

D4Science Infrastructure - Incident #5013

Zip files not compatible with Windows

Sep 13, 2016 12:29 PM - Massimiliano Assante

Status:	Closed	Start date:	Sep 13, 2016
Priority:	Immediate	Due date:	Sep 13, 2016
Assignee:	Valentina Marioli	% Done:	100%
Category:	Application	Estimated time:	0.00 hour
Target version:	UnSprintable		
Infrastructure:	Production		

Description

We have been reported from participants of the ICES training course on Data-limited stock assessment that they are struggling with the downloads of entire folders (they get zipped).

I was able to reproduce the problem with the following Folder of the gCubeApps/ICES_DALSA

VRE Folders > ICES_DALSA > Literature

```
2016-09-13 10:21:47,168 INFO server.GTWWorkspaceServiceImpl [http-bio-9090-exec-272,getUserWorksp
aceQuote:3256] %[PORTAL] 1034528597 [http-bio-9090-exec-272] INFO org.gcube.portlets.user.workspa
ce.server.GTWWorkspaceServiceImpl - returning user quote: WorkspaceUserQuote [diskSpace=273990122
3, diskSpaceFormatted=2.55 GB, totalItems=443]
2016-09-13 10:21:53,732 ERROR server.DownloadServlet [http-bio-9090-exec-262,doGet:146] %org.apach
e.catalina.connector.ClientAbortException: java.net.SocketException: Connection reset
    at org.apache.catalina.connector.OutputBuffer.realWriteBytes(OutputBuffer.java:407)
    at org.apache.tomcat.util.buf.ByteChunk.flushBuffer(ByteChunk.java:480)
    at org.apache.tomcat.util.buf.ByteChunk.append(ByteChunk.java:366)
    at org.apache.catalina.connector.OutputBuffer.writeBytes(OutputBuffer.java:432)
    at org.apache.catalina.connector.OutputBuffer.write(OutputBuffer.java:420)
    at org.apache.catalina.connector.CoyoteOutputStream.write(CoyoteOutputStream.java:91)
    at org.apache.commons.io.IOUtils.copyLarge(IOUtils.java:1026)
    at org.apache.commons.io.IOUtils.copy(IOUtils.java:999)
    at org.gcube.portlets.user.workspace.server.DownloadServlet.doGet(DownloadServlet.java:138)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:624)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:731)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.jav
a:303)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
    at org.apache.tomcat.websocket.server.WsFilter.doFilter(WsFilter.java:52)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.jav
a:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilter
Chain.java:116)
    at sun.reflect.GeneratedMethodAccessor322.invoke(Unknown Source)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
    at java.lang.reflect.Method.invoke(Method.java:606)
    at com.liferay.portal.kernel.bean.ClassLoaderBeanHandler.invoke(ClassLoaderBeanHandler.java:67
)
    at com.sun.proxy.$Proxy625.doFilter(Unknown Source)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilter
Chain.java:116)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.processDirectCallFilter(InvokerFilterChain.java:165)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilter
Chain.java:96)
    at com.liferay.portal.kernel.servlet.PortClassLoaderFilter.doFilter(PortalClassLoaderFilter.
java:74)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.processDoFilter(Invoke
rFilterChain.java:204)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilter
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Chain.java:109)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilter.doFilter(InvokerFilter.java
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    at org.gcube.portal.threadlocalexec.SmartGearsPortalValve.invoke(SmartGearsPortalValve.java:29
)
    at org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:116)
    at org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:423)
    at org.apache.coyote.http11.AbstractHttp11Processor.process(AbstractHttp11Processor.java:1079)
    at org.apache.coyote.AbstractProtocol$AbstractConnectionHandler.process(AbstractProtocol.java:
620)
    at org.apache.tomcat.util.net.JIoEndpoint$SocketProcessor.run(JIoEndpoint.java:316)
    at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1145)
    at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:615)
