

D4Science Infrastructure - Incident #3755

Auth service down in /gcube/preprod and /gcube/devsec

Apr 20, 2016 10:30 AM - Massimiliano Assante

Status:	Closed	Start date:	Apr 20, 2016
Priority:	High	Due date:	Apr 20, 2016
Assignee:	Roberto Cirillo	% Done:	100%
Category:	Other	Estimated time:	0.00 hour
Target version:	UnSprintable		
Infrastructure:	Pre-Production		
Description			

History

#1 - Apr 20, 2016 10:31 AM - Massimiliano Assante

- Priority changed from Normal to High

```
[PORTAL] 422790 [TP-Processor6] TRACE org.gcube.common.authorization.library.provider.CalledMethodProvider -
setting calledMethod as execute in thread 89
2016-04-20 08:31:21,051 DEBUG provider.SecurityTokenProvider [TP-Processor6,get:25] %[PORTAL] 422791 [TP-Proce
ssor6] DEBUG org.gcube.common.authorization.library.provider.SecurityTokenProvider - gettin securityToken nul
l in thread 89
[PORTAL] 422793 [TP-Processor6] TRACE org.gcube.common.authorization.library.provider.CalledMethodProvider -
getting calledMethod as execute in thread 89
2016-04-20 08:31:21,147 INFO icclient.ICClient [TP-Processor6,callService:65] %[PORTAL] 422887 [TP-Processor6
] INFO org.gcube.resources.discovery.icclient.ICClient - executed query declare namespace ic = 'http://gcube
-system.org/namespaces/informationssystem/registry'; for $resource in collection('/db/Profiles/RunningInstance'
)//Document/Data/ic:Profile/Resource, $entry in $resource/Profile/AccessPoint/RunningInstanceInterfaces/Endpoi
nt where ($resource/Profile/ServiceClass/text() eq 'Common') and ($resource/Profile/ServiceName/text() eq 'Aut
horizationService') and ($resource/Profile/DeploymentData/Status/text() eq 'ready') and (contains($entry/strin
g(),'authorization-service/gcube/service')) return $entry/text() in 98 ms
2016-04-20 08:31:21,156 INFO delegates.DiscoveryDelegate [TP-Processor6,make:133] %[PORTAL] 422896 [TP-Proces
sor6] INFO org.gcube.common.clients.delegates.DiscoveryDelegate - calling authorization-service/gcube/servic
e @ <?xml version="1.0" encoding="UTF-8" standalone="yes"?><EndpointReference xmlns="http://www.w3.org/2005/08
/addressing"><Address>http://node27.d.d4science.research-infrastructures.eu:8080/authorization-service/gcube/s
ervice</Address><ReferenceParameters/><Metadata/></EndpointReference>
[PORTAL] 422907 [TP-Processor6] ERROR org.apache.catalina.core.ContainerBase.[Catalina].[localhost].[/share-up
dates-1.9.0-3.10.0].[ShareUpdates] - Servlet.service() for servlet ShareUpdates threw exception
org.gcube.common.clients.exceptions.ServiceException: java.lang.Exception: error contacting authorization serv
ice
    at org.gcube.common.clients.exceptions.FaultDSL$AsClause.asServiceException(FaultDSL.java:38)
    at org.gcube.common.authorization.client.proxy.DefaultAuthorizationProxy.generate(DefaultAuthorizationProx
y.java:62)
    at org.gcube.portal.custom.scopemanager.scopehelper.ScopeHelper.setAuthorizationToken(ScopeHelper.java:162
)
    at org.gcube.portal.custom.scopemanager.scopehelper.ScopeHelper.setContext(ScopeHelper.java:136)
    at org.gcube.portal.custom.scopemanager.scopehelper.ScopeHelper.setContext(ScopeHelper.java:59)
    at org.gcube.portlets.user.shareupdates.server.portlet.ShareUpdatesPortlet.doView(ShareUpdatesPortlet.java
:24)
    at javax.portlet.GenericPortlet.doDispatch(GenericPortlet.java:328)
```

#2 - Apr 20, 2016 10:40 AM - Massimiliano Assante

- Subject changed from Auth service down in /gcube/preprod to Auth service down in /gcube/preprod and /gcube/devsec

Auth service is down on both /gcube/preprod and /gcube/devsec

#3 - Apr 20, 2016 05:27 PM - Lucio Lelii

- Status changed from New to Closed

- % Done changed from 0 to 100