

## Scribe - Scénario #34046

### Internal Server Error EOP

13/04/2022 08:13 - moncef ziani

<b>Statut:</b>	Terminé (Sprint)	<b>Début:</b>	19/04/2022
<b>Priorité:</b>	Normal	<b>Echéance:</b>	06/05/2022
<b>Assigné à:</b>	Emmanuel GARETTE	<b>% réalisé:</b>	100%
<b>Catégorie:</b>		<b>Temps estimé:</b>	0.00 heure
<b>Version cible:</b>	Prestation Cadoles MEN 2022 16-18	<b>Temps passé:</b>	0.00 heure
<b>Description</b>			
Bonjour,			
Depuis un certain temps lorsque nous accédons à EOP nous avons le message : "Internal Server Error"			
Pour information nous sommes sur des scribe en 2.7.2.			
Ci-dessous les logs disponibles dans <code>/var/log/eoleflask/eop.log</code>			
<b>2022-04-13 07:59:30,083: eop ERROR log_exception - Exception on /documents [GET]</b>			
<b>Traceback (most recent call last):</b>			
<b>File "/usr/lib/python2.7/dist-packages/flask/app.py", line 1982, in wsgi_app</b>			
<b>response = self.full_dispatch_request()</b>			
<b>File "/usr/lib/python2.7/dist-packages/flask/app.py", line 1614, in full_dispatch_request</b>			
<b>rv = self.handle_user_exception(e)</b>			
<b>File "/usr/lib/python2.7/dist-packages/flask/app.py", line 1517, in handle_user_exception</b>			
<b>reraise(exc_type, exc_value, tb)</b>			
<b>File "/usr/lib/python2.7/dist-packages/flask/app.py", line 1612, in full_dispatch_request</b>			
<b>rv = self.dispatch_request()</b>			
<b>File "/usr/lib/python2.7/dist-packages/flask/app.py", line 1598, in dispatch_request</b>			
<b>return self.view_functions[rule.endpoint](*req.view_args)</b>			
<b>File "/usr/lib/python2.7/dist-packages/eoleauthlib/authclient.py", line 193, in decorated_function</b>			
<b>return f(*args, **kwargs)</b>			
<b>File "/usr/lib/python2.7/dist-packages/eop/modules/documents/documents.py", line 25, in show</b>			
<b>return render_template('documents/documents.html', username=username, form=form, form4=form4, form5=form5,</b>			
<b>url_logout=url_logout, max_upload_file_size = current_app.config['MAX_UPLOAD_FILE_SIZE'])</b>			
<b>File "/usr/lib/python2.7/dist-packages/flask/templating.py", line 134, in render_template</b>			
<b>context, ctx.app)</b>			
<b>File "/usr/lib/python2.7/dist-packages/flask/templating.py", line 116, in _render</b>			
<b>rv = template.render(context)</b>			
<b>File "/usr/lib/python2.7/dist-packages/jinja2/environment.py", line 1008, in render</b>			
<b>return self.environment.handle_exception(exc_info, True)</b>			
<b>File "/usr/lib/python2.7/dist-packages/jinja2/environment.py", line 780, in handle_exception</b>			
<b>reraise(exc_type, exc_value, tb)</b>			
<b>File "/usr/share/eole/flask/eop/templates/documents/documents.html", line 2, in top-level template code</b> {% set letitre = "Gestion des documents" %}			
<b>File "/usr/share/eole/flask/eop/templates/layout.html", line 34, in top-level template code</b> {% set menus = get_user_menus() %}			
<b>File "/usr/lib/python2.7/dist-packages/eop/utils.py", line 159, in get_user_menus</b>			
<b>etabadmin = est_admin_etab()</b>			
<b>File "/usr/lib/python2.7/dist-packages/eop/utils.py", line 90, in est_admin_etab</b>			
<b>return proxy.remote_est_admin_etab(username)</b>			
<b>File "/usr/lib/python2.7/xmlrpclib.py", line 1243, in call</b>			
<b>return self.__send(self.__name, args)</b>			
<b>File "/usr/lib/python2.7/xmlrpclib.py", line 1602, in _request</b>			
<b>verbose=self._verbose</b>			
<b>File "/usr/lib/python2.7/xmlrpclib.py", line 1283, in request</b>			
<b>return self.single_request(host, handler, request_body, verbose)</b>			
<b>File "/usr/lib/python2.7/xmlrpclib.py", line 1316, in single_request</b>			
<b>return self.parse_response(response)</b>			
<b>File "/usr/lib/python2.7/xmlrpclib.py", line 1493, in parse_response</b>			
<b>return u.close()</b>			
<b>File "/usr/lib/python2.7/xmlrpclib.py", line 800, in close</b>			
<b>raise Fault(*self._stack)</b>			

