:2662) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:116) [AddUserToOrganizationThread.class:na]
[PORTAL] 3781651644 [Thread-191874] ERROR org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl - Failed to retrieve the organization with nameparthenos
eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/organization_show?id=parthenos&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=organization_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getOrganization(CkanClient.java:1118) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getOrganizationByName(DataCatalogueImpl.java:2662) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:116) [AddUserToOrganizationThread.class:na]
2018-05-18 07:45:28,064 ERROR o.g.d.c.s.DataCatalogueImpl [Thread-191874, getGroupByName:2826]eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/group_show?id=parthenos&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=group_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getGroup(CkanClient.java:1071) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getGroupByName(DataCatalogueImpl.java:2824) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:120) [AddUserToOrganizationThread.class:na]
[PORTAL] 3781651660 [Thread-191874] ERROR org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl - Failed to retrieve the group with nameparthenos
eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/group_show?id=parthenos&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=group_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getGroup(CkanClient.java:1071) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getGroupByName(DataCatalogueImpl.java:2824) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
2018-05-18 07:45:28,075 ERROR o.g.d.c.s.DataCatalogueImpl [Thread-191874, getOrganizationByName:2665]eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/organization_show?id=gcube&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=organization_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getOrganization(CkanClient.java:1118) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getOrganizationByName(DataCatalogueImpl.java:2662) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:116) [AddUserToOrganizationThread.class:na]
[PORTAL] 3781651671 [Thread-191874] ERROR org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl - Failed to retrieve the organization with namegcube
eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/organization_show?id=gcube&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-b

```

```

bl.d4science.org/api/3/action/help_show?name=organization_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getOrganization(CkanClient.java:1118) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getOrganizationByName(DataCatalogueImpl.java:2662) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:116) [AddUserToOrganizationThread.class:na]
2018-05-18 07:45:28,086 ERROR o.g.d.c.s.DataCatalogueImpl [Thread-191874,getName:2826]eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/group_show?id=gcube&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=group_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getGroup(CkanClient.java:1071) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getGroupByName(DataCatalogueImpl.java:2824) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:120) [AddUserToOrganizationThread.class:na]
[PORTAL] 3781651682 [Thread-191874] ERROR org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl - Failed to retrieve the group with namegcube
eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/group_show?id=gcube&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=group_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getGroup(CkanClient.java:1071) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getGroupByName(DataCatalogueImpl.java:2824) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:120) [AddUserToOrganizationThread.class:na]
2018-05-18 07:45:28,873 INFO o.g.d.c.s.DataCatalogueImpl [Thread-191874,assignRolesOtherOrganization:2844][PORTAL] 3781652469 [Thread-191874] INFO org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl - Request for assigning other roles for user massimiliano.assante, whose current role is MEMBER and organization tabulardatalab
2018-05-18 07:45:28,921 ERROR o.g.d.c.s.DataCatalogueImpl [Thread-191874,getName:2665]eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/organization_show?id=stocksandfisherieskb&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=organization_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getOrganization(CkanClient.java:1118) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getOrganizationByName(DataCatalogueImpl.java:2662) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:116) [AddUserToOrganizationThread.class:na]
[PORTAL] 3781652517 [Thread-191874] ERROR org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl - Failed to retrieve the organization with namestocksandfisherieskb
eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d4science.org/api/3/action/organization_show?id=stocksandfisherieskb&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4science.org/api/3/action/help_show?name=organization_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getOrganization(CkanClient.java:1118) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getOrganizationByName(DataCatalogueImpl.java:2662) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:116) [AddUserToOrganizationThread.class:na]
2018-05-18 07:45:28,933 ERROR o.g.d.c.s.DataCatalogueImpl [Thread-191874,getName:2826]eu.trentorise.o

```

```

ndata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bb1.d
4science.org/api/3/action/group_show?id=stocksandfisherieskb&include_datasets=false CkanResponse{error=Ckan e
rror of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bb1.d4scie
nce.org/api/3/action/help_show?name=group_show} CkanClient{catalogURL=https://ckan-bb1.d4science.org, ckanTok
en=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar
:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getGroup(CkanClient.java:1071) ~[jackan-0.4.2.jar:0.4.2]
    at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getGroupByName(DataCatalogueImpl.j
ava:2824) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
    at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(Add
UserToOrganizationThread.java:120) [AddUserToOrganizationThread.class:na]
[PORTAL] 3781652529 [Thread-191874] ERROR org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl - F
ailed to retrieve the group with namestocksandfisherieskb
eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: h
ttps://ckan-bb1.d4science.org/api/3/action/group_show?id=stocksandfisherieskb&include_datasets=false CkanResp
onse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https:
//ckan-bb1.d4science.org/api/3/action/help_show?name=group_show} CkanClient{catalogURL=https://ckan-bb1.d4sci
ence.org, ckanToken=null}
    at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar
:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
    at eu.trentorise.opendata.jackan.CkanClient.getGroup(CkanClient.java:1071) ~[jackan-0.4.2.jar:0.4.2]

```

from infra-gateway1:

