

Some documents/revisions list author as...



[brennant](#) 121 posts since

Sep 12, 2005

Hello - I'm quoting this problem for a colleague (we're on CS 1.10.1):

Thanks in advance for your help.

Ben

We've noticed that some of our Clearspace documents are showing up with an author of 'Guest'. This is not something we'd expect to see as our documents were created and updated by non-Guest users. Digging into the Clearspace DB we can see that all of the affected documents have a userID with value '-1' in the files `jiveDocVersion` and `jiveDocument`.

We suspect this is a bug. Do you know what might have caused this, and could you advise us with a data fix?

We also think that this might be causing a particular user to get an error whenever they try and view their own profile. All other users can view that person's profile but for some strange reason they can't view their own when logged in. The user receives the following error message:

Status Code: 500

Exception Type:

Error Message:

Some documents/revisions list author as...

Request URI: /clearspace/people/marting/

Stack Trace:

freemarker.core.TemplateObject.assertNonNull(TemplateObject.java:124)
freemarker.core.TemplateObject.invalidTypeException(TemplateObject.java:134)
freemarker.core.Dot._getAsTemplateModel(Dot.java:78)
freemarker.core.Expression.getAsTemplateModel(Expression.java:89)
freemarker.core.ComparisonExpression.isTrue(ComparisonExpression.java:111)
freemarker.core.ConditionalBlock.accept(ConditionalBlock.java:77)
freemarker.core.Environment.visit(Environment.java:196)
freemarker.core.MixedContent.accept(MixedContent.java:92)
freemarker.core.Environment.visit(Environment.java:196)
freemarker.core.IteratorBlock\$Context.runLoop(IteratorBlock.java:160)
freemarker.core.Environment.visit(Environment.java:351)
freemarker.core.IteratorBlock.accept(IteratorBlock.java:95)
freemarker.core.Environment.visit(Environment.java:196)
freemarker.core.MixedContent.accept(MixedContent.java:92)
freemarker.core.Environment.visit(Environment.java:196)
freemarker.core.ConditionalBlock.accept(ConditionalBlock.java:79)
freemarker.core.Environment.visit(Environment.java:196)
freemarker.core.MixedContent.accept(MixedContent.java:92)

Some documents/revisions list author as...

freemarker.core.Environment.visit(Environment.java:196)

freemarker.core.ConditionalBlock.accept(ConditionalBlock.java:79)

freemarker.core.Environment.visit(Environment.java:196)

freemarker.core.MixedContent.accept(MixedContent.java:92)

freemarker.core.Environment.visit(Environment.java:196)

freemarker.core.IfBlock.accept(IfBlock.java:82)

freemarker.core.Environment.visit(Environment.java:196)

freemarker.core.MixedContent.accept(MixedContent.java:92)

freemarker.core.Environment.visit(Environment.java:196)

freemarker.core.IfBlock.accept(IfBlock.java:82)

freemarker.core.Environment.visit(Environment.java:196)

freemarker.core.MixedContent.accept(MixedContent.java:92)

freemarker.core.Environment.visit(Environment.java:196)

freemarker.core.Environment.process(Environment.java:176)

freemarker.template.Template.process(Template.java:232)

com.opensymphony.webwork.views.freemarker.FreemarkerResult.doExecute(FreemarkerResult.java:100)

com.jivesoftware.community.web.webwork.FreemarkerResult.doExecute(FreemarkerResult.java:100)

com.opensymphony.webwork.dispatcher.WebWorkResultSupport.execute(WebWorkResultSupport.java:100)

com.opensymphony.xwork.DefaultActionInvocation.executeResult(DefaultActionInvocation.java:100)

com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:208)

com.jivesoftware.community.web.webwork.JiveSecurityInterceptor.intercept(JiveSecurityInterceptor.java:100)

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

Some documents/revisions list author as...

com.jivesoftware.community.web.webwork.FlashInterceptor.intercept(FlashInterceptor.java:40)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.opensymphony.xwork.interceptor.DefaultWorkflowInterceptor.doIntercept(DefaultWorkflowInterceptor.java:120)
com.opensymphony.xwork.interceptor.MethodFilterInterceptor.intercept(MethodFilterInterceptor.java:49)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.opensymphony.xwork.validator.ValidationInterceptor.doIntercept(ValidationInterceptor.java:112)
com.opensymphony.xwork.interceptor.MethodFilterInterceptor.intercept(MethodFilterInterceptor.java:49)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.jivesoftware.community.web.webwork.JiveObjectLoaderInterceptor.intercept(JiveObjectLoaderInterceptor.java:40)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.opensymphony.webwork.interceptor.FileUploadInterceptor.intercept(FileUploadInterceptor.java:40)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)

Some documents/revisions list author as...

