



LDAP not syncing with Windows Server 2012 on Azure CLOSED

Reference: [CSP-140337](#)

You can

[Add a comment](#)[Add attachment](#)[Reopen this issue](#)

Activity

Status changed to **Closed** 25/Feb/15 6:09 PM LATEST

Status changed to **Resolved** with resolution **Resolved by Customer** 25/Feb/15 5:58 PM

Status changed to **Atlassian Investigating** 25/Feb/15 5:58 PM



consu 25/Feb/15 5:58 PM

hello,

just for your info, the problem was indeed created by the plugin and by the error you flagged out. I have removed the plugin and the sync works fine.

Thanks for your help 😊

Status changed to **Frozen** 24/Feb/15 10:40 AM

Status changed to **Waiting For Customer** 20/Feb/15 10:54 AM



Septa Cahyadiputra [Atlassian] 20/Feb/15 10:54 AM

Hi Consu,

Please allow me to jump in as Wayne is currently unavailable. We reviewed the provided stack trace and we believe that this issue is unrelated with the current ticket as it seems to be related to a third party plugin install on your end.

The reason we think that this is a third party plugin issue is because the referred URL:

<Server Base URL>/admin/userAdminPlugin/loginListing.action

Does not exist in fresh install Confluence. Could you please try to [enable plugin safe mode](#) and try to replicate the issue on your end.

Looking forward to hearing from you.

Cheers,

Septa Cahyadiputra

Status changed to **Atlassian Investigating** 17/Feb/15 5:18 PM



consu 17/Feb/15 5:17 PM

Hello again,

sorry if I re-open already the ticket, but I saw another error and I have the feeling it is also related to the issues we are having...

I attach the print out of the error page, link
admin/userAdminPlugin/loginListing.action

This is happening right now, it is not directly related to LDAP but seems to have

a lot to do with User listing.

What do you think about it?

If it is totally unrelated, apologies since now.

[Oops - an error has occurred - BirdLife Partnership Extranet.pdf \(640 kB\)](#)

Status changed to **Frozen** 17/Feb/15 2:56 PM



Wayne Wong [Atlassian] 17/Feb/15 2:56 PM

Hi Consuelo,

No worries, I will freeze this ticket for you from here.

Feel free to reopen this ticket if you have any question.

Thank you.

Have a nice day ☐

Regards,

Wayne Wong

Status changed to **Atlassian Investigating** 16/Feb/15 6:15 PM



consu 16/Feb/15 6:15 PM

thanks Wayne 😊

I am trying to get the Seibertmedia error fixed or at least understood before switching back to the LDAP directory on the new server Azure. So I don't know yet if it is stable or not on the Azure server (it is on the old server on MS 08)

I must say that I will be surprised if the cause is the size of our directory, as it contains only some 200 users, should not be massive (but I don't actually know the precise size).

Also, I think it must be something that happen between new year eve and the 9th Jan: we were using the LDAP successfully before.

We started to use the Seibertmedia plugin in that timeline, so it could be a reasonable culprit..

Sorry if it is taking time to solve 😞

Status changed to **Waiting For Customer** 16/Feb/15 4:43 PM



Wayne Wong [Atlassian] 16/Feb/15 4:43 PM

Also, you can provide them those log file in-case

[atlassian-confluence.log](#)

[atlassian-confluence.log.1](#).

Can I know, is your LDAP synchronization stable now?

If the problem persists, could you please run a full synchronization then provide us your latest log file so that we could verify those changes for you?

Thank you.

