

HTTP Status 500

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Overview

The **HTTP Status 500** error can be seen when the Swivel Administration console encounters a problem and may be for a variety of reasons. This document is to help troubleshoot those issues.

Prerequisites

Swivel 3.x

Symptoms

The following error message may be seen in the browser, the message may vary according to the problem encountered.

HTTP Status 500 - type Exception report message description The server encountered an internal error that prevented it from fulfilling this request.
exception org.apache.xmlbeans.impl.values.XmlValueDisconnectedException
org.apache.xmlbeans.impl.values.XmlObjectBase.check_orphaned(XmlObjectBase.java:1212)
com.swiveltechnologies.xmlconfig.impl.LookupImpl.isSetValue(Unknown Source)
com.swiveltechnologies.pinsafe.server.config.ConfigurationListImpl.getLookup(ConfigurationListImpl.java:470)
com.swiveltechnologies.pinsafe.server.ui.ConfigurationEditor.setListElement(ConfigurationEditor.java:647)
com.swiveltechnologies.pinsafe.server.ui.ConfigurationEditor.executePost(ConfigurationEditor.java:317)
com.swiveltechnologies.pinsafe.server.ui.InterfaceServlet.doPost(InterfaceServlet.java:265) javax.servlet.http.HttpServlet.service(HttpServlet.java:637)
javax.servlet.http.HttpServlet.service(HttpServlet.java:717) filters.SetCharacterEncodingFilter.doFilter(SetCharacterEncodingFilter.java:125) note The full stack trace of the root cause is available in the Apache Tomcat/x.x.x logs. Apache Tomcat/x.x.x logs

Solution

A good place to start looking for such issues is in the Tomcat logs, see the Tomcat logs section under [Troubleshooting_Files_FAQ](#)

Confirm the config.xml file is showing a regular value. Also check the disk space [Appliance_Disk_full](#)

Known causes of this issue are given below:

Version 4 bug, tomcat restart with Internal Database

There is a known issue when restarting tomcat on version 4, up until 4.0.4.

As a workaround for this issue, log into the CMI, and set the database to shipping.

Log in with the default credential and on the Swivel Administration Portal, go to Database -> General and select the internal database again.

Now you should be back to normal, until a new tomcat restart.

One way to mitigate the problem, is to migrate the data from the internal database (old derby) to the appliance database.

On the Swivel Administration Portal, go to Database - General, with the Internal Database selected, open the Appliance Database details.

On the Driver entry box, write: org.mariadb.jdbc.Driver

On the URL entry box, write: jdbc:mariadb://localhost/pinsafe

Username and Password are both: pinsafe

Go to Migration -> Data , select the Appliance Database as target and on the entry box, write: MIGRATE

Go back to Database - General and select the Appliance Database.

On the User Administration, you can check that all the users are there and the migration was a success.

Tomcat Logs no allowing config.xml to upload

If the config.xml is not disrupted but setting database to shipping doesn't allow access to the admin portal we suggest creating a folder at /home/swivel/.swivel/logs and moving the log zip files to that folder. Restart tomcat and if you get access to the admin portal, set the database back to its type and go to Logging > XML and change the value to 257. Also go back to the CMI and check that the logrotate.d has the notifemmy entry (check [Appliance_Disk_full](#)).

The error might show similar to the following:

```
Caused by: java.lang.ArrayIndexOutOfBoundsException: 8192
```

(...)

```
at com.swiveltechnologies.pinsafe.server.logging.AbstractLogReader.readLogEntries (AbstractLogReader.java:29)
at com.swiveltechnologies.pinsafe.server.logging.ZipLogFileReader.readLogFile (ZipLogFileReader.java:34)
at com.swiveltechnologies.pinsafe.server.logging.ZipEntryLogFileInfo.load (ZipEntryLogFileInfo.java:77)
at com.swiveltechnologies.pinsafe.server.logging.AbstractLogLoader.getFirst (AbstractLogLoader.java:80)
```

Migration from v2 to v3/v4

The database naming for a v2 is pinsafe_rep which might imply at a migration level. It has been verified that sometimes the pinsafe_rep database must be created.

Entering the appliance via shipping mode, go to Database > General check if the settings are the correct ones. If missing just enter pinsafe_rep.

The error will be similar to the below error:

```
javax.servlet.ServletException: Servlet.init() for servlet dispatcher threw exception
```

```
org.apache.catalina.authenticator.AuthenticatorBase.invoke (AuthenticatorBase.java:504)
```

(...)

```
java.lang.NullPointerException
```

```
com.swiveltechnologies.pinsafe.server.audit.AuditLogger.reloadConfiguration (AuditLogger.java:526)
com.swiveltechnologies.pinsafe.server.logging.PINsafeLogManager.initialize (PINsafeLogManager.java:268)
com.swiveltechnologies.pinsafe.server.config.Startup.startAllServices (Startup.java:151)
com.swiveltechnologies.pinsafe.server.config.Startup.setServletContext (Startup.java:265)
org.springframework.web.context.support.ServletContextAwareProcessor.postProcessBeforeInitialization (ServletContextAwareProcessor.java:125)
```

Transport deletion in Swivel 3.9.2

When a transport is deleted in Swivel 3.9.2 and a new one created an Error 500 message may be produced.

```
org.apache.xmlbeans.impl.values.XmlValueDisconnectedException
org.apache.xmlbeans.impl.values.XmlObjectBase.check_orphaned(XmlObjectBase.java:1212)
com.swiveltechnologies.xmlconfig.impl.LookupImpl.isSetValue(Unknown Source)
com.swiveltechnologies.pinsafe.server.config.ConfigurationListImpl.getLookup(ConfigurationListImpl.java:470)
com.swiveltechnologies.pinsafe.server.ui.ConfigurationEditor.setListElement(ConfigurationEditor.java:647)
com.swiveltechnologies.pinsafe.server.ui.ConfigurationEditor.executePost(ConfigurationEditor.java:317)
com.swiveltechnologies.pinsafe.server.ui.InterfaceServlet.doPost(InterfaceServlet.java:265) javax.servlet.http.HttpServlet.service(HttpServlet.java:637)
javax.servlet.http.HttpServlet.service(HttpServlet.java:717) filters.SetCharacterEncodingFilter.doFilter(SetCharacterEncodingFilter.java:125)
```

To overcome this issue the <path to Transient data>/conf/config.xml file can be edited, for an appliance this file is located in:

```
/home/swivel/.swivel/conf/config.xml
```

Backup the file before editing.

Stop Tomcat

Edit the file and look for the transport to be removed. Look for and remove <element readonly="true"> to </element> inclusively

Example:

```
<element readonly="true">
<string name="id" readonly="true" maxLength="32">
<value>TRANSPORT NAME TO REMOVE</value>
</string>
<string name="class" readonly="true">
<value>com.swiveltechnologies.pinsafe.server.transport.transport</value>
</string>
<long name="stringcount"/>
<boolean name="copytolalert"/>
<lookup name="alertgroup" lookup="groups" blank="repository_groups_no_group"/>
```

```
<lookup name="group" lookup="groups" blank="repository_groups_no_group"/>  
<lookup name="attribute" lookup="attributes" blank="repository_attributes_none">  
<value>phone</value>  
</lookup>  
</element>
```

Also look for the following

```
<group name="TRANSPORT NAME TO REMOVE" generated="true"> to </group> inclusively
```

Save the file

Start Tomcat

Test