D4Science Infrastructure - Incident #12809

Error while trying to update a resource via monitoring portlet

Nov 05, 2018 12:43 PM - Luca Frosini

Status:	Closed		**Start date:**	Nov 05, 2018
Priority:	Normal		**Due date:**	
Assignee:	Luca Frosini		**% Done:**	100%
Category:	Application		**Estimated time:**	0.00 hour
Target version:	infrastructure core services			
Infrastructure:	Production			

Description

While trying to update a property in the resource with id **dc458d64-0e52-4de7-82dc-8e9ef6abc5a3**, I obtain the following error

"We're sorry, Request for registration failed on server, please check server logs"

I'm doing it using monitoring portlet available at

https://dev.d4science.org/monitor#

History

#2 - Nov 05, 2018 12:58 PM - Roberto Cirillo

- Status changed from New to In Progress

When a resource is deployed on all the scopes like Accounting-Persistent resource, the edit is very slow. This happens because the monitor portlet performs hundreds of calls (one for each VRE) to the registry services rather than 8 calls (one for each VO): #12726

#4 - Nov 06, 2018 12:03 PM - Roberto Cirillo

- Status changed from In Progress to Feedback

- Assignee changed from Roberto Cirillo to Luca Frosini

- % Done changed from 0 to 100

The new editing portlet has been added to next.d4science.org.
Please @luca.frosini@isti.cnr.it could you retry to update the resouce from here:
https://next.d4science.org/infrastructure-monitor

#5 - Nov 06, 2018 12:54 PM - Luca Frosini

I still get the same error

#6 - Nov 06, 2018 01:00 PM - Roberto Cirillo

I've retried right now and it works fine for me. Maybe you are doing something wrong

#7 - Nov 06, 2018 01:01 PM - Luca Frosini

Roberto Cirillo wrote:

> I've retried right now and it works fine for me. Maybe you are doing something wrong

I change the value of a property and then I click update.

#8 - Nov 06, 2018 02:57 PM - Roberto Cirillo

The problem was due to an old scope (Edison VO) present on the resource. Now I've cleaned the resource and it should work.
Please @luca.frosini@isti.cnr.it could you retry now?

#9 - Nov 06, 2018 03:31 PM - Luca Frosini

- Status changed from Feedback to Closed

The GUI stalled (Several minutes already passed)

Reloading the resource in root scope it has been updated successfully.