

StocksAndFisheriesKB - Bug #23978

HTTP 500 error while publishing in GRSF Admin and GRSF Public VREs

Oct 19, 2022 02:13 PM - Yannis Marketakis

| | | | |
|--|--------------|------------------------|---------------------|
| Status: | Closed | Start date: | Oct 19, 2022 |
| Priority: | Normal | Due date: | |
| Assignee: | Luca Frosini | % Done: | 100% |
| Category: | | Estimated time: | 0.00 hour |
| Target version: | GRSF | | |
| Description | | | |
| We encounter an error while trying to publish records in GRSF Admin (https://services.d4science.org/group/grsf_admin/) and GRSF (https://services.d4science.org/group/grsf/) VREs. | | | |
| We face the following HTTP 500 error: | | | |
| <pre>java.lang.Exception: Method failed: HTTP/1.1 500 Internal Server Error; Response body: {"id":null, "knowledge_base_id":null, "product_url":null, "error":"Sorry but there was not possible to retrieve your fullname/email!"}</pre> | | | |
| I think that it is related to #23679#note-3 where the same error occurred in GRSF PRE and was fixed. | | | |
| Related issues: | | | |
| Related to StocksAndFisheriesKB - Bug #23679: HTTP 500 error while publishing... | | Closed | Jul 22, 2022 |
| Blocks StocksAndFisheriesKB - Task #23974: Approve-Merge-Archive GRSF records | | New | Oct 18, 2022 |

History

#1 - Oct 19, 2022 02:13 PM - Yannis Marketakis

- Blocks Task #23974: Approve-Merge-Archive GRSF records added

#2 - Oct 19, 2022 02:13 PM - Yannis Marketakis

- Related to Bug #23679: HTTP 500 error while publishing in GRSF PRE added

#3 - Oct 26, 2022 04:16 PM - Luca Frosini

It **seems** happening to me only in the first request.

Can you please confirm that a subsequent request is successful for you?

I'm going to investigate the issue.

#4 - Oct 27, 2022 09:35 AM - Yannis Marketakis

Hi @luca.frosini@isti.cnr.it

I just checked and it happens to me every time.

The GRSF publisher VRE is <https://smart-grsf-admin.d4science.org/grsf-publisher-ws/rest/>

#5 - Oct 27, 2022 09:35 AM - Luca Frosini

Ok thanks for your feedback

#6 - Nov 02, 2022 01:29 PM - Anne Elise Nieblas

Hello, Has there been any progress on addressing this error? Thanks, Anne-Elise

#7 - Nov 03, 2022 01:44 PM - Luca Frosini

- Status changed from New to Feedback

- % Done changed from 0 to 100

The patch to solve the issue in the service is going to be released see [#23679](#). As soon as such a version will be deployed in production the issue should be solved.

#8 - Nov 07, 2022 09:28 AM - Yannis Marketakis

What are the plans/time schedule for the deployment? I just tried updating in GRSF Admin and I still face HTTP 500

#9 - Nov 07, 2022 10:22 AM - Luca Frosini

Yannis Marketakis wrote in [#note-8](#):

What are the plans/time schedule for the deployment? I just tried updating in GRSF Admin and I still face HTTP 500

As soon as all the test in GRSF_Pre will be passed the service will be upgraded

#10 - Nov 15, 2022 10:14 AM - Yannis Marketakis

- Status changed from Feedback to Closed

I just tested that on GRSF Admin and it no longer raises a HTTP 500 error.
The issue can be closed.

Thanks