

D4Science Infrastructure - Incident #12912

Issue when downloading file from the DM DataSpace portlet

Nov 20, 2018 12:01 PM - Gianpaolo Coro

Status:	Closed	Start date:	Nov 20, 2018
Priority:	Urgent	Due date:	Nov 20, 2018
Assignee:	Giancarlo Panichi	% Done:	100%
Category:	High-Throughput-Computing	Estimated time:	0.00 hour
Target version:	D4Science Infrastructure upgrade to gCube 4.13		
Infrastructure:	Production		
Description			
The Download button of the DM DataSpace does not work. It produces an error like:			
<pre>javax.servlet.ServletException: Error retrieving gCubeUser in scope /d4science.research-infrastructures.eu/gCubeApps/RPrototypingLab: null</pre>			
Perhaps the public URL produced is corrupted. Instead, from the Workspace portlet everything works: the file is downloadable and the public URL can be retrieved.			

History

#1 - Nov 20, 2018 05:41 PM - Giancarlo Panichi

- Due date set to Nov 20, 2018
- Status changed from New to Closed
- % Done changed from 0 to 100

This problem was due to the firewall that did not allow the ssl communications.
Now everything works correctly.
So I close this ticket