Regards,

Wayne Wong



Wayne Wong [Atlassian] 16/Feb/15 4:37 PM

Hi there,

Here is the full stack trace:

```
2015-02-09 12:23:53,744 ERROR [http-bio-80-exec-5599] [atlassian
.event.internal.AsynchronousAbleEventDispatcher] run There was a
n exception thrown trying to dispatch event [com.atlassian.confl
uence.event.events.security.LoginEvent[source=com.atlassian.conf
luence.user.ConfluenceAuthenticator@498fa680]] from the invoker
[SingleParameterMethodListenerInvoker{method=public void net.sei
bertmedia.confluence.landingpages.listener.EventsListener.loginE
vent(com.atlassian.confluence.event.events.security.LoginEvent),
listener=net.seibertmedia.confluence.landingpages.listener.Event
sListener@55ea2295}]
java.lang.RuntimeException: No Hibernate Session bound to thread
, and configuration does not allow creation of non-transactional
one here
    at com.atlassian.event.internal.SingleParameterMethodLis
tenerInvoker.invoke(SingleParameterMethodListenerInvoker.java:54
)
    at com.atlassian.event.internal.AsynchronousAbleEventDis
patcher$1$1.run(AsynchronousAbleEventDispatcher.java:48)
    at com.google.common.util.concurrent.MoreExecutors$SameT
hreadExecutorService.execute(MoreExecutors.java:253)
    at com.atlassian.event.internal.AsynchronousAbleEventDis
patcher.dispatch(AsynchronousAbleEventDispatcher.java:107)
    at com.atlassian.event.internal.EventPublisherImpl.invok
eListeners(EventPublisherImpl.java:160)
    at com.atlassian.event.internal.EventPublisherImpl.publi
sh(EventPublisherImpl.java:79)
    at com.atlassian.confluence.event.TimingEventPublisher.p
ublish(TimingEventPublisher.java:73)
    at com.atlassian.confluence.user.ConfluenceAuthenticator
.authoriseUserAndEstablishSession(ConfluenceAuthenticator.java:1
60)
    at com.atlassian.seraph.auth.DefaultAuthenticator.getUse
rFromCookie(DefaultAuthenticator.java:463)
    at com.atlassian.seraph.auth.DefaultAuthenticator.getUse
r(DefaultAuthenticator.java:330)
    at com.atlassian.confluence.user.ConfluenceAuthenticator
.getUser(ConfluenceAuthenticator.java:141)
    at com.atlassian.seraph.filter.SecurityFilter.doFilter(S
ecurityFilter.java:138)
    at com.atlassian.confluence.web.filter.ConfluenceSecurit
yFilter.doFilter(ConfluenceSecurityFilter.java:27)
    at org.apache.catalina.core.ApplicationFilterChain.inter
nalDoFilter(ApplicationFilterChain.java:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFil
ter(ApplicationFilterChain.java:208)
    at com.atlassian.confluence.web.filter.ThreadLocalCacheF
ilter.doFilter(ThreadLocalCacheFilter.java:30)
    at org.apache.catalina.core.ApplicationFilterChain.inter
nalDoFilter(ApplicationFilterChain.java:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFil
ter(ApplicationFilterChain.java:208)
    at com.atlassian.security.auth.trustedapps.filter.Truste
dApplicationsFilter.doFilter(TrustedApplicationsFilter.java:100)
    at com.atlassian.confluence.util.AbstractBootstrapHotSwa
ppingFilter.doFilter(AbstractBootstrapHotSwappingFilter.java:35)
    at com.atlassian.core.filters.AbstractHttpFilter.doFilte
r(AbstractHttpFilter.java:31)
```

```
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
at com.atlassian.seraph.filter.BaseLoginFilter.doFilter(BaseLoginFilter.java:148)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:46)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:70)
at com.atlassian.oauth.serviceprovider.internal.servlet.OAuthFilter.doFilter(OAuthFilter.java:61)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:78)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:42)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:70)
at com.atlassian.prettyurls.filter.PrettyUrlsCombinedMatchDispatcherFilter.doFilter(PrettyUrlsCombinedMatchDispatcherFilter.java:61)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:78)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:42)
at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter(ServletFilterModuleContainerFilter.java:77)
at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter(ServletFilterModuleContainerFilter.java:63)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
at com.atlassian.confluence.util.ClusterHeaderFilter.doFilter(ClusterHeaderFilter.java:44)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
at com.atlassian.johnson.filters.AbstractJohnsonFilter.doFilter(AbstractJohnsonFilter.java:72)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
at com.atlassian.confluence.util.ConfluenceErrorFilter.doFilter(ConfluenceErrorFilter.java:29)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
at com.atlassian.util.profiling.filters.ProfilingFilter.
```