    at org.apache.tomcat.util.threads.TaskThread$WrappingRunnable.run(TaskThread.java:61)
    at java.lang.Thread.run(Thread.java:745)
Caused by: java.net.SocketException: Connection reset
    at java.net.SocketOutputStream.socketWrite(SocketOutputStream.java:118)
    at java.net.SocketOutputStream.write(SocketOutputStream.java:159)
    at org.apache.coyote.http11.InternalOutputBuffer.realWriteBytes(InternalOutputBuffer.java:215)
    at org.apache.tomcat.util.buf.ByteChunk.flushBuffer(ByteChunk.java:480)
    at org.apache.tomcat.util.buf.ByteChunk.append(ByteChunk.java:366)
    at org.apache.coyote.http11.InternalOutputBuffer$OutputStreamOutputBuffer.doWrite(InternalOutp
utBuffer.java:240)
    at org.apache.coyote.http11.filters.IdentityOutputFilter.doWrite(IdentityOutputFilter.java:84)
    at org.apache.coyote.http11.AbstractOutputBuffer.doWrite(AbstractOutputBuffer.java:192)
    at org.apache.coyote.Response.doWrite(Response.java:499)
    at org.apache.catalina.connector.OutputBuffer.realWriteBytes(OutputBuffer.java:402)
    ... 46 more
[PORTAL] 1034535161 [http-bio-9090-exec-262] ERROR org.gcube.portlets.user.workspace.server.Downlo
adServlet - Error during folder compression ca4444dc-7755-42be-bf85-747068b191c9
org.apache.catalina.connector.ClientAbortException: java.net.SocketException: Connection reset
    at org.apache.catalina.connector.OutputBuffer.realWriteBytes(OutputBuffer.java:407)
    at org.apache.tomcat.util.buf.ByteChunk.flushBuffer(ByteChunk.java:480)
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    at com.liferay.portal.kernel.servlet.PortClassLoaderFilter.doFilter(PortalClassLoaderFilter.java:74)
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    at org.gcube.portal.threadlocalexec.SmartGearsPortalValve.invoke(SmartGearsPortalValve.java:29)
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    at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:615)
    at org.apache.tomcat.util.threads.TaskThread$WrappingRunnable.run(TaskThread.java:61)
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    at org.apache.coyote.http11.AbstractOutputBuffer.doWrite(AbstractOutputBuffer.java:192)
    at org.apache.coyote.Response.doWrite(Response.java:499)
    at org.apache.catalina.connector.OutputBuffer.realWriteBytes(OutputBuffer.java:402)
    ... 46 more
2016-09-13 10:21:53,733 WARN server.DownloadServlet [http-bio-9090-exec-262,handleError:443] %[PORTAL] 1034535162 [http-bio-9090-exec-262] WARN org.gcube.portlets.user.workspace.server.DownloadServlet - Handle error occurred: 500: Error during folder compression: java.net.SocketException: Connection reset
Sep 13, 2016 10:21:53 AM org.apache.catalina.core.StandardWrapperValve invoke
SEVERE: Servlet.service() for servlet [DownloadService] in context with path [/workspace-6.13.0] threw exception [java.lang.IllegalStateException: Cannot call sendRedirect() after the response has been committed] with root cause
java.lang.IllegalStateException: Cannot call sendRedirect() after the response has been committed
    at org.apache.catalina.connector.ResponseFacade.sendRedirect(ResponseFacade.java:482)
    at javax.servlet.http.HttpServletResponseWrapper.sendRedirect(HttpServletResponseWrapper.java:137)
    at org.gcube.portlets.user.workspace.server.DownloadServlet.urlRedirect(DownloadServlet.java:508)
    at org.gcube.portlets.user.workspace.server.DownloadServlet.handleError(DownloadServlet.java:446)
    at org.gcube.portlets.user.workspace.server.DownloadServlet.doGet(DownloadServlet.java:147)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:624)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:731)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:

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a:303)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter (ApplicationFilterChain.java:208)
    at org.apache.tomcat.websocket.server.WsFilter.doFilter (WsFilter.java:52)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter (ApplicationFilterChain.java:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter (ApplicationFilterChain.java:208)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter (InvokerFilterChain.java:116)
