

BlueBRIDGE - Support #10295

VRE # 7450 (Released): request for a VRE for IOTC working party (octobre / november 2017) : IOTC SS3 VRE

Issue with the Workspace path

Nov 10, 2017 08:14 AM - Julien Barde

| | | | |
|--|--------------------|------------------------|--------------|
| Status: | Closed | Start date: | Nov 10, 2017 |
| Priority: | Normal | Due date: | |
| Assignee: | Anne Elise Nieblas | % Done: | 0% |
| Category: | | Estimated time: | 0.00 hour |
| Sprint: | WP08 | | |
| Infrastructure: | Production | | |
| Description | | | |
| I am not sure if this is a real issue or not but it's confusing for users. | | | |
| See the two attached screenshots: when I click on a folder from the folder tree in the left side, the path of folder in the upper right is OK. But when I click on the same folder in the main frame, the path in the upper right is wrong | | | |

History

#1 - Nov 10, 2017 10:14 AM - Leonardo Candela

- Assignee changed from Massimiliano Assante to Julien Barde

- Status changed from New to Feedback

The fact that the breadcrumb (the path appearing on top) is not always in sync with the folder displayed in the right part of the workspace is a known issue.

However, it is not happening in every interaction pattern. In particular, I'm not able to replicate the one you are reporting, i.e. whenever I click on a folder in the main panel (that appearing on the right) the breadcrumb is updated accordingly ... what is not changing is the tree on the left (yet this seems to me reasonable).

I kindly ask you to clarify the steps you performed in order to have the breadcrumb out of sync wrt what is on the main panel.

#2 - Nov 10, 2017 10:46 AM - Julien Barde

It happens in here in IOTC SS3 VRE: Workspace > VRE Folders > IOTC_SS3 > ss324

I tried in Tuna Atlas and it's OK

As I said if I select my folder (eg "NetCDF") only from the tree then the path is ok. If I select the same folder from the main panel, then the path is wrong.

#3 - Nov 13, 2017 10:17 AM - Leonardo Candela

- Assignee changed from Julien Barde to Costantino Perciante

- File Screen Shot 2017-11-13 at 10.14.41.png added

I suspect there is something "weird" with the workspace folder associated with the IOTC SS3 VRE.

If I click on the folder in the tree panel (to see the folder content on the right panel) I can see the content correctly.

If I click on triangle of the same folder to see the structure expanded in the tree panel I see the error "Sorry, an error has occurred on the server when getting folder children items. Try again"

If I try to access the subfolder ss324 I see the error "Sorry, an error has occurred on the server when getting items for grid. Try again" ... when accessing the folder metadata I see the attached screenshot (there is a membership problem).

All in all, my feeling is saying that the problem is not the breadcrumb rather it is something with that particular folder.

#4 - Nov 13, 2017 10:22 AM - Julien Barde

Just in case it might be related: the sub-folder "NetCDF" is used by Thredds server (see details with [@fabio.sinibaldi@isti.cnr.it](mailto:fabio.sinibaldi@isti.cnr.it))

#5 - Nov 13, 2017 10:56 AM - Costantino Perciante

The issue with that folder is a known one, as reported in <https://support.d4science.org/issues/7450>

The problem is mainly related to the fact that it was a shared folder (among few people) moved under a VRE shared folder. The only solution we see (and I asked for a confirmation) is to delete the folder (under the VRE shared folder) and upload it again as a simple folder. This way, all vre members will have access to it, but as drawback it will be unshared from the private workspaces of people originally involved in the share.

A fix for this behaviour is going to be released in the upcoming gCube 4.8 version.

#6 - Nov 13, 2017 11:43 AM - Leonardo Candela

- Assignee changed from Costantino Perciante to Julien Barde

I kindly ask [@julien.barde@ird.fr](mailto:julien.barde@ird.fr) and/or [@anne.elise.nieblas@gmail.com](mailto:anne.elise.nieblas@gmail.com) to perform the actions envisaged here #7450#note-29 i.e.

- to **create a new folder** expected to contain the content of the current ss324 ... **ss324 "current" folder is buggy for the rest of VRE Members;**
- to move (or copy) the content of the current ss324 to the new folder;
- to remove the current ss324 from the IOTC_SS3 VRE folder.

