

D4Science Infrastructure - Incident #5036

Users Management portlet: exception during user removal

Sep 15, 2016 12:49 PM - Massimiliano Assante

Status:	Closed	Start date:	Sep 15, 2016
Priority:	Normal	Due date:	Sep 23, 2016
Assignee:	Panagiota Koltsida	% Done:	100%
Category:		Estimated time:	0.00 hour
Target version:	UnSprintable		
Infrastructure:	Production		
Description			
I selected a user, clicked on deleted selected without notification via email, the portlet popped up an error (but the user was removed)			
here's the stack trace			
<pre>2016-09-15 10:46:48,135 INFO usersmanagementportlet.UsersManagementPortletHome [http-bio-9090-exec-141,removeUsersFromGroup:633] %10:46:48,135 INFO [http-bio-9090-exec-141][UsersManagementPortletHome:633] Removing all roles from user succeeded Sep 15, 2016 10:46:48 AM org.apache.catalina.core.ApplicationDispatcher invoke SEVERE: Servlet.service() for servlet UsersManagement Servlet threw exception java.lang.NullPointerException at org.gcube.portlets.admin.usersmanagementportlet.UsersManagementPortletHome.removeUsersFromGroup(UsersManagementPortletHome.java:639) at org.gcube.portlets.admin.usersmanagementportlet.UsersManagementPortletHome.currentUsersTableSection(UsersManagementPortletHome.java:712) at org.gcube.portlets.admin.usersmanagementportlet.UsersManagementPortletHome.serveResource(UsersManagementPortletHome.java:95) at com.liferay.portlet.FilterChainImpl.doFilter(FilterChainImpl.java:122) at com.liferay.portlet.ScriptDataPortletFilter.doFilter(ScriptDataPortletFilter.java:82) at com.liferay.portlet.FilterChainImpl.doFilter(FilterChainImpl.java:116) at com.liferay.portal.kernel.portlet.PortletFilterUtil.doFilter(PortletFilterUtil.java:71) at com.liferay.portal.kernel.servlet.PortletServlet.service(PortletServlet.java:112) at javax.servlet.http.HttpServlet.service(HttpServlet.java:731) at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java: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) at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilter.doFilter(InvokerFilter.java:119) at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241) at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208) at org.apache.catalina.core.ApplicationDispatcher.invoke(ApplicationDispatcher.java:748) at org.apache.catalina.core.ApplicationDispatcher.processRequest(ApplicationDispatcher.java:486) at org.apache.catalina.core.ApplicationDispatcher.doForward(ApplicationDispatcher.java:411) at org.apache.catalina.core.ApplicationDispatcher.forward(ApplicationDispatcher.java:338) at com.liferay.portlet.InvokerPortletImpl.invoke(InvokerPortletImpl.java:580) at com.liferay.portlet.InvokerPortletImpl.invokeResource(InvokerPortletImpl.java:675) at com.liferay.portlet.InvokerPortletImpl.serveResource(InvokerPortletImpl.java:441) at com.liferay.portlet.PortletContainerImpl._doServeResource(PortletContainerImpl.java:775) at com.liferay.portlet.PortletContainerImpl.serveResource(PortletContainerImpl.java:149) at com.liferay.portlet.SecurityPortletContainerWrapper.serveResource(SecurityPortletContainerWrapper.java:166) at com.liferay.portlet.RestrictPortletContainerWrapper.serveResource(RestrictPortletContainerWrapper.java:166) at com.liferay.portal.kernel.portlet.PortletContainerUtil.serveResource(PortletContainerUtil.j</pre>			