**Fault: <Fault 8002: 'error'>**

Dans l'attente de votre retour.

Cordialement

**Sous-tâches:**

Tâche # 34081: Pouvoir distribuer des devoirs

Fermé

**Historique**

**#1 - 13/04/2022 08:49 - Emmanuel GARETTE**

Bonjour,

L'erreur que l'on voit signifie qu'il y a un problème dans le service controle-vnc. Pourriez-vous également fournir les logs de ce logiciel ?

Cordialement,

**#2 - 13/04/2022 10:50 - moncef ziani**

comme demandé, vous trouverez ci-dessous les logs controle-vnc se situant dans **/var/log/rsyslog/local/controle-vnc/controle-vnc.info.log**

```
2022-04-13T06:57:00.625053+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: 2022-04-13T06:57:00+0200
[_GenericHTTPChannelProtocol,8,127.0.0.1] Unhandled Error
2022-04-13T06:57:00.625172+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011Traceback (most recent call last):
2022-04-13T06:57:00.625212+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011 File
"/usr/lib/python2.7/dist-packages/twisted/web/server.py", line 195, in process
2022-04-13T06:57:00.625247+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011 self.render(resrc)
2022-04-13T06:57:00.625284+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011 File
"/usr/lib/python2.7/dist-packages/twisted/web/server.py", line 255, in render
2022-04-13T06:57:00.625321+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011 body = resrc.render(self)
2022-04-13T06:57:00.625354+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011 File
"/usr/lib/python2.7/dist-packages/twisted/web/resource.py", line 250, in render
2022-04-13T06:57:00.625386+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011 return m(request)
2022-04-13T06:57:00.625418+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011 File
"/usr/lib/python2.7/dist-packages/twisted/web/xmlrpc.py", line 172, in render_POST
2022-04-13T06:57:00.625451+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011 d = defer.maybeDeferred(function, *args)
2022-04-13T06:57:00.625483+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011--- <exception caught here> ---
2022-04-13T06:57:00.625523+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011 File
"/usr/lib/python2.7/dist-packages/twisted/internet/defer.py", line 150, in maybeDeferred
2022-04-13T06:57:00.625556+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011 result = f(*args, **kw)
2022-04-13T06:57:00.625594+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011 File "/usr/share/eole/controlevnc/xmlrpc_eop.py", line 118,
in xmlrpc_remote_est_admin_etab
2022-04-13T06:57:00.625627+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011 adminetab = "admin-" + etab
2022-04-13T06:57:00.625660+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011exceptions.TypeError: cannot concatenate 'str' and
'NoneType' objects
2022-04-13T06:57:00.625697+02:00 s1peda.290045s.ac-rennes.fr controle-vnc25058: #011
```

Je vous remercie pour votre aide.

Cordialement

**#3 - 14/04/2022 00:41 - Joël Cuissinat**

- Tracker changé de Demande à Scénario
- Début 13/04/2022 supprimé
- Release mis à Carnet de produit (Cadoles)
- Points de scénarios mis à 1.0

**#4 - 15/04/2022 11:19 - Emmanuel GARETTE**

- Echéance mis à 06/05/2022
- Version cible mis à Prestation Cadoles MEN 2022 16-18
- Début mis à 19/04/2022

**#5 - 19/04/2022 11:55 - Emmanuel GARETTE**

- Statut changé de Nouveau à En cours
- Assigné à mis à Emmanuel GARETTE

**#6 - 26/04/2022 09:34 - Joël Cuissinat**

- Statut changé de En cours à Terminé (Sprint)
- Release changé de Carnet de produit (Cadoles) à EOLE 2.7.2