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doFilter(ProfilingFilter.java:99)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
    at com.atlassian.confluence.core.datetime.RequestTimeThreadLocalFilter.doFilter(RequestTimeThreadLocalFilter.java:43)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
    at com.atlassian.core.filters.cache.AbstractCachingFilter.doFilter(AbstractCachingFilter.java:33)
    at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
    at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:46)
    at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:70)
    at com.atlassian.analytics.client.filter.DefaultAnalyticsFilter.doFilter(DefaultAnalyticsFilter.java:33)
    at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
    at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:78)
    at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:42)
    at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:70)
    at com.atlassian.gzipfilter.GzipFilter.doFilterInternal(GzipFilter.java:115)
    at com.atlassian.gzipfilter.GzipFilter.doFilter(GzipFilter.java:92)
    at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:78)
    at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:42)
    at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:70)
    at com.atlassian.confluence.web.filter.ConfluenceTimingFilter.doFilter(ConfluenceTimingFilter.java:79)
    at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:78)
    at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:42)
    at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:70)
    at com.atlassian.prettyurls.filter.PrettyUrlsCombinedMatchDispatcherFilter.doFilter(PrettyUrlsCombinedMatchDispatcherFilter.java:61)
    at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:78)
    at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:42)
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at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:70)
at net.bull.javamelody.MonitoringFilter.doFilter(MonitoringFilter.java:198)
at net.bull.javamelody.MonitoringFilter.doFilter(MonitoringFilter.java:176)
at net.bull.javamelody.PluginMonitoringFilter.doFilter(PluginMonitoringFilter.java:85)
at net.bull.javamelody.JiraMonitoringFilter.doFilter(JiraMonitoringFilter.java:104)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:78)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:42)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:70)
at com.atlassian.confluence.extra.webdav.servlet.filter.ReverseProxyFilter.doFilter(ReverseProxyFilter.java:427)
at com.atlassian.confluence.extra.webdav.servlet.filter.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:34)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:78)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:42)
at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter(ServletFilterModuleContainerFilter.java:77)
at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter(ServletFilterModuleContainerFilter.java:63)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
at com.atlassian.confluence.web.filter.validateparam.RequestParamValidationFilter.doFilter(RequestParamValidationFilter.java:58)
at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
at com.atlassian.confluence.web.filter.TranslationModeFilter.doFilter(TranslationModeFilter.java:44)
at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
at com.atlassian.confluence.plugin.servlet.filter.ActionContextCleanup.doFilter(ActionContextCleanup.java:73)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
at com.atlassian.confluence.web.filter.LanguageExtractio
```

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nFilter.doFilter(LanguageExtractionFilter.java:53)
    at com.atlassian.core.filters.AbstractHttpFilter.doFilter
(AbstractHttpFilter.java:31)
    at org.apache.catalina.core.ApplicationFilterChain.inter
nalDoFilter(ApplicationFilterChain.java:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFil
ter(ApplicationFilterChain.java:208)
    at com.atlassian.confluence.util.RequestCacheThreadLocal
Filter.doFilter(RequestCacheThreadLocalFilter.java:32)
    at org.apache.catalina.core.ApplicationFilterChain.inter
nalDoFilter(ApplicationFilterChain.java:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFil
ter(ApplicationFilterChain.java:208)
    at com.atlassian.confluence.web.filter.ResponseOutputStr
eamFilter.doFilter(ResponseOutputStreamFilter.java:25)
    at com.atlassian.core.filters.AbstractHttpFilter.doFilter
(AbstractHttpFilter.java:31)
    at org.apache.catalina.core.ApplicationFilterChain.inter
nalDoFilter(ApplicationFilterChain.java:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFil
ter(ApplicationFilterChain.java:208)
    at com.atlassian.core.filters.encoding.AbstractEncodingF
ilter.doFilter(AbstractEncodingFilter.java:41)
    at com.atlassian.core.filters.AbstractHttpFilter.doFilter
(AbstractHttpFilter.java:31)
    at org.apache.catalina.core.ApplicationFilterChain.inter
nalDoFilter(ApplicationFilterChain.java:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFil
ter(ApplicationFilterChain.java:208)
    at com.atlassian.core.filters.HeaderSanitisingFilter.doF
ilter(HeaderSanitisingFilter.java:44)
    at org.apache.catalina.core.ApplicationFilterChain.inter
nalDoFilter(ApplicationFilterChain.java:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFil
ter(ApplicationFilterChain.java:208)
    at com.atlassian.confluence.servlet.FourOhFourErrorLoggi
ngFilter.doFilter(FourOhFourErrorLoggingFilter.java:71)
    at org.apache.catalina.core.ApplicationFilterChain.inter
nalDoFilter(ApplicationFilterChain.java:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFil
ter(ApplicationFilterChain.java:208)
    at com.atlassian.confluence.web.filter.DebugFilter.doFil
ter(DebugFilter.java:50)
    at com.atlassian.core.filters.AbstractHttpFilter.doFilter
(AbstractHttpFilter.java:31)
    at org.apache.catalina.core.ApplicationFilterChain.inter
nalDoFilter(ApplicationFilterChain.java:241)
    at org.apache.catalina.core.ApplicationFilterChain.doFil
ter(ApplicationFilterChain.java:208)
    at org.apache.catalina.core.StandardWrapperValve.invoke(
StandardWrapperValve.java:220)
    at org.apache.catalina.core.StandardContextValve.invoke(
StandardContextValve.java:122)
    at org.apache.catalina.authenticator.AuthenticatorBase.i
nvoke(AuthenticatorBase.java:501)
    at org.apache.catalina.core.StandardHostValve.invoke(Sta
ndardHostValve.java:170)
    at org.apache.catalina.valves.ErrorReportValve.invoke(Er
```

