

# Error at login after upgrading...

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[MikeRoseMJM](#) 59 posts since

Nov 1, 2007

After upgrading my 1.7 standalone install (Mac OS X 10.4.11) to 1.8, I'm getting an error after login...

## System Error

We're sorry but a serious error has occurred in the system. If you are a system administrator please click "more details" below for more information about this error.

## More Details

- Status Code: 500
- Exception Type:
- Error Message:
- Request URI: /clearspace/index.jspa
- Stack Trace:

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- o freemarker.ext.beans.BeanModel.get(BeanModel.java:223)
- o freemarker.core.Dot.\_getAsTemplateModel(Dot.java:76)
- o freemarker.core.Expression.getAsTemplateModel(Expression.java:89)
- o freemarker.core.Expression.getStringValue(Expression.java:93)
- o freemarker.core.DollarVariable.accept(DollarVariable.java:76)
- o freemarker.core.Environment.visit(Environment.java:196)
- o freemarker.core.MixedContent.accept(MixedContent.java:92)
- o freemarker.core.Environment.visit(Environment.java:196)
- o freemarker.core.IfBlock.accept(IfBlock.java:82)
- o freemarker.core.Environment.visit(Environment.java:196)
- o freemarker.core.MixedContent.accept(MixedContent.java:92)
- o freemarker.core.Environment.visit(Environment.java:196)
- o freemarker.core.IteratorBlock\$Context.runLoop(IteratorBlock.java:160)
- o freemarker.core.Environment.visit(Environment.java:351)
- o freemarker.core.IteratorBlock.accept(IteratorBlock.java:95)
- o freemarker.core.Environment.visit(Environment.java:196)
- o freemarker.core.MixedContent.accept(MixedContent.java:92)
- o freemarker.core.Environment.visit(Environment.java:196)
- o freemarker.core.IfBlock.accept(IfBlock.java:82)
- o freemarker.core.Environment.visit(Environment.java:196)
- o freemarker.core.MixedContent.accept(MixedContent.java:92)
- o freemarker.core.Environment.visit(Environment.java:196)

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- o freemarker.core.IfBlock.accept(IfBlock.java:82)
- o freemarker.core.Environment.visit(Environment.java:196)
- o freemarker.core.MixedContent.accept(MixedContent.java:92)
- o freemarker.core.Environment.visit(Environment.java:196)
- o freemarker.core.Environment.process(Environment.java:176)
- o freemarker.template.Template.process(Template.java:232)
- o  
com.opensymphony.webwork.views.freemarker.FreemarkerResult.doExecute(FreemarkerResult.java:15)
- o  
com.jivesoftware.community.web.webwork.FreemarkerResult.doExecute(FreemarkerResult.java:130)
- o  
com.opensymphony.webwork.dispatcher.WebWorkResultSupport.execute(WebWorkResultSupport.java)
- o  
com.opensymphony.xwork.DefaultActionInvocation.executeResult(DefaultActionInvocation.java:313)
- o  
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:208)
- o  
com.jivesoftware.community.web.webwork.FlashInterceptor.intercept(FlashInterceptor.java:40)
- o  
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
- o  
com.opensymphony.xwork.interceptor.DefaultWorkflowInterceptor.doIntercept(DefaultWorkflowIntercept
- o  
com.opensymphony.xwork.interceptor.MethodFilterInterceptor.intercept(MethodFilterInterceptor.java:86)
- o  
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
- o  
com.opensymphony.xwork.validator.ValidationInterceptor.doIntercept(ValidationInterceptor.java:115)

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o
com.opensymphony.xwork.interceptor.MethodFilterInterceptor.intercept(MethodFilterInterceptor.java:86)

o
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

o
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)

o
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

o
com.jivesoftware.community.web.webwork.JiveObjectLoaderInterceptor.intercept(JiveObjectLoaderInter

o
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

o
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)

o
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

o
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)

o
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

o
com.opensymphony.webwork.interceptor.FileUploadInterceptor.intercept(FileUploadInterceptor.java:171)

o
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

o
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)

o
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

o
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)
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```
    o
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

    o
com.opensymphony.xwork.interceptor.I18nInterceptor.intercept(I18nInterceptor.java:151)

    o
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

    o
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)

    o
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

    o
com.jivesoftware.community.web.webwork.JiveIOCInterceptor.intercept(JiveIOCInterceptor.java:719)

    o
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

    o
com.jivesoftware.community.action.LocaleInterceptor.intercept(LocaleInterceptor.java:71)

    o
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

    o
com.jivesoftware.community.web.webwork.AuthInterceptor.intercept(AuthInterceptor.java:91)

    o
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

    o
com.jivesoftware.community.web.webwork.JiveLoginInterceptor.intercept(JiveLoginInterceptor.java:42)

    o
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

    o
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)

    o
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
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o  
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)

o  
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

o  
com.opensymphony.xwork.interceptor.ExceptionMappingInterceptor.intercept(ExceptionMappingInterceptor.java:31)

o  
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

o  
com.jivesoftware.community.web.webwork.ModuleCheckInterceptor.intercept(ModuleCheckInterceptor.java:31)

o  
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

o  
com.opensymphony.xwork.DefaultActionProxy.execute(DefaultActionProxy.java:116)

o  
com.opensymphony.webwork.dispatcher.DispatcherUtils.serviceAction(DispatcherUtils.java:225)

o  
com.opensymphony.webwork.dispatcher.FilterDispatcher.doFilter(FilterDispatcher.java:202)

o  
com.jivesoftware.community.web.webwork.JiveFilterDispatcher.doFilter(JiveFilterDispatcher.java:53)

o  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)

o  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)

o  
com.jivesoftware.community.web.filter.SetResponseCharacterEncodingFilter.doFilter(SetResponseCharacterEncodingFilter.java:31)

o  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)

o  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)

