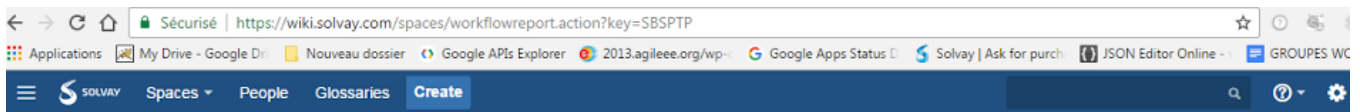


Confluence - Troubleshooting

- The wiki is based on Solvay SSO accounts
- If you get an authentication error from the SSO interface, please contact SSO team



Oops - an error has occurred

System Error

A system error has occurred — our apologies!

For immediate troubleshooting, consult our [knowledge base](#) for a solution.

If you would like to receive support from Atlassian's support team, ask your [Confluence administrator](#) to create a support issue on [Atlassian's support system](#) with the following information:

1. a description of your problem and what you were doing at the time it occurred
2. a copy of the error and system information found below
3. a copy of the application logs (if possible).

Your Confluence administrator can use the [support request form](#) to create a support ticket which will include this information.

We will respond as promptly as possible.
Thank you!

[Return to site homepage...](#)

Cause

```
java.lang.NullPointerException
    at com.comalatech.confluence.workflowreports.DefaultWorkflowIndexer$1.perform(DefaultWorkflowIndexer.java:174)
```

Stack Trace:[hide]

```
java.lang.NullPointerException
    at com.comalatech.confluence.workflowreports.DefaultWorkflowIndexer$1.perform(DefaultWorkflowIndexer.java:174)
```