```

018-05-18 07:41:35,810 INFO o.g.r.d.i.Helper [http-bio-9090-exec-141,queryAddAuthenticationControl:200][PORTA
L] 3776481177 [http-bio-9090-exec-141] INFO org.gcube.resources.discovery.icclient.Helper - submitting filter
ed query:
declare namespace functx = "http://www.functx.com"; declare function functx:is-value-in-sequence ( $value a
s xs:anyAtomicType? , $seq as xs:anyAtomicType* ) as xs:boolean { $value = $seq } ; for $entry0ValueAuth in
collection
('/db/Profiles/GenericResource')//Resource/Scopes where (functx:is-value-in-sequence('/d4science.research-i
nfrastructures.eu/gCubeApps/BlueBridgeProject',$entry0ValueAuth/child::*[local-name()='Scope']/text())) and (
$entry0Val
ueAuth/../Profile/SecondaryType/string() eq 'ApplicationProfile' and $entry0ValueAuth/../Profile/Name/string(
) eq 'CkanPortlet' ) return $entry0ValueAuth/..
2018-05-18 07:41:35,856 INFO cataloguebadge.PortletViewController [RuntimePageImpl-9496,question:78] %07:41:3
5,856 INFO [RuntimePageImpl-9496][PortletViewController:78] Here I instanciated factory.getUtilsPerScope with
scope /d4s
cience.research-infrastructures.eu/gCubeApps/BlueBridgeProject
2018-05-18 07:41:36,865 INFO cataloguebadge.PortletViewController [RuntimePageImpl-9496,question:89] %07:41:3
6,865 INFO [RuntimePageImpl-9496][PortletViewController:89] Got Statistics ...
May 18, 2018 7:41:36 AM org.apache.catalina.core.ApplicationDispatcher invoke
SEVERE: Servlet.service() for servlet jsp threw exception
java.lang.IllegalStateException: Page needs a session and none is available
    at org.apache.jasper.runtime.PageContextImpl._initialize(PageContextImpl.java:149)
    at org.apache.jasper.runtime.PageContextImpl.initialize(PageContextImpl.java:126)
    at org.apache.jasper.runtime.JspFactoryImpl.internalGetPageContext (JspFactoryImpl.java:112)
    at org.apache.jasper.runtime.JspFactoryImpl.getPageContext (JspFactoryImpl.java:65)
    at com.liferay.portal.kernel.servlet.JspFactoryWrapper.getPageContext (JspFactoryWrapper.java:63)
    at org.apache.jsp.WEB_002dINF.jsp.Catalogue_002dbadge_002dportlet.view_jsp._jspService(view_jsp.java:5
3)
    at org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:70)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:731)
    at org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:439)
    at org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:395)
    at org.apache.jasper.servlet.JspServlet.service(JspServlet.java:339)
    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 com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilterChain.ja
va:116)
    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.ApplicationDispatcher.invoke(ApplicationDispatcher.java:748)
    at org.apache.catalina.core.ApplicationDispatcher.doInclude(ApplicationDispatcher.java:604)
    at org.apache.catalina.core.ApplicationDispatcher.include(ApplicationDispatcher.java:543)
    at org.springframework.web.servlet.view.InternalResourceView.renderMergedOutputModel(InternalResourceV
iew.java:229)
    at org.springframework.web.servlet.view.AbstractView.render(AbstractView.java:250)
    at org.springframework.web.servlet.ViewRendererServlet.renderView(ViewRendererServlet.java:114)
    at org.springframework.web.servlet.ViewRendererServlet.processRequest(ViewRendererServlet.java:86)

```

