

## D4Science Infrastructure - Incident #13326

### Shared Folder OceanographyCourse not accessible from Workspace portlet

Feb 12, 2019 04:09 PM - Massimiliano Assante

<b>Status:</b>	Closed	<b>Start date:</b>	Feb 12, 2019
<b>Priority:</b>	High	<b>Due date:</b>	
<b>Assignee:</b>	Lucio Lelii	<b>% Done:</b>	100%
<b>Category:</b>	Other	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	No		
<b>Infrastructure:</b>	Production		
<b>Description</b>			
When I click in the Workspace tree on the folder below i get "Error on getting items for grid. Try again"			
Folder Name: OceanographyCourse Id: a5209f30-6943-4ff0-b4ca-fb567b2c2fab			
Owner is Morten Holdt			

#### History

##### #1 - Feb 12, 2019 04:49 PM - Francesco Mangiacrapa

- File OceanographyCourse Properties.png added
- Status changed from New to In Progress
- Assignee changed from Francesco Mangiacrapa to Lucio Lelii

##### #3 - Feb 12, 2019 05:42 PM - Lucio Lelii

it seems that the acl are not assigned and since the sharing and usharing is still done via HL I have to check that library, I don't know how long it takes to solve this issue

##### #4 - Feb 13, 2019 09:01 AM - Massimiliano Assante

If it regards only my user it is not a big deal. If it affects every user in the group than we have a big issue because the folder is used by the Online Training application, which we are planning to offer in RISIS2 project. Kindly ask @francesco.mangiacrapa@isti.cnr.it to test if the issue is affecting the Online Training application on the current course (Oceanography) and on the future ones (if any).

##### #6 - Feb 13, 2019 10:28 AM - Massimiliano Assante

The files in the folder are accessible with the courses portlet (<https://bluebridge.d4science.org/group/onlineoceanography/available-courses>)

The courses portlet uses the HomeLibrary.

##### #7 - Feb 13, 2019 10:56 AM - Francesco Mangiacrapa

Massimiliano Assante wrote:

The files in the folder are accessible with the courses portlet (<https://bluebridge.d4science.org/group/onlineoceanography/available-courses>)

The courses portlet uses the HomeLibrary.

That folder (see attachment) is shared with the READ\_ONLY permission with the group "d4science.research-infrastructures.eu-D4Research-OnlineOceanography" that should be the VRE (alias all the members of "OnlineOceanography" VRE). Therefore, the folder must appear in the workspace of OnlineOceanography's members.

In fact, the folder/course for me (and Massimiliano and the other members) is available at:

<https://services.d4science.org/group/onlineoceanography/available-courses>

Now, my questions are:

1. @massimiliano.assante@isti.cnr.it why is not available for me an option "Go to OnlineOceanography" from the gateway <https://services.d4science.org/?> Is it hidden?
2. @lucio.lelii@isti.cnr.it the group "d4science.research-infrastructures.eu-D4Research-OnlineOceanography" should be resolved with OnlineOceanography's members through HL and this logic seems is not working. Could you write a script to fix the issue? Otherwise, the issue

will remain forever...

**#8 - Jun 28, 2019 03:34 PM - Lucio Lelii**

- *Status changed from In Progress to Feedback*
- *% Done changed from 0 to 100*

**#9 - Jun 28, 2019 05:40 PM - Lucio Lelii**

- *Status changed from Feedback to Closed*

**Files**

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OceanographyCourse Properties.png	42.1 KB	Feb 12, 2019	Francesco Mangiacrapa
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