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    at sun.reflect.DelegatingMethodAccessorImpl.invoke (DelegatingMethodAccessorImpl.java:43)
    at java.lang.reflect.Method.invoke (Method.java:606)
    at com.liferay.portal.kernel.bean.ClassLoaderBeanHandler.invoke (ClassLoaderBeanHandler.java:67)
)
    at com.sun.proxy.$Proxy625.doFilter (Unknown Source)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter (InvokerFilterChain.java:116)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.processDirectCallFilter (InvokerFilterChain.java:165)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter (InvokerFilterChain.java:96)
    at com.liferay.portal.kernel.servlet.PortaClassLoaderFilter.doFilter (PortaClassLoaderFilter.java:74)
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    at org.apache.catalina.valves.ErrorReportValve.invoke (ErrorReportValve.java:103)
    at org.apache.catalina.valves.AccessLogValve.invoke (AccessLogValve.java:957)
    at org.gcube.portal.threadlocal.exec.SmartGearsPortalValve.invoke (SmartGearsPortalValve.java:29)
)
    at org.apache.catalina.core.StandardEngineValve.invoke (StandardEngineValve.java:116)
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    at org.apache.coyote.http11.AbstractHttp11Processor.process (AbstractHttp11Processor.java:1079)
    at org.apache.coyote.AbstractProtocol$AbstractConnectionHandler.process (AbstractProtocol.java:620)
    at org.apache.tomcat.util.net.JIoEndpoint$SocketProcessor.run (JIoEndpoint.java:316)
    at java.util.concurrent.ThreadPoolExecutor.runWorker (ThreadPoolExecutor.java:1145)
    at java.util.concurrent.ThreadPoolExecutor$Worker.run (ThreadPoolExecutor.java:615)
    at org.apache.tomcat.util.threads.TaskThread$WrappingRunnable.run (TaskThread.java:61)
    at java.lang.Thread.run (Thread.java:745)

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History

#1 - Sep 13, 2016 12:32 PM - Massimiliano Assante

and another

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016-09-13 10:31:29,902 INFO  server.GTWWorkspaceServiceImpl [http-bio-9090-exec-247,getNameForSpecialFolder:38
6] %[PORTAL] 1035111331 [http-bio-9090-exec-247] INFO  org.gcube.portlets.user.workspace.server.GTWWorkspaceSe
rvicImpl - Read special folder name: 'VRE Folders', from property file..
2016-09-13 10:31:29,902 INFO  server.GTWWorkspaceServiceImpl [http-bio-9090-exec-247,getFolderChildrenForFileG
rid:425] %[PORTAL] 1035111331 [http-bio-9090-exec-247] INFO  org.gcube.portlets.user.workspace.server.GTWWorks
paceServiceImpl - Special folder name updated as: VRE Folders
Sep 13, 2016 10:31:29 AM org.apache.catalina.core.StandardWrapperValve invoke
SEVERE: Servlet.service() for servlet [WorkspaceService] in context with path [/workspace-6.13.0] threw except
ion [java.lang.RuntimeException: Unable to report failure] with root cause
java.net.SocketException: Broken pipe
    at java.net.SocketOutputStream.socketWrite0 (Native Method)
    at java.net.SocketOutputStream.socketWrite (SocketOutputStream.java:113)
    at java.net.SocketOutputStream.write (SocketOutputStream.java:159)

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at org.apache.coyote.http11.InternalOutputBuffer.realWriteBytes (InternalOutputBuffer.java:215)
at org.apache.tomcat.util.buf.ByteChunk.flushBuffer (ByteChunk.java:480)
at org.apache.tomcat.util.buf.ByteChunk.append (ByteChunk.java:366)
at org.apache.coyote.http11.InternalOutputBuffer$OutputStreamOutputBuffer.doWrite (InternalOutputBuffer.java:240)
at org.apache.coyote.http11.filters.IdentityOutputFilter.doWrite (IdentityOutputFilter.java:84)
at org.apache.coyote.http11.AbstractOutputBuffer.doWrite (AbstractOutputBuffer.java:192)
at org.apache.coyote.Response.doWrite (Response.java:499)
at org.apache.catalina.connector.OutputBuffer.realWriteBytes (OutputBuffer.java:402)
at org.apache.tomcat.util.buf.ByteChunk.append (ByteChunk.java:371)
at org.apache.catalina.connector.OutputBuffer.writeBytes (OutputBuffer.java:432)