```

at org.springframework.web.servlet.ViewRendererServlet.doGet (ViewRendererServlet.java:66)
at javax.servlet.http.HttpServlet.service (HttpServlet.java:624)
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 com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter (InvokerFilterChain.java:116)
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.ApplicationDispatcher.invoke (ApplicationDispatcher.java:748)
at org.apache.catalina.core.ApplicationDispatcher.doInclude (ApplicationDispatcher.java:604)
at org.apache.catalina.core.ApplicationDispatcher.include (ApplicationDispatcher.java:543)
at com.liferay.portlet.PortletRequestDispatcherImpl.dispatch (PortletRequestDispatcherImpl.java:331)
at com.liferay.portlet.PortletRequestDispatcherImpl.include (PortletRequestDispatcherImpl.java:112)
at org.springframework.web.portlet.DispatcherPortlet.doRender (DispatcherPortlet.java:1137)
at org.springframework.web.portlet.DispatcherPortlet.render (DispatcherPortlet.java:1092)
at org.springframework.web.portlet.DispatcherPortlet.doRenderService (DispatcherPortlet.java:755)
at org.springframework.web.portlet.FrameworkPortlet.processRequest (FrameworkPortlet.java:522)
at org.springframework.web.portlet.FrameworkPortlet.doDispatch (FrameworkPortlet.java:470)
at javax.portlet.GenericPortlet.render (GenericPortlet.java:262)
at com.liferay.portlet.FilterChainImpl.doFilter (FilterChainImpl.java:103)
at com.liferay.portlet.ScriptDataPortletFilter.doFilter (ScriptDataPortletFilter.java:55)
at com.liferay.portlet.FilterChainImpl.doFilter (FilterChainImpl.java:100)
at com.liferay.portal.kernel.portlet.PortletFilterUtil.doFilter (PortletFilterUtil.java:64)
at com.liferay.portal.kernel.servlet.PortletServlet.service (PortletServlet.java:112)
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 com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter (InvokerFilterChain.java:116)
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.ApplicationDispatcher.invoke (ApplicationDispatcher.java:748)
at org.apache.catalina.core.ApplicationDispatcher.doInclude (ApplicationDispatcher.java:604)
at org.apache.catalina.core.ApplicationDispatcher.include (ApplicationDispatcher.java:543)
at com.liferay.portlet.InvokerPortletImpl.invoke (InvokerPortletImpl.java:583)
at com.liferay.portlet.InvokerPortletImpl.invokeRender (InvokerPortletImpl.java:656)
at com.liferay.portlet.InvokerPortletImpl.render (InvokerPortletImpl.java:362)
at org.apache.jsp.html.portal.render_005fportlet_jsp._jspService (render_005fportlet_jsp.java:1239)
at org.apache.jasper.runtime.HttpJspBase.service (HttpJspBase.java:70)
at javax.servlet.http.HttpServlet.service (HttpServlet.java:731)
at com.liferay.portal.servlet.DirectRequestDispatcher.include (DirectRequestDispatcher.java:57)
at com.liferay.portal.servlet.ClassLoaderRequestDispatcherWrapper.doDispatch (ClassLoaderRequestDispatcherWrapper.java:78)
at com.liferay.portal.servlet.ClassLoaderRequestDispatcherWrapper.include (ClassLoaderRequestDispatcherWrapper.java:53)
at com.liferay.portlet.PortletContainerImpl._doRender (PortletContainerImpl.java:638)
at com.liferay.portlet.PortletContainerImpl.render (PortletContainerImpl.java:135)
at com.liferay.portlet.SecurityPortletContainerWrapper.render (SecurityPortletContainerWrapper.java:141)
)
at com.liferay.portlet.RestrictPortletContainerWrapper.render (RestrictPortletContainerWrapper.java:126)
)
at com.liferay.portal.kernel.portlet.PortletContainerUtil.render (PortletContainerUtil.java:156)
at com.liferay.portal.layoutconfiguration.util.PortletRenderer._render (PortletRenderer.java:125)
at com.liferay.portal.layoutconfiguration.util.PortletRenderer.access$4 (PortletRenderer.java:107)
at com.liferay.portal.layoutconfiguration.util.PortletRenderer$PortletRendererCallable.doCall (PortletRenderer.java:180)
at com.liferay.portal.layoutconfiguration.util.PortletRenderer$PortletRendererCallable.doCall (PortletRenderer.java:1)
at com.liferay.portal.kernel.executor.CopyThreadLocalCallable.call (CopyThreadLocalCallable.java:69)
at java.util.concurrent.FutureTask.run (FutureTask.java:266)

```

#7 - May 18, 2018 11:49 AM - Roberto Cirillo

- Status changed from In Progress to Feedback

- Assignee changed from Roberto Cirillo to Francesco Mangiacrapa

why do you think this is a problem related to IS-Collector service?

#8 - May 18, 2018 03:02 PM - Francesco Mangiacrapa

@roberto.cirillo@isti.cnr.it

About your comments reported at <https://support.d4science.org/issues/11800#note-6>

1. logs coming from infra-gateway:

The errors are related to a thread that operates in background to check/set the right role for the user to any organization on CKAN according to role saved portal-side (i.e. a CATALOGUE_ADMIN must be ADMIN on CKAN and so on etc.)

They do not involve any malfunction of the catalogue (but the errors could be printed as warnings)...