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ava:164)
    at com.liferay.portal.action.LayoutAction.processLayout (LayoutAction.java:394)
    at com.liferay.portal.action.LayoutAction.doExecute (LayoutAction.java:200)
    at com.liferay.portal.action.LayoutAction.execute (LayoutAction.java:95)
    at org.apache.struts.action.RequestProcessor.processActionPerform (RequestProcessor.java:431)
    at org.apache.struts.action.RequestProcessor.process (RequestProcessor.java:236)
    at com.liferay.portal.struts.PortaRequestProcessor.process (PortaRequestProcessor.java:168)
    at org.apache.struts.action.ActionServlet.process (ActionServlet.java:1196)
    at org.apache.struts.action.ActionServlet.doPost (ActionServlet.java:432)
    at javax.servlet.http.HttpServlet.service (HttpServlet.java:650)
    at com.liferay.portal.servlet.MainServlet.callParentService (MainServlet.java:557)
    at com.liferay.portal.servlet.MainServlet.service (MainServlet.java:534)
    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 com.liferay.portal.kernel.servlet.BaseFilter.processFilter (BaseFilter.java:169)
    at com.liferay.portal.servlet.filters.uploadservletrequest.UploadServletRequestFilter.processF
ilter (UploadServletRequestFilter.java:93)
    at com.liferay.portal.kernel.servlet.BaseFilter.doFilter (BaseFilter.java:59)
    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
Chain.java:109)
    at com.liferay.portal.kernel.servlet.BaseFilter.processFilter (BaseFilter.java:169)
    at com.liferay.portal.servlet.filters.secure.SecureFilter.processFilter (SecureFilter.java:308)
    at com.liferay.portal.kernel.servlet.BaseFilter.doFilter (BaseFilter.java:59)
    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
Chain.java:109)
    at com.liferay.portal.kernel.servlet.BaseFilter.processFilter (BaseFilter.java:169)
    at com.liferay.portal.servlet.filters.jsoncontenttype.JSONContentTypeFilter.processFilter (JSON
ContentTypeFilter.java:42)
    at com.liferay.portal.kernel.servlet.BaseFilter.doFilter (BaseFilter.java:59)
    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
Chain.java:109)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilter.doFilter (InvokerFilter.java
:119)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter (ApplicationFilterChain.jav
a:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter (ApplicationFilterChain.java:208)
    at org.apache.catalina.core.ApplicationDispatcher.invoke (ApplicationDispatcher.java:748)
    at org.apache.catalina.core.ApplicationDispatcher.processRequest (ApplicationDispatcher.java:48
6)
    at org.apache.catalina.core.ApplicationDispatcher.doForward (ApplicationDispatcher.java:411)
    at org.apache.catalina.core.ApplicationDispatcher.forward (ApplicationDispatcher.java:338)
    at com.liferay.portal.servlet.FriendlyURLServlet.service (FriendlyURLServlet.java:161)
    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 com.liferay.portal.kernel.servlet.BaseFilter.processFilter (BaseFilter.java:169)

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[illegible]

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    at com.liferay.portal.servlet.filters.virtualhost.VirtualHostFilter.processFilter(VirtualHostF
ilter.java:226)
    at com.liferay.portal.kernel.servlet.BaseFilter.doFilter(BaseFilter.java:59)
    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
Chain.java:109)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.processDirectCallFilte
r(InvokerFilterChain.java:185)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilter
Chain.java:96)
    at org.tuckey.web.filters.urlrewrite.UrlRewriteFilter.doFilter(UrlRewriteFilter.java:738)
    at com.liferay.portal.servlet.filters.urlrewrite.UrlRewriteFilter.processFilter(UrlRewriteFilt
er.java:57)
    at com.liferay.portal.kernel.servlet.BaseFilter.doFilter(BaseFilter.java:59)
    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
Chain.java:109)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.processDirectCallFilte
r(InvokerFilterChain.java:165)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilter
Chain.java:96)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.processDirectCallFilte
r(InvokerFilterChain.java:165)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilter
Chain.java:96)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.processDirectCallFilte
r(InvokerFilterChain.java:185)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilterChain.doFilter(InvokerFilter
Chain.java:96)
    at com.liferay.portal.kernel.servlet.filters.invoker.InvokerFilter.doFilter(InvokerFilter.java
:119)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.jav
a:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
    at org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:220)
    at org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:122)
    at org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:505)
    at org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:170)
    at org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:103)
    at org.apache.catalina.valves.AccessLogValve.invoke(AccessLogValve.java:957)
    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)

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History

#1 - Sep 16, 2016 12:39 PM - Panagiota Koltsida

- Status changed from New to In Progress

- % Done changed from 0 to 50

@massimiliano.assante@isti.cnr.it could you please clarify if the user you have tried to remove had been added to this group not with a "membership request" action, but with another way?
It seems that this is the problem.

When you click on remove, it also tried to "update" the membership request of this user in order to allow him to request again access in the future. For users, who are added by hand or using a different way a membership request does not exist and this seems to be the problem

#2 - Sep 16, 2016 12:42 PM - Massimiliano Assante

Yes, the user was added without membership requests, please take this into account when removing a user.

#3 - Sep 16, 2016 02:02 PM - Panagiota Koltsida

- % Done changed from 50 to 100

This case is also taken under account now

#4 - Sep 16, 2016 06:44 PM - Pasquale Pagano

If the fix has been implemented, please link the release ticket and close this one. Please remember that the time an incident is open contributes to one of the quality indicator we measure and report to the EC. Thanks

#5 - Sep 17, 2016 11:27 AM - Panagiota Koltsida

- Status changed from In Progress to Closed