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norReportValve.java:98)
    at org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:116)
    at org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:408)
    at org.apache.coyote.http11.AbstractHttp11Processor.process(AbstractHttp11Processor.java:1040)
    at org.apache.coyote.AbstractProtocol$AbstractConnectionHandler.process(AbstractProtocol.java:607)
    at org.apache.tomcat.util.net.JIoEndpoint$SocketProcessor.run(JIoEndpoint.java:315)
    at java.util.concurrent.ThreadPoolExecutor.runWorker(Unknown Source)
    at java.util.concurrent.ThreadPoolExecutor$Worker.run(Unknown Source)
    at java.lang.Thread.run(Unknown Source)
Caused by: java.lang.IllegalStateException: No Hibernate Session bound to thread, and configuration does not allow creation of non-transactional one here
    at org.springframework.orm.hibernate.SessionFactoryUtils.getSession(SessionFactoryUtils.java:316)
    at org.springframework.orm.hibernate.SessionFactoryUtils.getSession(SessionFactoryUtils.java:194)
    at com.atlassian.hibernate.SpringPluginHibernateSessionFactory.getSession(SpringPluginHibernateSessionFactory.java:24)
    at sun.reflect.GeneratedMethodAccessor227.invoke(Unknown Source)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
    at java.lang.reflect.Method.invoke(Unknown Source)
    at com.atlassian.plugin.osgi.hostcomponents.impl.DefaultComponentRegistrar$ContextClassLoaderSettingInvocationHandler.invoke(DefaultComponentRegistrar.java:129)
    at com.sun.proxy.$Proxy236.getSession(Unknown Source)
    at sun.reflect.GeneratedMethodAccessor227.invoke(Unknown Source)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
    at java.lang.reflect.Method.invoke(Unknown Source)
    at org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUtils.java:307)
    at org.springframework.osgi.service.importer.support.internal.aop.ServiceInvoker.doInvoke(ServiceInvoker.java:58)
    at org.springframework.osgi.service.importer.support.internal.aop.ServiceInvoker.invoke(ServiceInvoker.java:62)
    at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:171)
    at org.springframework.aop.support.DelegatingIntroductionInterceptor.doProceed(DelegatingIntroductionInterceptor.java:131)
    at org.springframework.aop.support.DelegatingIntroductionInterceptor.invoke(DelegatingIntroductionInterceptor.java:119)
    at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:171)
    at org.springframework.osgi.service.util.internal.aop.ServiceTCCLInterceptor.invokeUnprivileged(ServiceTCCLInterceptor.java:56)
    at org.springframework.osgi.service.util.internal.aop.Se
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rviceTCCLInterceptor.invoke(ServiceTCCLInterceptor.java:39)
    at org.springframework.aop.framework.ReflectiveMethodInv
ocation.proceed(ReflectiveMethodInvocation.java:171)
    at org.springframework.osgi.service.importer.support.Loc
alBundleContextAdvice.invoke(LocalBundleContextAdvice.java:59)
    at org.springframework.aop.framework.ReflectiveMethodInv
ocation.proceed(ReflectiveMethodInvocation.java:171)
    at org.springframework.aop.support.DelegatingIntroductio
nInterceptor.doProceed(DelegatingIntroductionInterceptor.java:13
1)
    at org.springframework.aop.support.DelegatingIntroductio
nInterceptor.invoke(DelegatingIntroductionInterceptor.java:119)
    at org.springframework.aop.framework.ReflectiveMethodInv
ocation.proceed(ReflectiveMethodInvocation.java:171)
    at org.springframework.aop.framework.JdkDynamicAopProxy.
invoke(JdkDynamicAopProxy.java:204)
    at com.sun.proxy.$Proxy647.getSession(Unknown Source)
    at com.atlassian.activeobjects.confluence.ConfluenceTena
ntAwareDataSourceProvider$SessionFactoryDataSource.getConnection
(ConfluenceTenantAwareDataSourceProvider.java:89)
    at com.atlassian.activeobjects.internal.DataSourceProvid
erActiveObjectsFactory$ActiveObjectsDataSource.getConnection(Dat
aSourceProviderActiveObjectsFactory.java:108)
