

D4Science Infrastructure - Incident #9240

Errors in accessing files in a DEMETER VRE folder

Jul 11, 2017 09:09 AM - Leonardo Candela

Status:	Closed	Start date:	Jul 11, 2017
Priority:	High	Due date:	
Assignee:	Valentina Marioli	% Done:	100%
Category:	Data Management	Estimated time:	0.00 hour
Target version:	UnSprintable		
Infrastructure:	Production		

Description

@matthias.filter@bfr.bund.de and I have problems in accessing some files in the following DEMETER folder

Workspace > VRE Folders > DEMETER > 20170411 - Kick-off meeting

<https://goo.gl/QwMtUD>

In particular, the file named "2017-04-04 - Presentation General intro [Hans Marvin].pptx" gives to me the following error

"Sorry, an error occurred on retriving the file. ERROR:500: The file has been deleted by another user."

However, there should be something wired since I managed to download the entire folder

History

#1 - Jul 11, 2017 12:08 PM - Valentina Marioli

- Status changed from New to In Progress

#2 - Jul 11, 2017 05:31 PM - Valentina Marioli

- Status changed from In Progress to Feedback

- % Done changed from 0 to 100

I've fixed the issue, replacing the illegal characters.

#3 - Jul 12, 2017 10:17 AM - Leonardo Candela

- Status changed from Feedback to Closed

Dunno what are the "illegal characters" you replaced yet:

- I confirm the file is accessible now;
- I'm confident there are tickets in place aiming at preventing users from uploading files having "illegal characters" in their name;