```
2018-05-18 07:45:27,121 INFO server.GcubeCkanDataCatalogServiceImpl [http-bio-9090-exec-291,isManageProductEnabled:552] %07:45:27,121 INFO [http-bio-9090-exec-291][GcubeCkanDataCatalogServiceImpl:552] Will manage product be enabled for this user? false
2018-05-18 07:45:27,715 INFO server.GcubeCkanDataCatalogServiceImpl [http-bio-9090-exec-299,getMyRole:259] %07:45:27,715 INFO [http-bio-9090-exec-299][GcubeCkanDataCatalogServiceImpl:259] Set role MEMBER into session for user massimiliano.assante
2018-05-18 07:45:27,970 INFO o.g.d.c.s.DataCatalogueImpl [Thread-191874,assignRolesOtherOrganization:2844][PORTAL] 3781651566 [Thread-191874] INFO org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl - Request for assigning other roles for user massimiliano.assante, whose current role is MEMBER and organization knowledgebridging
2018-05-18 07:45:27,991 ERROR o.g.d.c.s.DataCatalogueImpl [Thread-191874,getOrganizationByName:2665]eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bbl.d4science.org/api/3/action/organization_show?id=iccat_bft-e&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bbl.d4science.org/api/3/action/help_show?name=organization_show} CkanClient{catalogURL=https://ckan-bbl.d4science.org, ckanToken=null}
at eu.trentorise.opendata.jackan.CkanClient.throwCkanException(CkanClient.java:559) ~[jackan-0.4.2.jar:0.4.2]
at eu.trentorise.opendata.jackan.CkanClient.getHttp(CkanClient.java:542) ~[jackan-0.4.2.jar:0.4.2]
at eu.trentorise.opendata.jackan.CkanClient.getOrganization(CkanClient.java:1118) ~[jackan-0.4.2.jar:0.4.2]
at org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl.getOrganizationByName(DataCatalogueImpl.java:2662) ~[ckan-util-library-2.4.2-4.11.0-165241.jar:na]
at org.gcube.portlets.gcubeckan.gcubeckandatacatalog.server.thread.AddUserToOrganizationThread.run(AddUserToOrganizationThread.java:116) [AddUserToOrganizationThread.class:na]
[PORTAL] 3781651587 [Thread-191874] ERROR org.gcube.datacatalogue.ckanutillibrary.server.DataCatalogueImpl - Failed to retrieve the organization with nameiccat_bft-e
eu.trentorise.opendata.jackan.exceptions.CkanNotFoundException: Error while performing GET. Request url was: https://ckan-bbl.d4science.org/api/3/action/organization_show?id=iccat_bft-e&include_datasets=false CkanResponse{error=Ckan error of type: Not Found Error message:Not found Other fields:{}, success=false, help=https://ckan-bbl.d4science.org/api/3/action/help_show?name=organization_show} CkanClient{catalogURL=https://ckan-bbl.d4science.org, ckanToken=null}
etc...
```

2. logs coming from infra-gateway1:

I have no idea why it happens. It seems due to the widget "CatalogueBadge" at class PortletViewController. It could be a library conflict or other.. I don't know such widget @massimiliano.assante@isti.cnr.it can you check on this?

Googling on potential causes:

- "SEVERE: Servlet.service() for servlet jsp threw exception" you can see: <https://stackoverflow.com/questions/2322031/why-did-servlet-service-for-servlet-jsp-throw-this-exception>
- "java.lang.IllegalStateException: Page needs a session and none is available" you can see: https://web.liferay.com/it/community/forums/-/message_boards/message/34977579