    at sun.reflect.GeneratedMethodAccessor9286.invoke(Unknow
n Source)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unkno
wn Source)
    at java.lang.reflect.Method.invoke(Unknown Source)
    at net.java.aop.builder.DelegatingDisposableDataSourceHan
dler.delegate(DelegatingDisposableDataSourceHandler.java:43)
    at net.java.aop.builder.DelegatingDisposableDataSourceHan
dler.invoke(DelegatingDisposableDataSourceHandler.java:34)
    at com.sun.proxy.$Proxy2674.getConnection(Unknown Source
)
    at net.java.aop.DatabaseProvider.getConnection(DatabasePr
ovider.java:882)
    at net.java.aop.EntityManager.find(EntityManager.java:757
)
    at net.java.aop.EntityManager.find(EntityManager.java:675
)
    at net.java.aop.EntityManager.find(EntityManager.java:584
)
    at com.atlassian.activeobjects.internal.EntityManagedAct
iveObjects.find(EntityManagedActiveObjects.java:157)
    at com.atlassian.activeobjects.osgi.TenantAwareActiveObj
ects.find(TenantAwareActiveObjects.java:323)
    at sun.reflect.GeneratedMethodAccessor683.invoke(Unknown
Source)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unkno
wn Source)
    at java.lang.reflect.Method.invoke(Unknown Source)
    at org.springframework.aop.support.AopUtils.invokeJoinpo
intUsingReflection(AopUtils.java:307)
    at org.springframework.osgi.service.importer.support.int
ernal.aop.ServiceInvoker.doInvoke(ServiceInvoker.java:58)
    at org.springframework.osgi.service.importer.support.int
ernal.aop.ServiceInvoker.invoke(ServiceInvoker.java:62)
    at org.springframework.aop.framework.ReflectiveMethodInv
```

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ocation.proceed(ReflectiveMethodInvocation.java:171)
    at org.springframework.aop.support.DelegatingIntroductionInterceptor.doProceed(DelegatingIntroductionInterceptor.java:131)
    at org.springframework.aop.support.DelegatingIntroductionInterceptor.invoke(DelegatingIntroductionInterceptor.java:119)
    at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:171)
    at org.springframework.osgi.service.util.internal.aop.ServiceTCCLInterceptor.invokeUnprivileged(ServiceTCCLInterceptor.java:56)
    at org.springframework.osgi.service.util.internal.aop.ServiceTCCLInterceptor.invoke(ServiceTCCLInterceptor.java:39)
    at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:171)
    at org.springframework.osgi.service.importer.support.LocalBundleContextAdvice.invoke(LocalBundleContextAdvice.java:59)
    at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:171)
    at org.springframework.aop.support.DelegatingIntroductionInterceptor.doProceed(DelegatingIntroductionInterceptor.java:131)
    at org.springframework.aop.support.DelegatingIntroductionInterceptor.invoke(DelegatingIntroductionInterceptor.java:119)
    at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:171)
    at org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy.java:204)
    at com.sun.proxy.$Proxy2645.find(Unknown Source)
    at net.seibertmedia.confluence.cup.dao.UserFieldDaoImpl.getFieldKeys(UserFieldDaoImpl.java:93)
    at net.seibertmedia.confluence.cup.dao.UserProfileDaoImpl.getProfile(UserProfileDaoImpl.java:468)
    at net.seibertmedia.confluence.landingpages.service.LandingPageServiceImpl.getFullProfile(LandingPageServiceImpl.java:109)
    at net.seibertmedia.confluence.landingpages.service.LandingPageServiceImpl.getPersonalLandingPage(LandingPageServiceImpl.java:97)
    at net.seibertmedia.confluence.landingpages.service.LandingPageServiceImpl.addLandingPageToUser(LandingPageServiceImpl.java:154)
    at net.seibertmedia.confluence.landingpages.listener.EventsListener.loginEvent(EventsListener.java:46)
    at sun.reflect.GeneratedMethodAccessor1774.invoke(Unknown Source)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
    at java.lang.reflect.Method.invoke(Unknown Source)
    at com.atlassian.event.internal.SingleParameterMethodListenerInvoker.invoke(SingleParameterMethodListenerInvoker.java:36)
)
... 141 more

