##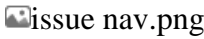 [JSP-177495] Issue navigator error after selecting issue's url (The jira server could not be contacted. This may be a temporary glitch) Created: 14/Nov/13 Updated: 18/Nov/13

Status:	Waiting For Customer
Project:	JIRA Support
Component/s:	Issue Navigator - Other
Affects Version/s:	5.2
Security Level:	Reporter and Developers (Only the reporter of the issue and Atlassian can see it.)

Type:	Problem Report	**Priority:**	Level 2
Reporter:	Didier Riedinger	**Assignee:**	Joe Wai Tye [Atlassian]
Resolution:	Unresolved		
Labels:	None		

Attachments:	⬚Capture-BUG_TemporaryGlitch01.PNG ⬚issue nav.png ⬚JSP-177495_20131114_temporaryGlitch_anon_xml.zip
Support Entitlement Number (SEN):	
Application Server:	JIRA Standalone (Tomcat)
Company:	punchpowerglide.com (Find related issues)
Last commented by user?:	false
Participants:	Didier Riedinger, Joe Wai Tye [Atlassian]
Customer Timezone:	GMT+1
First Response Date:	14/Nov/13

Description

In issue navigator, nobody has access to the issue ESC03-97 (see the attachment). When the issue's url is selected an error message is raised after a while : <The JIRA server could not be contacted. This may be a temporary glitch or the server may be down>.
Today four issues are affected and we can't progress on these topics.

Comments

Comment by Joe Wai Tye [Atlassian] [14/Nov/13]

Hi Didier,

Regarding the issue at hand, before we proceed, please provide me with the following information :

- When did this start to happen? Have this happened before?
- Have there been any recent changes that might have triggered this issue?
- Does this happen across browsers?
- Does this only happen for certain issues? Other issues works fine?
- Is the issue accessible? Is there any errors when you try to access it?

These information should provide us with a better overview of the situation that we are facing here.

Cheers,
Joe

Hi Joe,

Below, more details about your questions :

- When did this start to happen? Have this happened before?
  The first issue happened november the 7th. Since 3 new issues happened.
- Have there been any recent changes that might have triggered this issue?
  No except plugin update maybe.
- Does this happen across browsers?
  We have the issues with 3 browsers(Firefow, IE8 and Chrome).
- Does this only happen for certain issues? Other issues works fine?
  Yes, it happens only for 4 issues, others issues work fine (~200). Not only a specific issue type is affected.
- Is the issue accessible? Is there any errors when you try to access it?
  I discover that there are two cases:
  *case 1: Nobody have access to the issue (affects 2 issues)
  *case 2: Only the assignee can't access the issue. Other users have no problem. (affects 2 issues)
  For case1 and case2, after a wile the unique message error is
  <The jira server could not be contacted. This may be a temporary glitch>

In log files, error seems not be reported. I'm not sure that under System>Troubleshooting and Support>Loging&Profiling, the options allowing to catch the errors are enabled.

Thank in advance.

Didier

Hi Didier,

I see. In that case, I think that in order to make our troubleshooting more efficient, could you provide me with your XML backup? I would like to import it into my local machine and see if I can replicate the behavior.

So, if possible, please provide me with the XML backup of your instance. If you are concerned regarding the privacy of your backup data, no worries, as you can anonymise your backup.

Please also provide me with a list of the issues that are facing this behavior 🙂

Cheers,
Joe

Comment by Didier Riedinger [14/Nov/13]

Hi Joe,

Enclosed the anonymised backup as you asked me (JSP-177495_20131114_temporaryGlitch_anon_xml). Initially, the impacted issues are:

- ESC03-97 (nobody has access)
- ESC03-54 (again accessible)
- ESC03-32 (again accessible)
- ESC07-02 (nobody has access)
- ESC07-04 (again accessible)

The issue tagged <(again accessible)>, are currently again accessible. I use a regular expression that I have corrected as condition (add-on JIRA Workflow Toolbox). It seems that it solves ESC03-54, ESC03-32, ESC07-04.

Thank you.

Didier.

Comment by Joe Wai Tye [Atlassian] [15/Nov/13]

Hi Didier,

I have downloaded and imported your backup into my local instance, and I am currently performing my investigations on it.

I will keep you updated regarding my findings.

Cheers,
Joe

Comment by Joe Wai Tye [Atlassian] [15/Nov/13]

Hi Didier,

I've perform the tests on the backup of your instance, and strangely, I am both able to access ESC03-97, as well as perform the actions in the issue navigator!

This leads me to think about the differences between your instance and mine. Environment aside, one of my major suspicions is the plugins in your instance. Based on past cases, misbehaving plugins can cause a variety of different problems. As such, if possible I would like you to try enabling Safe Mode, and then see if the problem persists.

Please note, however, that enabling Safe Mode would disable all third-party plugins, so you might want to schedule some downtime before attempting this. 🙂

Cheers,
Joe

Comment by **Didier Riedinger** [18/Nov/13]

Hi Joe,

You are right, it's a plugin that caused the bug. I enable the Safe Mode and I discover that when disabling the plugin JIRA Workflow Toolbox, I have access to ESC03-97.
I think that the root cause has been identified. I update the plugin to version 2.1.10
but it didn't resolve the bug. How can I solve this issue? I can't disable the plugin because I use a lot of the features offered by this plugin.

Thanks,

Didier

Comment by **Joe Wai Tye [Atlassian]** [18/Nov/13]

Hi Didier,

Hmm, I think that for this, we would have to seek out support from the JIRA Workflow Toolbox team, using their issue tracker here.

This is because since the JIRA Workflow Toolbox plugin is neither developed nor supported by Atlassian, we're not really sure as to how the plugin works. As such, we're rather limited on what we can do to help here 🙁 My best recommendation would be to contact the support from the JIRA Workflow Toolbox devs, and hopefully they can help you further from there.

Cheers,
Joe