#7 - Nov 13, 2017 12:09 PM - Anne Elise Nieblas

Hello, I've created a new folder 'ss3' with the contents of 'ss324' copied inside, and deleted 'ss324' from the IOTC_SS3 VRE folder. Cheers, Anne-Elise

#8 - Nov 14, 2017 03:57 AM - Anne Elise Nieblas

- File *ServerChildrenError.png* added

- File *ChildSubTreeRootError.png* added

Hello,

I'm having an error when navigating around the new folder - VRE Folders/IOTC_SS3/ss3 - I cannot click on the link tree to go back through the folder - i.e., in the blue bar of the workspace, there are links Workspace - VRE Folders - IOTC_SS3 - ss3 ... and when I click on one of those links, I get a Child Sub Tree Root Error (screenshot attached). Also, when I try clicking through the file tree to the left of the screen, I get a similar but different error : "Sorry an error has occurred on the server when getting folder children items" (screenshot attached)

Thanks, Anne-Elise

#9 - Nov 14, 2017 08:17 AM - Massimiliano Assante

- Assignee changed from Julien Barde to Costantino Perciante
- Status changed from Feedback to In Progress
- Infrastructure Production added

#10 - Nov 14, 2017 11:03 AM - Costantino Perciante

Anne Elise Nieblas wrote:

Hello,

I'm having an error when navigating around the new folder - VRE Folders/IOTC_SS3/ss3 - I cannot click on the link tree to go back through the folder - i.e., in the blue bar of the workspace, there are links Workspace - VRE Folders - IOTC_SS3 - ss3 ... and when I click on one of those links, I get a Child Sub Tree Root Error (screenshot attached). Also, when I try clicking through the file tree to the left of the screen, I get a similar but different error : "Sorry an error has occurred on the server when getting folder children items" (screenshot attached)

Thanks, Anne-Elise

Dear Anne, I'm investigating on it. If ss324 and ss3 have the same content, could we delete the old folder? (i.e. the one at /Workspace/VRE Folders/IOTC_SS3/ss324). Please note that this will also unshare it

#11 - Nov 16, 2017 02:14 PM - Roberto Cirillo

- Assignee changed from Costantino Perciante to Anne Elise Nieblas
- Status changed from In Progress to Feedback

#12 - Nov 17, 2017 06:09 AM - Anne Elise Nieblas

- File FolderChildrenItems.png added
- File DeleteError.png added

Hi,

In fact, I've tried to delete the Workspace>VRE Folders>IOTC_SS3>ss324 folder several times but I get the error: The file doesn't exist and that it may have been deleted by another user (screenshot attached), but it continues to show up in my workspace.

In other news, I was able to successfully delete the Workspace>VRE Folders>IOTC_SS3>ss3 folder, and have replaced it with a Workspace>VRE Folders>IOTC_SS3>ss3_public folder, but I have the FolderChildrenItems error again (screenshot attached).

Cheers Anne-Elise

#13 - Nov 17, 2017 12:20 PM - Pasquale Pagano

- Assignee changed from Anne Elise Nieblas to Costantino Perciante

Please @costantino.perciante@isti.cnr.it and/or @francesco.mangiacrappa@isti.cnr.it solve this issue. Thanks.

#14 - Nov 17, 2017 05:04 PM - Costantino Perciante

- Assignee changed from Costantino Perciante to Anne Elise Nieblas

Now it should work properly. I've removed the not working one.

@anne.elise.nieblas@gmail.com could you check it please?

#15 - Nov 17, 2017 05:48 PM - Anne Elise Nieblas

Great! Yes, it works!

#16 - Nov 17, 2017 05:52 PM - Pasquale Pagano

- Status changed from Feedback to Closed

Files

| | | | |
|--|---------|--------------|--------------------|
| Capture d'écran de 2017-11-10 08-04-02.png | 205 KB | Nov 10, 2017 | Julien Barde |
| Capture d'écran de 2017-11-10 08-07-54.png | 216 KB | Nov 10, 2017 | Julien Barde |
| Screen Shot 2017-11-13 at 10.14.41.png | 63.7 KB | Nov 13, 2017 | Leonardo Candela |
| ChildSubTreeRootError.png | 293 KB | Nov 14, 2017 | Anne Elise Nieblas |
| ServerChildrenError.png | 298 KB | Nov 14, 2017 | Anne Elise Nieblas |
| DeleteError.png | 299 KB | Nov 17, 2017 | Anne Elise Nieblas |
| FolderChildrenItems.png | 344 KB | Nov 17, 2017 | Anne Elise Nieblas |