```



consu 16/Feb/15 12:12 PM

hello, sorry me again.

Seibertmedia came back to me asking for the full stacktrace of the error you

found. Could you please let me know where I can find it, so that Seibertmedia can investigate the issue?

Many thanks

Status changed to **Atlassian Investigating** 13/Feb/15 3:45 PM



consu 13/Feb/15 3:44 PM

Hello Wayne, I am back just to ask a question on the error that causes inconsistencies on the Scheduling event.

I have noticed that it is related to Seibertmedia and I tried to get some more info from them, <https://bitbucket.org/seibertmedia/custom-user-profile/issue/5/plugin-can-change-the-scheduling-events>, but no answer so far.

None of us, including Valiantys, changed the Scheduling event. How can I modify the scheduling event page so that it is reset to the default?

Also, is it likely or not much that uninstalling the seibertmedia plugin the error would be solved, or by uninstalling those setting won't be reverted to default?

Thanks again



Status changed to **Frozen** 11/Feb/15 11:19 AM

Status changed to **Atlassian Investigating** 11/Feb/15 11:19 AM



consu 11/Feb/15 11:19 AM

hello Wayne, thanks for this. I will need to go back to our support to test the provided solution then I will let you know if it works.

Many thanks



Wayne Wong [Atlassian] 10/Feb/15 4:41 PM

Besides, I wanted to highlight that during the upgrade Valiantys lamented that we run Confluence on Port:80 (see the upgrade report) and I found a stackoverflow issue on someone having some difficulty with Confluence, Azure and the port: 80:<http://stackoverflow.com/questions/26167802/enable-confluence-to-run-on-port-80-in-windows-server-2012>

As for now, I could not find any error message related to the port, maybe you could add another additional port, so in case you could not access with <http://partnership.birdlife.org>, you can try to access confluence by using the direct ip:8090 see if the issue was caused by the port.

Go to `confluenceInstallationDirectory/conf/server.xml` add:

```
<Connector port="8090" connectionTimeout="20000" redirectPort="8443"
            maxThreads="200" minSpareThreads="10"
            enableLookups="false" acceptCount="10" debug="0"
            URIEncoding="UTF-8" />
```

Thank you.

Regards,

Wayne Wong

Status changed to **Waiting For Customer** 10/Feb/15 4:33 PM



Wayne Wong [Atlassian] 10/Feb/15 4:33 PM

Hi Consulo,

Thank you for waiting.

Based on the log that you've provided, I noticed error below:

Caused by: javax.naming.NamingException: LDAP response read time d out, timeout used:120000ms.; remaining name '/'

I suspect this issue caused by the LDAP directory is so large that Confluence fails to find the user before the timeout, or you might affected by this [bug](#)

Workaround

1. Go to Administration > Users > User Directories
2. Edit the LDAP directory
3. Increase the value of [Read Timeout](#)

A known workaround is to disable read timeout by setting the Read Timeout field in LDAP directory properties to 0. A side-effect of this change is that Crowd will not be able to recover automatically from LDAP requests that take too long to run, which might cause Crowd to stop communicating with LDAP directories until it is restarted.

Also, I noticed below's error repeated numerous times

```
2015-02-09 12:23:53,682 ERROR [http-bio-80-exec-5599] [atlassian.event.internal.AsynchronousAbleEventDispatcher] run There was a n exception thrown trying to dispatch event [com.atlassian.confluence.event.events.security.LoginEvent[source=com.atlassian.confluence.user.ConfluenceAuthenticator@498fa680]] from the invoker [SingleParameterMethodListenerInvoker{method=public void net.seibertmedia.confluence.landingpages.listener.EventsListener.loginEvent(com.atlassian.confluence.event.events.security.LoginEvent), listener=net.seibertmedia.confluence.landingpages.listener.EventsListener@55ea2295}]
```

```
java.lang.RuntimeException: No Hibernate Session bound to thread , and configuration does not allow creation of non-transactional one here
```

```
...  
...  
...  
...
```

```
Caused by: java.lang.IllegalStateException: No Hibernate Session bound to thread, and configuration does not allow creation of n on-transactional one here
```

Have you modified the [Scheduling event](#) ?

Because scheduled tasks run on different ThreadPool than the HTTP processor threads, they are not automatically setup with a Database session/transaction.

