

05 Troubleshooting

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Deep links do not work for a portlet deployment

Description: deep links do not work, for instance clicking on an email link " view ticket #xxxxx " print the error message " **Parameter ticketId is missing** ".

Solution: apply patch <http://www.ja-sig.org/issues/browse/UP-2061> to uPortal.

DownloadException: data is null, can not download

Description: this exception occurs in portlet deployments when the download servlet does not share the session of the MyFaces servlet.

Solution: use the **emptySessionPath** parameter for the Tomcat connector, for instance:

```
<Connector
  port="8080"
  maxHttpHeaderSize="8192" maxThreads="150" minSpareThreads="25" maxSpareThreads="75"
  enableLookups="false" redirectPort="8443" acceptCount="100"
  connectionTimeout="20000" disableUploadTimeout="true"
  emptySessionPath="true" />
```



Apache frontal server

If your Tomcat is behind an frontal server (like Apache), don't forget to set the parameter on the corresponding connector (here with mod_jk /AJPv13):

```
<Connector port="8009"
  enableLookups="false" redirectPort="8443" protocol="AJP/1.3" emptySessionPath="true" />
```

Statistics charts do not appear (InternalError)

At first check that the **emptySessionPath** parameter is correctly set as shown above.

If you get the following error (Unix platforms only):

```
InternalError: Can't connect to X11 window server using 'xxx' as the value of the DISPLAY variable
```

You have to unset the **DISPLAY** environment variable before launching the application, as shown on the **helpdesk.sh** script (cf [03 Administration](#)):

```
unset DISPLAY
```

Statistics charts do not appear (NoClassDefFoundError)

If you get the following error:

```
java.lang.NoClassDefFoundError
```

It is probably an X11 issue (the AWT library tries to use an unexistent X11 server to generate images). Add the following option when launching the application:

```
java -Djava.awt.headless=true ...
```

See:

- <http://www.jfree.org/jfreechart/faq.html#FAQ10>
- http://java.sun.com/products/java-media/2D/reference/faqs/index.html#Q_I_have_an_application_that_rea
- <http://www.jfree.org/phpBB2/viewtopic.php?t=1012>

There are unused things in the database

Description: upgrading the database structures with Hibernate creates new tables and fields but does not remove obsolete structures. Depending on the version you started with, there may effectively be unused tables and fields.

Solution: Obsolete fields and tables can be removed manually using the following SQL statements:

```
ALTER TABLE h_acti DROP FOREIGN KEY FKB6E0538EF9CD6EB0;
ALTER TABLE h_acti DROP KEY FKB6E0538EF9CD6EB0;
ALTER TABLE `h_acti`
  DROP `faq_conn_afte_id`;
ALTER TABLE `h_cate`
  DROP `new_tick_assi_cust_clas`,
  DROP `dele`,
  DROP `use_defa_tick_temp`;
ALTER TABLE h_depa DROP FOREIGN KEY FKB6E1B7A912177440;
ALTER TABLE h_depa DROP KEY FKB6E1B7A912177440;
ALTER TABLE `h_depa`
  DROP `algo_stat`,
  DROP `auto_expi`,
  DROP `comp_url_cust_clas`,
  DROP `new_tick_prop_cust_clas`,
  DROP `tick_moni_cust_clas`,
  DROP `defa_new_tick_assi_cust_clas`,
  DROP `real_cate_id`,
  DROP `use_defa_tick_temp`;
ALTER TABLE `h_depa_mana`
  DROP `tick_moni_crea_all`,
  DROP `tick_moni_crea_mana`,
  DROP `tick_moni_crea_cate_memb`,
  DROP `tick_moni_crea_free`,
  DROP `tick_moni_crea_orph`,
  DROP `tick_moni_clos_all`,
  DROP `tick_moni_clos_mana`,
  DROP `tick_moni_clos_cate_memb`,
  DROP `tick_moni_clos_free`,
  DROP `tick_moni_clos_orph`,
  DROP `tick_moni_othe_all`,
  DROP `tick_moni_othe_mana`,
  DROP `tick_moni_othe_cate_memb`,
  DROP `tick_moni_othe_free`,
  DROP `tick_moni_othe_orph`;
ALTER TABLE `h_stat`
  DROP `tick_crea_stat_last_time`,
  DROP `user_tick_crea_stat_last_time`;
ALTER TABLE `h_tick`
  DROP `owne_disp_name`,
  DROP `depa_labe`,
  DROP `cate_labe`;
ALTER TABLE `h_user`
  DROP `pers_tick_moni`,
  DROP `invo_tick_moni`,
```

```

DROP `lang_id`,
DROP `html_email_form`,
DROP `text_email_form`,
DROP `show_new_tick_welc`,
DROP `embo_chan_tick`,
DROP `depa_filt_set`,
DROP `cont_pane_refr_time`,
DROP `cont_pane_stat_filt`,
DROP `cont_pane_invo_filt`,
DROP `sear_page_size`,
DROP `jour_refr_time`,
DROP `jour_date_filt`,
DROP `text_widt`,
DROP `text_heig`,
DROP `last_visi`,
DROP `show_popu_on_tick_clos`,
DROP `cont_pane_orde_by`,
DROP `star_on_cont_pane`;
ALTER TABLE `h_vers_mana`
  DROP `inde_upda`;
DROP TABLE `h_faq_dele`;
TRUNCATE TABLE `h_faq_entr`;
TRUNCATE TABLE `h_faq_part`;
TRUNCATE TABLE `h_file`;
TRUNCATE TABLE `h_tick_temp`;
DROP TABLE `h_day_user_tick_crea_stat`;
DROP TABLE `h_hour_tick_crea_stat`;