at org.apache.catalina.connector.OutputBuffer.write (OutputBuffer.java:420)
at org.apache.catalina.connector.CoyoteOutputStream.write (CoyoteOutputStream.java:91)
at org.apache.catalina.connector.CoyoteOutputStream.write (CoyoteOutputStream.java:84)
at com.google.gwt.user.server.rpc.RPCServletUtils.writeResponse (RPCServletUtils.java:375)
at com.google.gwt.user.server.rpc.RemoteServiceServlet.writeResponse (RemoteServiceServlet.java:357)
at com.google.gwt.user.server.rpc.RemoteServiceServlet.processPost (RemoteServiceServlet.java:256)
at com.google.gwt.user.server.rpc.AbstractRemoteServiceServlet.doPost (AbstractRemoteServiceServlet.java:62)
)
at javax.servlet.http.HttpServlet.service (HttpServlet.java:650)
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at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter (ApplicationFilterChain.java:303)
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at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.processDirectCallFilter (InvokerFilterChain.java:165)
at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter (InvokerFilterChain.java:96)
at com.liferay.portal.kernel.servlet.PortalClassLoaderFilter.doFilter (PortalClassLoaderFilter.java:74)
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at java.lang.Thread.run (Thread.java:745)

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2016-09-13 10:31:29,925 INFO workspace.JCRWorkspaceItem [http-bio-9090-exec-300,markAsRead:838] %[PORTAL] 1035693422 [http-bio-9090-exec-300] INFO org.gcube.common.homelibrary.jcr.workspace.JCRWorkspaceItem - Mark Parent of Node /Share/3b6a877c-3ee6-4cf4-b408-34bf8012d5c2/Shiny DLM tool/www As Read

#2 - Sep 13, 2016 12:32 PM - Massimiliano Assante

- File Screen Shot 2016-09-13 at 12.31.32.png added

#3 - Sep 13, 2016 12:34 PM - Massimiliano Assante

My feeling (just speculating) is that the compression of the folder could take longer than expected and that then an http call timeout occurs.

#4 - Sep 13, 2016 02:19 PM - Pasquale Pagano

- Priority changed from Urgent to Immediate

This is what should never happen. Let's try do fix it immediately to at least demonstrate that we are able to fix issues on demand

#5 - Sep 13, 2016 02:22 PM - Valentina Marioli

- Status changed from New to In Progress

#6 - Sep 13, 2016 02:24 PM - Massimiliano Assante

the issue is twofold, one is this one (which i think cannot be fixed very soon), apart from this issue the other issue they are encountering is that the zip file produced by the Workspace cannot be extracted with the default Windows program.

I therefore suggested to Anne Cooper (ICES) to install WinRAR, she did it and was able to uncompress the file, however she replied the following:

"I've installed the WinRAR (I had a smaller version on my computer, but apparently you need the 64bit) and it works! I've shared this workaround with the class. Unfortunately, most of them >aren't allowed to install anything on their work laptops. Therefore, we're all looking forward to a final solution.
anne"

most of the participants aren't allowed to install anything on their work laptops therefore cannot extract the workspace folder, not sure how to solve this...

#7 - Sep 13, 2016 02:28 PM - Massimiliano Assante

perhaps this post can help in solving the uncompress windows problem

<http://superuser.com/questions/5155/how-to-create-a-zip-file-compatible-with-windows-under-linux>

I have a Windows VM to check if it works

#8 - Sep 13, 2016 06:05 PM - Valentina Marioli

- Subject changed from Workspace download folder fails when folder content is large in size (more than 200MB) to Zip files not compatible with Windows

#10 - Sep 13, 2016 11:05 PM - Massimiliano Assante

- Status changed from In Progress to Closed

- % Done changed from 0 to 100

the patch fixing the windows uncompress folder has been deployed in production, the other issue is tracked as a bug in ticket <https://support.d4science.org/issues/5019>. The incident can be closed.

Files

Screen Shot 2016-09-13 at 12.31.32.png	39.3 KB	Sep 13, 2016	Massimiliano Assante
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