If you want to call any Java APIs that access the database, you need to manually wrap your calls to the API with another API call that initialises a database transacton.

You can find instructions on how to do this by following this guide:

<https://developer.atlassian.com/display/CONFDEV/Hibernate+Sessions+and+Transaction+Management+Guidelines> (look at the section entitled Manual Transaction Management in Plugins.

If the problem persists again, could you please run a full synchronization again for your ldap, then immediately provide us your logs file so that we could verify

the changes?

Thank you.

Regards,

Wayne Wong



consu 09/Feb/15 4:50 PM

Sure Wayne, thanks to you.

I just want to amend something I wrote earlier. The issue first was reported on the 9th Jan, but it seems that it has been happening earlier and not reported. This makes me re-think that maybe the upgrade has a lot to do with the problem; it might be that the issue started immediately after the upgrade and has not been reported until the xmas holidays finished. Sorry for this, it is something I just found out.

Besides, I wanted to highlight that during the upgrade Valiantys lamented that we run Confluence on Port:80 (see the upgrade report) and I found a [stackoverflow](http://stackoverflow.com/questions/26167802/enable-confluence-to-run-on-port-80-in-windows-server-2012) issue on someone having some difficulty with Confluence, Azure and the port: 80:<http://stackoverflow.com/questions/26167802/enable-confluence-to-run-on-port-80-in-windows-server-2012>

Have a good evening now and talk tomorrow.



Wayne Wong [Atlassian] 09/Feb/15 4:43 PM

Hi Consuelo,

Thank you so much for your detailed update.

As my shift will be ending in half hour time, I will have to continue to investigate on tomorrow morning.

I will update you again once I found anything.

Thank you for your kind understanding and patience.

Regards,

Wayne Wong

Status changed to **Atlassian Investigating** 09/Feb/15 3:08 PM



consu 09/Feb/15 3:08 PM

Hello Wayne,

thanks for the reply. Please let me try to explain what is happening right now.

- The issue CSP-138507 hasn't been really solved, it has been wrongly closed since a workaround has been applied to allow us resuming normal functionalities for the time being. In practice we have just been reverting back to an old setup (on Win 2008) which will shortly be phased out in favour of the new Azure AD.

Let me copy for you here the conversation between our IT support and the IT manager:

Atech Support: "A total rework of the configuration is now used.

We are not using the same ip address anymore to access the active directory (31.221.100.194 vs 191.235.218.134)

We preformed password changes, he also checked and adapted firewall rules. Previously we hit the 2 minute time out connecting to the instance, now only 10 seconds is needed for a full sync of the user directory. That value is what is expected.

It was syncing from the Azure-DC and has been changed to the CAMBRIDGE-

DC1 (on Windows 2008) as that is the master domain controller.

I had to amend some firewall rules to get it working."

IT Manager: "Although this is a fix (short-term) it is not a solution (long-term), as the whole point of us moving our DC out to Azure is for reliability reasons.

Relying on our internal server is not what we want and is why we have invested a lot of time and money in moving services to the Azure cloud (ADFS and DC being first steps).

We have to move key services like this out to the cloud environment. So between everyone there needs to be a long-term solution found as to how Confluence can work with a 2012 R2 LDAP connector, if that indeed is the issue and not just reverting back to an old setup which will shortly be phased out.

So please, do not close the support tickets for this, but instead work to find the actual solution to connect to the Azure AD.

In view of this I am not able to provide you with a current error logs, it is now temporarily working again. However, as soon as we will switch back to Azure we will be again in the same issue. The switch it is going to happen very soon, so we need to be able to face it as soon as possible.

I spoke with Atech Support and they are of the opinion that there is a compatibility issue between Confluence and Azure. They kindly shared a log of the original ticket we raised to them (in parallel with a ticket to our Valiantys support) which from page 6 onwards explains the issue experienced and what fixes were applied to it, so you can know everything that happened in meanwhile.

I will try to provide you also with the other information you can need to get more to the core of the issue.