```



With MySQL, the name of the foreign keys is shown with **SHOW CREATE TABLE h_acti**; (resp. **h_depa**); once known, the foreign keys can be dropped with **ALTER TABLE h_acti DROP FOREIGN KEY FKB6E0538EF9CD6EB0**; (resp. **h_depa** et **FKB6E1B7A961B67C78**), cf <http://lists.mysql.com/mysql/204151>).



In portlet deployment, the menu entries appear as ugly buttons

Description: obviously a problem with CSS stylesheets.

Solution: Import the esup-helpdesk CSS stylesheets from one of the CSS stylesheets of the portal (adapt them to your look if needed).

portal.css

```

@import "/esup-helpdesk/media/commons.css";
@import "/esup-helpdesk/media/helpdesk.css";
@import "/esup-helpdesk/media/portlet.css";

```

I am an administrator but I can not edit the categories

In order to edit the categories of a department, a user must:

1. be a manager of the department
2. be granted to do it (see the properties of the managers)

Users do not receive the emails normally sent by the application

1. be sure that the outgoing email is correctly configured (see [Configuring outgoing email](#)) and test with the ant task **test-smtp**.

2. watch carefully the log files.
3. be sure that the LDAP attribute that corresponds to the users' email address (property **ldap.emailAttribute**) is retrieved by LDAP extractions (property **ldap.attributes**).

All the LDAP attributes are displayed when adding a ticket, I want some of them to be hidden

If the property **userInfo.ldapAttributes** is left empty (by default), all the LDAP attributes are displayed. To display some of them only, set this property (comma-separated list of the displayed attributes).

Authentication does not work for external users in portlet mode with uPortal

Make sure that you use the correct **Guest** and **Login** servlet in uPortal.

- [/org/jasig/portal/GuestServlet.java](#) (does not invalidate the HTTP session)
- [/org/jasig/portlet/LoginServlet.java](#) (fixes [UP-2061](#))



Note for uPortal-esup users

- LoginServlet is already present in the update folder of all the esupdev-2.6-esup distributions
- GuestServlet must be placed in your custom/uPortal/source folder up to release 2.0.5 (esupdev-2.6-esup-2.0.5 is up to date).

ERROR: function timediff(timestamp with time zone, timestamp without time zone) does not exist

The function **timediff** is native in MySql but must be added by hand by PostGres users, as well as the function **time_to_sec**:

```
CREATE FUNCTION timediff(t1 timestamptz, t2 "timestamp")
RETURNS "interval" AS
'select ($2-$1)::interval' language sql;

CREATE OR REPLACE FUNCTION time_to_sec(i1 "interval")
RETURNS float8 AS
'SELECT EXTRACT(EPOCH FROM $1) AS result;' language sql;
```

Can not download the libraries when installing

This may happen if your server is behind a HTTP proxy. In this refer to the [Ant manual](#) to pass options to ant.

MalformedURLException after database inactivity

These exceptions are often throw oby the first request after an inactivity period of the database.

To get rid of them, setup your Tomcat pool as shown [here](#) (see [this thread](#) in French).

Troubles with Shibboleth

I had a problem with Shibboleth and esup-hepldesk :

Shibboleth worked fine but I couldn't authenticate myself on helpdesk... When I clicked on "Shibboleth" on the hekpldesk's front page, I were redirected to my WAYF and my CAS, but after my CAS' authentication, I came back the front page without being authenticated...

Note : I'm using the helpdesk as a servlet in Tomcat with an Apache front-end.

To solve this problem, you have to add this lines in your apache configuration :

```
<Location /helpdesk/stylesheets/shibboleth.faces>
  AuthType      shibboleth
  ShibRequireSession On
  ShibUseHeaders On
  require       valid-user
</Location>
```