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- o com.opensymphony.module.sitemesh.filter.PageFilter.parsePage(PageFilter.java:118)
  - o com.opensymphony.module.sitemesh.filter.PageFilter.doFilter(PageFilter.java:52)
- o org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)
- o org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
- o com.jivesoftware.community.web.JiveActionContextCleanUp.doFilter(JiveActionContextCleanUp.java:46)
- o org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)
- o org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
- o com.jivesoftware.community.web.filter.PresenceFilter.doFilter(PresenceFilter.java:106)
- o org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)
- o org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
- o com.jivesoftware.community.web.filter.SetRequestCharacterEncodingFilter.doFilter(SetRequestCharacterEncodingFilter.java:106)
- o org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)
- o org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
- o org.directwebremoting.servlet.DwrWebContextFilter.doFilter(DwrWebContextFilter.java:91)
- o org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)

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- o org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
- o com.jivesoftware.community.web.filter.MaintenanceFilter.doFilter(MaintenanceFilter.java:81)
- o org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)
- o org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
  - o com.jivesoftware.community.upgrade.UpgradeFilter.doFilter(UpgradeFilter.java:43)
- o org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)
- o org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
  - o com.jivesoftware.base.plugin.PluginFilter.doFilter(PluginFilter.java:77)
- o org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)
- o org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
- o com.jivesoftware.community.web.filter.ApplicationInitializedFilter.doFilter(ApplicationInitializedFilter.java:)
- o org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)
- o org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
- o com.jivesoftware.base.database.dao.DAOContextCleanUpFilter.doFilter(DAOContextCleanUpFilter.java:)
- o org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)

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```
o
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)

o
org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:213)

o
org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:178)
  o org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:126)
  o org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:105)

o
org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:107)
  o org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:148)
  o org.apache.coyote.http11.Http11Processor.process(Http11Processor.java:869)
  o org.apache.coyote.http11.Http11BaseProtocol
  $Http11ConnectionHandler.processConnection(Http11BaseProtocol.java:664)

o
org.apache.tomcat.util.net.PoolTcpEndpoint.processSocket(PoolTcpEndpoint.java:527)

o
org.apache.tomcat.util.net.LeaderFollowerWorkerThread.runIt(LeaderFollowerWorkerThread.java:80)
  o org.apache.tomcat.util.threads.ThreadPool
  $ControlRunnable.run(ThreadPool.java:684)
  o java.lang.Thread.run(Thread.java:613)
  • * freemarker.template.TemplateModelException: get(subject) failed on instance of
    com.jivesoftware.community.proxy.DocumentProxy
```

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[MikeRoseMJM](#) 59 posts since

Error at login after upgrading...

Nov 1, 2007 1. **Re: Error at login after upgrading standalone to 1.8** Nov 20, 2007 10:49 AM

FYI, I was able to successfully roll back to 1.7, so as far as I can tell there's nothing wrong with the machine, Java config, etc.

(by the way, kudos to Jive's technical writers, who manage to remind the admin to back up pre-upgrade enough times to actually get them to do it, while not becoming annoying... 😊



[scott.hirdes](#) 3,311 posts since

Oct 9, 2007 2. **Re: Error at login after upgrading standalone to 1.8** Nov 26, 2007 3:20 PM

Hi,

Is there any information in your jiveHome logs when this issue occurs? Are you able to install a clean version of 1.8 successfully (not an upgrade, just a clean install)?

thanks,

Scott



[George Bobeck](#) 22 posts since

Mar 1, 2006 3. **Re: Error at login after upgrading standalone to 1.8** Nov 29, 2007 8:25 AM

Do you have any plugins installed?

This error looked very similar to an error I got after upgrading from 1.6 to 1.8 and installing any plugin. It was caused by the database not having the jivePluginProp table, which for some odd reason wasn't added by the upgrade scripts (nor was it even documented in the DB Schema guide, for that matter!)

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I added created the table manually and restarted Clearspace. Now everything is working fine.



[clarkritchie](#) 108 posts since

Feb 11, 2007 4. **Re: Error at login after upgrading standalone to 1.8** Dec 3, 2007 4:05 PM

We're seeing this same problem.



[clarkritchie](#) 108 posts since

Feb 11, 2007 5. **Re: Error at login after upgrading standalone to 1.8** Dec 3, 2007 4:27 PM

OK I got it to work.

The schema is:

```
CREATE TABLE jivePluginProp (  
  pluginName VARCHAR(100) NOT NULL,  
  propName VARCHAR(100) NOT NULL,  
  propValue TEXT NOT NULL,  
  CONSTRAINT jivePluginProp_pk PRIMARY KEY (pluginName,propName)  
);
```



[chase.caster](#) 1,122 posts since

Sep 17, 2007 6. **Re: Error at login after upgrading standalone to 1.8** Dec 3, 2007 4:30 PM

The schema is actually included in the database files in the clearspace distribution (clearspacedir/database) Just do a search for jivePluginProp in the sql file for the database you're using.

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I'm currently looking into what might have caused this table to be missed in the upgrade process so we can get that fixed.

Cheers,

Chase