com.opensymphony.xwork.interceptor.I18nInterceptor.intercept(I18nInterceptor.java:151)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.jivesoftware.community.web.webwork.JiveIOCInterceptor.intercept(JiveIOCInterceptor.java:100)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.jivesoftware.community.action.LocaleInterceptor.intercept(LocaleInterceptor.java:71)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.jivesoftware.community.web.webwork.AuthInterceptor.intercept(AuthInterceptor.java:91)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.jivesoftware.community.web.webwork.JiveLoginInterceptor.intercept(JiveLoginInterceptor.java:100)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:31)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.opensymphony.xwork.interceptor.ExceptionMappingInterceptor.intercept(ExceptionMappingInterceptor.java:100)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.jivesoftware.community.web.webwork.ModuleCheckInterceptor.intercept(ModuleCheckInterceptor.java:100)
com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:190)
com.opensymphony.xwork.DefaultActionProxy.execute(DefaultActionProxy.java:116)
com.opensymphony.webwork.dispatcher.DispatcherUtils.serviceAction(DispatcherUtils.java:225)

Some documents/revisions list author as...

com.opensymphony.webwork.dispatcher.FilterDispatcher.doFilter(FilterDispatcher.java:202)
com.jivesoftware.community.web.webwork.JiveFilterDispatcher.doFilter(JiveFilterDispatcher.java:191)
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215)
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188)
com.jivesoftware.community.web.filter.JiveCacheFilter.doFilter(JiveCacheFilter.java:191)
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215)
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188)
com.opensymphony.module.sitemesh.filter.PageFilter.parsePage(PageFilter.java:118)
com.opensymphony.module.sitemesh.filter.PageFilter.doFilter(PageFilter.java:52)
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215)
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188)
com.jivesoftware.community.web.JiveActionContextCleanUp.doFilter(JiveActionContextCleanUp.java:191)
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215)
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188)
com.jivesoftware.community.web.filter.PresenceFilter.doFilter(PresenceFilter.java:106)
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215)
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188)
com.jivesoftware.community.web.filter.JiveCompressionFilter.doFilter(JiveCompressionFilter.java:191)
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215)
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188)
org.directwebremoting.servlet.DwrWebContextFilter.doFilter(DwrWebContextFilter.java:91)
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215)

Some documents/revisions list author as...

org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188)
com.jivesoftware.community.web.filter.MaintenanceFilter.doFilter(MaintenanceFilter.java:81)
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215)
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188)
com.jivesoftware.community.upgrade.UpgradeFilter.doFilter(UpgradeFilter.java:43)
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215)
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188)
com.jivesoftware.base.plugin.PluginFilter.doFilter(PluginFilter.java:77)
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215)
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188)
com.jivesoftware.base.database.dao.DAOContextCleanUpFilter.doFilter(DAOContextCleanUpFilter.java:43)
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215)
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188)
org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:213)
org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:174)
org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:127)
org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:117)
org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:108)
org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:151)
org.apache.coyote.http11.Http11Processor.process(Http11Processor.java:874)
org.apache.coyote.http11.Http11BaseProtocol
\$Http11ConnectionHandler.processConnection(Http11BaseProtocol.java:665)
org.apache.tomcat.util.net.PoolTcpEndpoint.processSocket(PoolTcpEndpoint.java:528)

Some documents/revisions list author as...

org.apache.tomcat.util.net.LeaderFollowerWorkerThread.runIt(LeaderFollowerWorkerThread.java

**org.apache.tomcat.util.threads.ThreadPool
\$ControlRunnable.run(ThreadPool.java:689)**

java.lang.Thread.run(Thread.java:619)

**freemarker.core.InvalidReferenceException: Expression
document.versionManager.newestDocumentVersion.author is undefined on line 145,
column 54 in template/global/view-profile.ftl.**

The key part seems to be "freemarker.core.InvalidReferenceException: Expression
document.versionManager.newestDocumentVersion.author is undefined on line 145, column 54 in template/
global/view-profile.ftl".

Other notes:

- the user with the profile problem is an active member

- documents appearing with 'Guest' as author shouldn't be possible, since we have permissions
set so you can only post documents if you are logged in

Tags: guest, author



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

Oct 9, 2007 1. **Re: Some documents/revisions list author as "Guest"** Sep 5, 2008 10:40 AM

Has this instance undergone an upgrade that crossed several versions?

Some documents/revisions list author as...

There is a known issue where during an upgrade that takes a significant amount of time and is from a pre 1.7 release, document authors can be set to guest due to a task that is looking for authors that have been deleted or disabled.

In this scenario, the true original author of the document is still preserved on the first version of the document.

Can you run this query against the database and attach the results to verify if this is the case:

```
SELECT v.userID, d.userID FROM jiveDocument d, jiveDocVersion v
WHERE d.userID = -1
AND v.internalDocID = d.internalDocID
AND v.versionID = 1;
```



[ramseyn](#) 46 posts since

Sep 8, 2008 2. Re: **Some documents/revisions list author as "Guest"** Sep 8, 2008 3:58 AM

Hi Scott,

Our current live instance is an upgrade itself, which happened 6 months ago. Upon further inspection it seems that all of the problem documents have creation and modification dates which are several years in the past, which suggests that they weren't originally created in Clearspace but rather were imported into Clearspace as part of our migration from an older collaboration tool.