You asked:

- Is that any error message shown when the user login to confluence?
Could you please provide us a screenshot of it?
YEs, just: 'Sorry, an error occurred trying to log you in. Please try again.'
- Is that any major change to your confluence recently? (update, migrate etc)
Yes, we update the Extranet to version 5.6 on the 21st December. At that point the synch was working. It kept working till the 9th January, so I don't think the issue is related to the update.
- Could you please provide us the changes steps in detail?
I can attach here the Upgrade report as I have received it from Valiantys. Above you can find the changes applied to revert the configuration to the temporarily working one
- When do you start notice this issue?
9th January
*Is it happening to one user/browser/PC or it's it affects everyone?
It is affecting part of the users synchronised via LDAP. Not all the LDAP users has been affected, only the ones that suffered from the timeouts.
- Please create a screen cast while you replicating the issue and submit it to us.
I cannot do a screencast as now it is temporarily working, however I have a good description of the issue at the previous ticket.
"We're having an issue with ldap syncing and we can't figure out why. Most of the time, full sync takes up to 120s and sometimes users are denied login the confluence application because of timeouts. The ldap server is an active directory available through a public ip on the standard 389 port.
When testing the ldap configuration, I can connect to it. No firewall issues.

But when running embedded confluence tests like the retrieve user test, I get a user doesn't exist error."

- Could you please provide us newest Support zip? This will allow us to understand your system environment better, it also contains your application logs, it will help us to narrow down the search faster.
Attached
- Could you please run below's query in your confluence database and show us the result in csv format?
IS this still relevant? At the moment there are no "affected users"...

Could you please provide us your User directories summary and a LDIF file of affected user, and LDIF file of the not affected user so that we can provide you a more accurate suggestion?

attached

Has there been any other report of issues with the LDAP synch between Azure and Confluence? We have been told that there has been an issue like this between Azure and MimeCast but I haven't researched the issue much.

Please let me know if there is anything else I can provide you to help us solve this issue.

Many thanks

Consuelo

[Confluence_support_2015-02-09-13-41-37.zip](#) (6.47 MB)

[BirdLife Upgrade Report-v6-20141219_1929.docx](#) (240 kB)

[atlassian-directory-configuration.txt](#) (3 kB)

[140087.pdf](#) (315 kB)

Status changed to **Waiting For Customer** 07/Feb/15 3:44 AM



Wayne Wong [Atlassian] 07/Feb/15 3:44 AM

Hi there,

Thank you for contacting Atlassian Support.

Based on the record, the issue has been resolved for CSP-138507 at 19 Jan 2015, Can I know is the issue back again?

There are a few questions that would help us understand the context better:

- Is that any error message shown when the user login to confluence?
Could you please provide us a screenshot of it?
- Is that any major change to your confluence recently? (update, migrate etc)
- Could you please provide us the changes steps in detail?
- When do you start notice this issue?
*Is it happening to one user/browser/PC or it's it affects everyone?
- Please create a [screen cast](#) while you replicating the issue and submit it to us.
- Could you please provide us newest [Support zip](#)? This will allow us to understand your system environment better, it also contains your application logs, it will help us to narrow down the search faster.
- Could you please run below's query in your confluence database and show us the result in csv format?

```
SELECT
```

```
o.list_index,
```

```
d.active,
```

```
d.id as DirectoryID,
```

```
d.directory_name,  
d.directory_type,  
u.id as UserID,  
u.user_name,  
g.id as GroupID,  
g.group_name  
FROM  
cwd_user u  
JOIN cwd_directory d  
ON  
u.directory_id = d.id  
JOIN cwd_membership m  
ON  
u.id = m.child_user_id  
JOIN cwd_group g  
ON  
g.id = parent_id  
JOIN cwd_app_dir_mapping o  
ON  
d.id=o.directory_id  
where user_name='<affected user>'  
ORDER BY 2 DESC, 1 ASC;
```

- Could you please provide us your [User directories summary](#) and a LDIF file of affected user, and LDIF file of the not affected user so that we can provide you a more accurate suggestion?

Thank you.

Looking forward to help you further.

Regards,

Wayne Wong

Status changed to **Atlassian Investigating** 07/Feb/15 3:36 AM

Details 06/Feb/15 4:05 PM

Please add any details that might help us help you.

Hello, this refers to a support request already raised by our service Valiantys: CSP-138507

Confluence is not able to synch LDAPs with our Azure server which runs Windows 2012 R2. It work fine with our previous server on Windows 2008 but not with Azure.

Our IT service support is keen to work with you to get this issue solved.

It would be great if you could get back to us via email CCing also norbert.peter@atechsupport.com and Charlotte.Keating@atechsupport.com

or reach out by phone for AtechSupport: +44 (0) 203 757 7500

Severity

Level 2

Affects Version/s

5.6.5

Please enter your SEN number

SEN-2334346

Customer Timezone

GMT+0

Phone Number

AtechSupport: +44 (0) 203 757 7500

