# D4Science Infrastructure - Incident #13002

## Files corrupted on the WS

Dec 07, 2018 11:10 AM - Gianpaolo Coro

| | | | | |
|---|---|---|---|---|
| **Status:** | Closed | | **Start date:** | Dec 07, 2018 |
| **Priority:** | Urgent | | **Due date:** | |
| **Assignee:** | Roberto Cirillo | | **% Done:** | 100% |
| **Category:** | High-Throughput-Computing | | **Estimated time:** | 0.00 hour |
| **Target version:** | Data Processing | | | |
| **Infrastructure:** | Production | | | |

**Description**

Some files cannot be downloaded through the DM portlet

Workspace / Datasets / Multi-Image 3D Reconstruction Test Cases / Person.zip

https://services.d4science.org/data-miner-manager-1.9.0-4.13.0/dataminermanager/DownloadServlet/Person.zip?itemId=e4b575e2-9cfc-4ada-ab8b-85a3a940fafa&CURR_GROUP_ID=5398321

The file cannot be downloaded neither through the Workspace portlet.

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**History**

**#1 - Dec 07, 2018 03:21 PM - Lucio Lelii**

the link you pasted return a strange error not related to storagehub : javax.servlet.ServletException: Error retrieving gCubeUser in scope /d4science.research-infrastructures.eu/gCubeApps/RPrototypingLab: null

I'm going to check the file id directly

**#2 - Dec 07, 2018 03:29 PM - Lucio Lelii**

*- Status changed from New to In Progress*

*- Assignee changed from Lucio Lelii to Roberto Cirillo*

*- % Done changed from 0 to 10*

The id is not present in the Storage

Roberto can you check in Mongo DB ? :

```
data      "/Home/gianpaolo.coro/Workspace/Datasets/Multi-Image 3D Reconstruction Test Cases/Person.zip/jcr:content"
remotePath  "/Home/gianpaolo.coro/Workspace/Datasets/Multi-Image 3D Reconstruction Test Cases/Person.zip"
mimeType    "application/zip"
storageId   "5a6215ab1b9b060285bd4278"
```

**#3 - Dec 07, 2018 04:15 PM - Roberto Cirillo**

The remotepath is present on MongoDB but the related id is the following: 5b1a6f7c02cadc2f6a3e0ad4

**#4 - Dec 07, 2018 04:27 PM - Lucio Lelii**

*- Status changed from In Progress to Closed*

*- % Done changed from 10 to 100*

I have replaced the storageId with the correct one, It works now