I ran the SQL and got this as the output (repeated 76 times):

-1 -1

Since the left column is the current document's author (expect all to be -1) and the right column is the author of the first version of that document, it looks like we've lost the original authors.

Some documents/revisions list author as...

Unless you can provide a better suggestion what we are going to do is run SQL to replace guest (user ID -1) with the admin user (user ID 1) as the author of the affected documents. We will then keep an eye on the DB to see if any new documents are affected by this problem, if so then we will know that it is a problem unrelated to upgrades and migrations and we will need your help in investigating it further.

Any thoughts on how to fix the user profile issue?

Thanks for your assistance



[brennant](#) 121 posts since

Sep 12, 2005 3. Re: **Some documents/revisions list author as "Guest"** Sep 8, 2008 4:10 AM

Just to clarify, 6 months ago we upgraded from Integrated (4.2.4/1.6.4) to Clearspace 1.10.1 and we're still on this version.

I see the occasional Guest update on the News Feed. When this happens, it is represented by a second, identical version of a brand new document. The new version has author Guest, and the same value for publish date/time. I can manually reinstate the original, named version and delete the erroneous Guest one, but generally this shouldn't be happening.

Seemingly, we are getting bad records in the history or version areas of the database. Can you shed any light?

Thanks a lot.

Ben



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

Some documents/revisions list author as...

Oct 9, 2007 4. **Re: Some documents/revisions list author as "Guest"** Sep 8, 2008 8:52 AM

I think your proposal of changing the userid on these "Guest" documents to a valid user in the database is indeed your best solution here. Since the userid on the version table is also guest, this is not the same issue that I had thought it was before.

Do these documents have multiple versions? If so, then you'll want to make sure you change the userid on each version record for the document.

Also, it probably goes without saying but the Clearspace instance should be stopped while this update is occurring.

The profile issue you mentioned is definitely a result of this issue and it is quite probable that other issues are a result of the "Guest" documents as well.

Can you perform the update and see if any issues continue?



[Robert Dell'Immagine](#) 190 posts since

Apr 27, 2007 5. **Re: Some documents/revisions list author as "Guest"** Sep 10, 2008 12:58 PM

I am having the same problem on a ClearspaceX 1.3. We upgraded a year ago from Forums 4 to Clearspace 1.3.

I have zero documents that have been authored by guests, but 43 have been edited by guest. This is out of ~3300 document versions on ~1750 documents. In every case, the document edited by guest is the second version (i.e. the first time it was updated). This occurs on both older (including pre-migration) and current documents (including documents as recent as 1 month old).

Here's a snippet from the database:

Some documents/revisions list author as...

internaldocid versionid state userid creationdate modificationdate language title

6280	2	archived	-1	1216046876928	1216047683809	en	Script: Create Disaster Recovery Hard Drive,
6480	2	archived	-1	1216837071934	1216837272117	en	Tell Us What Virtualization Made Possible for You!
6771	2	incomplete	-1	1217950105548	1217950366615	en	WELCOME TO PHOENIX VMUG!!
6772	2	archived	-1	1217950421380	1217950434455	en	WELCOME TO PHOENIX VMUG!!
6860	2	published	-1	1218107208128	1218107520101	en	Unable to compile vmmon under Fedora 9 x64
6880	2	incomplete	-1	1218129980892	1218130170020	en	Please join us for the Installation and Configuration Open Beta Forum!
6881	2	archived	-1	1218130266285	1218130385300	en	Please join us for the Installation and Configuration Open Beta Forum!
7160	2	published	-1	1219200887083	1219201300378	en	Install Problm (compile error)
7451	2	incomplete	-1	1220044085487	1220044864181	en	Test
7452	2	archived	-1	1220046939351	1220046939532	en	VMware Fusion 2.0 Release Candidate now available...
7535	2	archived	-1	1220564486822	1220567049135	en	Compute hashed password for use with RemoteDisplay.vnc.key

This leads me to wonder if there's a bug in the update document function that occasionally barfs on the userid and inserts -1? Just a guess. Would be interested in the expert analysis from Jive.

Thanks, Robert



[Robert Dell'Imagine](#) 190 posts since

Apr 27, 2007 6. Re: **Some documents/revisions list author as "Guest"** Sep 10, 2008 1:01 PM

Some documents/revisions list author as...

Here's an example from the site: <http://communities.vmware.com/docs/DOC-7160>



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

Oct 9, 2007 7. **Re: Some documents/revisions list author as "Guest"** Sep 10, 2008 4:50 PM

There is a known issue with earlier versions of Clearspace where this issue of a second version being created with a user id of guest could occur.

One way where this could occur was if the document was created and had a link to another document in the application.

The issue has been resolved as of Clearspace 1.10.2.



[Robert Dell'Imagine](#) 190 posts since

Apr 27, 2007 8. **Re: "Some documents/revisions list author as "Guest"**; Sep 10, 2008 5:12 PM

Thanks! - Robert