D4Science Infrastructure - Incident #171

Recently updated file for gCubeApps/BlueBridgeProject Folder error

May 27, 2015 05:40 PM - Massimiliano Assante

Status:	Closed		**Start date:**	May 27, 2015
Priority:	High		**Due date:**	
Assignee:	Roberto Cirillo		**% Done:**	100%
Category:	Application		**Estimated time:**	0.00 hour
Target version:	UnSprintable			
Infrastructure:	Production			

Description

The portlet receives the following exception in the backend, I checked the scope for the storage service endpoint and is present.

[PORTAL] 439292456 [TP-Processor17] ERROR org.gcube.common.homelibrary.jcr.workspace.JCRWorkspaceItem - Error getPublicLinkForFolderItemId for item: 86524f1f-6958-491d-9bda-abf81a050fd9
org.gcube.common.homelibrary.home.exceptions.InternalErrorException: Sorry, The Public Link for selected file is unavailable
at org.gcube.common.homelibrary.jcr.workspace.JCRWorkspaceItem.getPublicLinkForFolderItemId(JCRWorkspaceItem.java:1310)
at org.gcube.common.homelibrary.jcr.workspace.JCRWorkspaceItem.getPublicLink(JCRWorkspaceItem.java:1263)
at org.gcube.portlets.user.lastupdatedfiles.server.FileServiceImpl.getLastUpdateFiles(FileServiceImpl.java:95)

History

#1 - May 27, 2015 06:18 PM - Pasquale Pagano

- Priority changed from Urgent to Immediate

#2 - May 27, 2015 06:52 PM - Valentina Marioli

- Status changed from New to In Progress

#3 - May 27, 2015 06:58 PM - Valentina Marioli

- Assignee changed from Valentina Marioli to Roberto Cirillo

The file is in the storage, but it's not possible to download it.
Roberto, could you please check it?

#4 - May 27, 2015 09:33 PM - Roberto Cirillo

This is not exact: the metadata fields are stored in MongoDB but the file payload is missing.
Could I have more details about it?
This problem is happen for only one file? Or for a whole folder?
Could I have the history of this file?
Can this problem be reproduced?
I guess, If the problem is happened only for one file then it could be a MongoDB bug but if the problem is related to a whole folder maybe this is an "illegal" sequence of operations or a bug in storageManager/HomeLibrary libraries.

#5 - May 27, 2015 11:22 PM - Valentina Marioli

All the files in the folder "Old" are not available, they are 35 files.
Today the folder "Old" and other folders have been moved into "Proposal" folder by Leonardo, but jut "Old" is corrupt.
The missing files have been created in December 2014 and January 2015 and the last reading date was the 14th January 2015. So we don't know if before the moving the files were available.
I could not reproduce the problem. The remote path of a file is changed if the operation on the storage was successful.
We could ask Leonardo is something happened during the moving into "Proposal".

#6 - May 28, 2015 05:32 PM - Roberto Cirillo

- File Screenshot from 2015-05-28 11_37_37.png added

I've attached the history of "Proposal" folder: I see at the same time a "cut" and an "add" operation of the "Old" folder. The "Old" folder is the corrupted folder. I guess it's not possible to move and move again the same folder (that have inside 35 files) in just one second. Maybe the "add" operation in the history, is another "move" operation in the folder "Proposal"
So, in this case, the first move operation has been overwritten by the second move operation and this probably has caused a data lost. I think that this behavior can be avoided if the Workspace refresh the tree folder only when the previous operation is completed, so in a synchronized way with the "Home Library" library

#7 - May 28, 2015 05:35 PM - Roberto Cirillo

- Priority changed from Immediate to Urgent

#8 - Jun 04, 2015 05:13 PM - Roberto Cirillo

- Priority changed from Urgent to High

- % Done changed from 0 to 90

All the files were restored from a mongoDB backup of 31 Jan 2015 except one:
BlueBRIDGE_Part_B_Sec1-3 20150113.docx
The file above is not present on backup. From history I don't see any operation on that file. I'm going to investigate about this

#9 - Jun 12, 2015 10:22 AM - Roberto Cirillo

- Status changed from In Progress to Paused

#10 - Jun 15, 2015 10:06 PM - Pasquale Pagano

why this activity has been paused? Are you waiting for feedback?

#11 - Jun 18, 2015 10:50 AM - Roberto Cirillo

No I wanted to recover another older backup but unfortunately we don't have a backup before the 31 January.
I've also better analyzed the actions performed on the file: "BlueBRIDGE_Part_B_Sec1-3 20150113.docx" (that is the only one missing). The problem seems to be the same.
From history, It seems another sequence of forbidden actions:
First, the file is cut from the BlueBridge folder and after few seconds the file has been removed from the BlueBrdge folder (without exceptions I suppose).
This sequence of actions it is not possible: if I cut a file X from a folder A (and paste it on the folder B) after few seconds I cannot remove the file X from the folder A because the file has been previously moved to the folder B.
Vale could you attach the history of the BlueBridge folder, please?

#12 - Jun 18, 2015 12:04 PM - Valentina Marioli

- File history.png added

History of "BlueBRIDGE_Part_B_Sec1-3 20150113.docx" in attachment.

#13 - Jun 19, 2015 05:15 PM - Roberto Cirillo

The problem for "BlueBRIDGE_Part_B_Sec1-3 20150113.docx" file, has been identified:
if we try to move a file to another folder that contains another file with the same name, we receive an alert from WS because this operation is not allowed by HomeLibrary.
But if this happens, the HL first moves the file in the storage and after sends the alert to the workspace. As a result, in the Workspace the file remains in its original location while in the storage the file is transferred in the destination folder and conseguently, the payload in the original location is not available

#14 - Jun 19, 2015 05:45 PM - Pasquale Pagano

Ok, thanks. This issue is therefore related to a bud in the HL. I suggest to close this ticket and open a specific one for the HL to assign to Valentina.

#15 - Jun 19, 2015 05:55 PM - Valentina Marioli

- Status changed from Paused to Closed

- % Done changed from 90 to 100

Files

Screenshot from 2015-05-28 11_37_37.png	50.4 KB	May 28, 2015	Roberto Cirillo
history.png	187 KB	Jun 18, 2015	Valentina Marioli