```
2018-05-18 07:41:35,856 INFO cataloguebadge.PortletViewController [RuntimePageImpl-9496,question:78] %07:41:35,856 INFO [RuntimePageImpl-9496][PortletViewController:78] Here I instantiated factory.getUtilsPerScope with scope /d4science.research-infrastructures.eu/gCubeApps/BlueBridgeProject
2018-05-18 07:41:36,865 INFO cataloguebadge.PortletViewController [RuntimePageImpl-9496,question:89] %07:41:36,865 INFO [RuntimePageImpl-9496][PortletViewController:89] Got Statistics ...
May 18, 2018 7:41:36 AM org.apache.catalina.core.ApplicationDispatcher invoke
SEVERE: Servlet.service() for servlet jsp threw exception
java.lang.IllegalStateException: Page needs a session and none is available
at org.apache.jasper.runtime.PageContextImpl._initialize(PageContextImpl.java:149)
at org.apache.jasper.runtime.PageContextImpl.initialize(PageContextImpl.java:126)
```

Regarding the error reported here: <https://support.d4science.org/attachments/2429/Screen%20Shot%202018-05-18%20at%2009.41.22.png>

The class involved is

<http://svn.d4science-ii.research-infrastructures.eu/gcube/trunk/portlets/user/gcube-ckan-datacatalog/src/main/java/org/gcube/portlets/gcubeckan/gcubeckandatacatalog/server/GcubeCkanDataCatalogServiceImpl.java>

It is called at init time by the CkanPortlet to get the ckan-connector and other resources.

#9 - May 18, 2018 03:37 PM - Massimiliano Assante

The exception you reported (SEVERE: Servlet.service() for servlet jsp threw exception java.lang.IllegalStateException: Page needs a session and none is available) is a consequence of the issue and not the cause. The issue is known, not resolved and described here:

<https://issues.liferay.com/browse/LPS-41617> So you can ignore that exception.

The exception is caused by the timeout that occurs when the catalogue badge portlet asks for the statistics through the catalogue library. If the catalogue library responds with the statics in a decent time you will never see that exception.

#10 - May 18, 2018 04:13 PM - Francesco Mangiacrapa

Massimiliano Assante wrote:

The exception you reported (SEVERE: Servlet.service() for servlet jsp threw exception java.lang.IllegalStateException: Page needs a session and none is available) is a consequence of the issue and not the cause. The issue is known, not resolved and described here:

<https://issues.liferay.com/browse/LPS-41617> So you can ignore that exception.

The exception is caused by the timeout that occurs when the catalogue badge portlet asks for the statistics through the catalogue library. If the catalogue library responds with the statics in a decent time you will never see that exception.

If when the error occurs no exception (i.e. timeout or similar) is printed in the logs, this not help you.

It is needed to understand why (sometimes) the statistics through the catalogue library do not return in a decent time. I'm not responsible/owner for that component.

However, you can close this incident and open a new ticket dedicated (either "catalogue badge portlet" or "catalogue-library") to investigate on this issue.

#11 - May 18, 2018 04:20 PM - Massimiliano Assante

Francesco Mangiacrapa wrote:

Massimiliano Assante wrote:

The exception you reported (SEVERE: Servlet.service() for servlet jsp threw exception java.lang.IllegalStateException: Page needs a session and none is available) is a consequence of the issue and not the cause. The issue is known, not resolved and described here:

<https://issues.liferay.com/browse/LPS-41617> So you can ignore that exception.

The exception is caused by the timeout that occurs when the catalogue badge portlet asks for the statistics through the catalogue library. If the catalogue library responds with the statics in a decent time you will never see that exception.

If when the error occurs no exception (i.e. timeout or similar) is printed in the logs, this not help you.

If you see the screenshots where the error occurred I was on the Catalogue page and not on the Catalogue widget. So, I logged on the portal, home page where the catalogue badge is. Saw it wasn't loading (probably it printed the java.lang.IllegalStateException in the logs) moved to the Catalogue page (<https://bluebridge.d4science.org/group/bluebridge-gateway/data-catalogue>) and after more than 15/20 seconds I got the error popup from the catalogue.

Anyhow, trying to connect 2 minutes ago the catalogue took 20/30 seconds to display but no popup shown.

It is needed to understand why (sometimes) the statistics through the catalogue library do not return in a decent time. I'm not responsible/owner for that component.

However, you can close this incident and open a new ticket dedicated (either "catalogue badge portlet" or "catalogue-library") to investigate on this issue.

Actually since Costa left you are the maintainer of the "catalogue-library" :)

#12 - May 18, 2018 04:35 PM - Massimiliano Assante

- Status changed from Feedback to Closed

- % Done changed from 0 to 100

The issue is related to the fact that the gCubeApps VO Is Collector is overloaded and takes time to respond. please fix this @roberto.cirillo@isti.cnr.it thanks

Files

Screen Shot 2018-05-18 at 09.41.22.png	47.5 KB	May 18, 2018	Massimiliano Assante
Screen Shot 2018-05-18 at 09.41.15.png	107 KB	May 18, 2018	Massimiliano Assante