

D4Science Infrastructure - Incident #12351

Email Parser stuck on AGINFRA Gateway

Aug 30, 2018 11:05 AM - Massimiliano Assante

Status:	Closed	Start date:	Aug 30, 2018
Priority:	Urgent	Due date:	Aug 30, 2018
Assignee:	Massimiliano Assante	% Done:	100%
Category:	Application	Estimated time:	0.00 hour
Target version:	TextCrowd - the new prototyping environment		
Infrastructure:	Production		

Description

Due to a particular message received:

```
2018-08-30 08:47:27,482 INFO  socialmail.PeriodicTask [pool-115-thread-1,check:198] %08:47:27,482
INFO  [pool-115-thread-1][PeriodicTask:198] ----- FOUND EMAIL -----
2018-08-30 08:47:27,490 INFO  socialmail.PeriodicTask [pool-115-thread-1,check:200] %08:47:27,490
INFO  [pool-115-thread-1][PeriodicTask:200] Parsing email of "Zed**, ****" <*****@wur.nl> with s
ubject: RE: Pierre-Etienne Alary commented on the post in EMPHASIS
java.lang.StringIndexOutOfBoundsException: String index out of range: -25
    at java.lang.String.substring(String.java:1967)
    at org.gcube.portal.socialmail.PeriodicTask.extractSubaddress(PeriodicTask.java:490)
    at org.gcube.portal.socialmail.PeriodicTask.check(PeriodicTask.java:202)
    at org.gcube.portal.socialmail.PeriodicTask.run(PeriodicTask.java:98)
    at java.util.concurrent.Executors$RunnableAdapter.call(Executors.java:511)
    at java.util.concurrent.FutureTask.runAndReset(FutureTask.java:308)
    at java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.access$301(ScheduledTh
readPoolExecutor.java:180)
    at java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.run(ScheduledThreadPoo
lExecutor.java:294)
    at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)
    at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
    at java.lang.Thread.run(Thread.java:748)
2018-08-30 08:47:36,063 INFO  o.g.p.u.n.s.NewsServiceImpl [http-bio-9090-exec-73,getUserConfigurat
ion:1088][PORTAL] 519153260 [http-bio-9090-exec-73] INFO  org.gcube.portlets.user.newsfeed.server.
NewsService
```

Related issues:	
Related to D4Science Infrastructure - Upgrade #12353: Deploy patch for Incide...	Completed Aug 30, 2018 Aug 30, 2018

History

#1 - Aug 30, 2018 11:07 AM - Massimiliano Assante

- Status changed from New to In Progress

#2 - Aug 30, 2018 11:34 AM - Massimiliano Assante

- % Done changed from 0 to 50

The issue has been identified, patch is in progress.

The issue was due to the fact that the email client of user Zedde constructed the email address unusually as

"aginfra+3fea53fb-9fe7-4c18-ala2-389ce0a77607\$POST@d4science.org" <aginfra+3fea53fb-9fe7-4c18-ala2-389ce0a77607\$POST@d4science.org>

instead of

The Name <aginfra+3fea53fb-9fe7-4c18-ala2-389ce0a77607\$POST@d4science.org>

only

#3 - Aug 30, 2018 11:40 AM - Massimiliano Assante

- Related to Upgrade #12353: Deploy patch for Incident #12351 (Email Parser stuck on AGINFRA Gateway) added

#4 - Aug 30, 2018 11:45 AM - Massimiliano Assante

- Status changed from *In Progress* to *Resolved*

- % Done changed from 50 to 100

The fix is working, patch deployment will be managed in a separate ticket

#5 - Aug 30, 2018 11:46 AM - Massimiliano Assante

- Status changed from *Resolved* to *Closed*