- Check the Stack Trace and see the error message.

```
Cause
java.lang.NullPointerException
    at com.comalatech.confluence.workflowreports.DefaultWorkflowIndexer$1.perform(DefaultWorkflowIndexer.
java:174)
Stack Trace:[hide]
java.lang.NullPointerException
    at com.comalatech.confluence.workflowreports.DefaultWorkflowIndexer$1.perform(DefaultWorkflowIndexer.
java:174)
    at com.atlassian.bonnie.LuceneConnection$8.perform(LuceneConnection.java:470)
    at com.atlassian.bonnie.LuceneConnection.withSearch(LuceneConnection.java:342)
```

```
at com.atlassian.bonnie.LuceneConnection.withReader(LuceneConnection.java:466)
at sun.reflect.GeneratedMethodAccessor936.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:497)
at org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUtils.java:302)
at org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy.java:202)
at com.sun.proxy.$Proxy55.withReader(Unknown Source)
at sun.reflect.GeneratedMethodAccessor936.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:497)
at com.atlassian.plugin.util.ContextClassLoaderSettingInvocationHandler.invoke
(ContextClassLoaderSettingInvocationHandler.java:26)
at com.sun.proxy.$Proxy384.withReader(Unknown Source)
at sun.reflect.GeneratedMethodAccessor936.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:497)
at org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUtils.java:302)
at org.eclipse.gemini.blueprint.service.importer.support.internal.aop.ServiceInvoker.doInvoke
(ServiceInvoker.java:56)
at org.eclipse.gemini.blueprint.service.importer.support.internal.aop.ServiceInvoker.invoke
(ServiceInvoker.java:60)
at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.
java:179)
at org.springframework.aop.support.DelegatingIntroductionInterceptor.doProceed
(DelegatingIntroductionInterceptor.java:133)
at org.springframework.aop.support.DelegatingIntroductionInterceptor.invoke
(DelegatingIntroductionInterceptor.java:121)
at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.
java:179)
at org.eclipse.gemini.blueprint.service.util.internal.aop.ServiceTCCLInterceptor.invokeUnprivileged
(ServiceTCCLInterceptor.java:70)
at org.eclipse.gemini.blueprint.service.util.internal.aop.ServiceTCCLInterceptor.invoke
(ServiceTCCLInterceptor.java:53)
at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.
java:179)
at org.eclipse.gemini.blueprint.service.importer.support.LocalBundleContextAdvice.invoke
(LocalBundleContextAdvice.java:57)
at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.
java:179)
at org.springframework.aop.support.DelegatingIntroductionInterceptor.doProceed
(DelegatingIntroductionInterceptor.java:133)
at org.springframework.aop.support.DelegatingIntroductionInterceptor.invoke
(DelegatingIntroductionInterceptor.java:121)
at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.
java:179)
at org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy.java:208)
at com.sun.proxy.$Proxy2006.withReader(Unknown Source)
at com.comalatech.confluence.workflowreports.DefaultWorkflowIndexer.hasDueDate
(DefaultWorkflowIndexer.java:165)
at com.comalatech.confluence.workflowreports.DefaultWorkflowReportManager.createStatesReport
(DefaultWorkflowReportManager.java:112)
at com.comalatech.confluence.workflowreports.DefaultWorkflowReportManager.createReport
(DefaultWorkflowReportManager.java:91)
at com.comalatech.confluence.workflowreports.action.WorkflowReportAction.getItems
(WorkflowReportAction.java:57)
at com.atlassian.confluence.pages.actions.AbstractPaginatedListAction.execute
(AbstractPaginatedListAction.java:19)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:168)
at com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:35)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.core.ConfluenceLicenseInterceptor.intercept(ConfluenceLicenseInterceptor.
java:66)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:35)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.validation.MessageHolderInterceptor.intercept(MessageHolderInterceptor.
java:37)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:35)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.util.LoggingContextInterceptor.intercept(LoggingContextInterceptor.java:
```

```
44)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.core.CancellingInterceptor.intercept(CancellingInterceptor.java:21)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.xwork.HttpMethodValidationInterceptor.intercept
(HttpMethodValidationInterceptor.java:68)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.security.websudo.WebSudoInterceptor.intercept(WebSudoInterceptor.java:34)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.themes.ThemeContextInterceptor.intercept(ThemeContextInterceptor.java:42)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.security.actions.PermissionCheckInterceptor.intercept
(PermissionCheckInterceptor.java:55)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.setup.webwork.BootstrapAwareInterceptor.intercept
(BootstrapAwareInterceptor.java:21)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:35)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.user.actions.UserAwareInterceptor.intercept(UserAwareInterceptor.java:53)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.pages.actions.CommentAwareInterceptor.intercept(CommentAwareInterceptor.
java:39)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.pages.actions.PageAwareInterceptor.intercept(PageAwareInterceptor.java:
66)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.spaces.actions.SpaceAwareInterceptor.intercept(SpaceAwareInterceptor.
java:71)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.security.interceptors.ConfluenceAccessInterceptor.intercept
(ConfluenceAccessInterceptor.java:31)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.xwork.FlashScopeInterceptor.intercept(FlashScopeInterceptor.java:21)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:35)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.core.actions.LastModifiedInterceptor.intercept(LastModifiedInterceptor.
java:27)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.core.ConfluenceAutowireInterceptor.intercept
(ConfluenceAutowireInterceptor.java:44)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:35)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.xwork.interceptors.TransactionalInvocation.invokeAndHandleExceptions
(TransactionalInvocation.java:76)
at com.atlassian.xwork.interceptors.TransactionalInvocation.invokeInTransaction
(TransactionalInvocation.java:61)
at com.atlassian.xwork.interceptors.XWorkTransactionInterceptor.intercept
(XWorkTransactionInterceptor.java:56)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.xwork.SetupIncompleteInterceptor.intercept(SetupIncompleteInterceptor.
java:43)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.atlassian.confluence.security.interceptors.SecurityHeadersInterceptor.intercept
(SecurityHeadersInterceptor.java:39)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.opensymphony.xwork.interceptor.AroundInterceptor.intercept(AroundInterceptor.java:35)
at com.opensymphony.xwork.DefaultActionInvocation.invoke(DefaultActionInvocation.java:165)
at com.opensymphony.xwork.DefaultActionProxy.execute(DefaultActionProxy.java:115)
at com.atlassian.confluence.servlet.ConfluenceServletDispatcher.serviceAction
(ConfluenceServletDispatcher.java:56)
at com.opensymphony.webwork.dispatcher.ServletDispatcher.service(ServletDispatcher.java:199)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:729)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:292)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
at org.apache.tomcat.websocket.server.WsFilter.doFilter(WsFilter.java:52)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
at com.atlassian.confluence.web.filter.DebugFilter.doFilter(DebugFilter.java:46)
```



```
java:60)
  at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:
64)
  at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:37)
  at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:
58)
  at com.atlassian.prettyurls.filter.PrettyUrlsSiteMeshFilter.doFilter(PrettyUrlsSiteMeshFilter.java:
92)
  at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:
64)
  at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:37)
  at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:
58)
  at com.atlassian.prettyurls.filter.PrettyUrlsMatcherFilter.doFilter(PrettyUrlsMatcherFilter.java:56)
  at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:
64)
  at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:37)
  at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter
(ServletFilterModuleContainerFilter.java:70)
  at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter
(ServletFilterModuleContainerFilter.java:58)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
  at com.atlassian.confluence.security.websudo.MessagesDecoratorFilter.doFilter
(MessagesDecoratorFilter.java:54)
  at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
  at com.opensymphony.sitemesh.webapp.SiteMeshFilter.obtainContent(SiteMeshFilter.java:129)
  at com.opensymphony.sitemesh.webapp.SiteMeshFilter.doFilter(SiteMeshFilter.java:77)
  at com.atlassian.confluence.util.profiling.ProfilingSiteMeshFilter.doFilter(ProfilingSiteMeshFilter.
java:45)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
  at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:39)
  at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:
58)
  at com.atlassian.confluence.util.profiling.ConfluenceActivityFilter.doFilter
(ConfluenceActivityFilter.java:39)
  at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:
64)
  at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:37)
  at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:
58)
  at com.atlassian.prettyurls.filter.PrettyUrlsCombinedMatchDispatcherFilter.doFilter
(PrettyUrlsCombinedMatchDispatcherFilter.java:61)
  at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:
64)
  at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:37)
  at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter
(ServletFilterModuleContainerFilter.java:70)
  at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter
(ServletFilterModuleContainerFilter.java:58)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
  at com.atlassian.confluence.cache.TransactionalCacheFactoryCleanupFilter.doFilter
(TransactionalCacheFactoryCleanupFilter.java:22)
  at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
  at com.atlassian.core.filters.ServletContextThreadLocalFilter.doFilter
(ServletContextThreadLocalFilter.java:21)
  at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
  at com.atlassian.confluence.util.LoggingContextFilter.doFilter(LoggingContextFilter.java:34)
  at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
  at com.atlassian.confluence.util.UserNameHeaderFilter.doFilter(UserNameHeaderFilter.java:25)
  at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
```

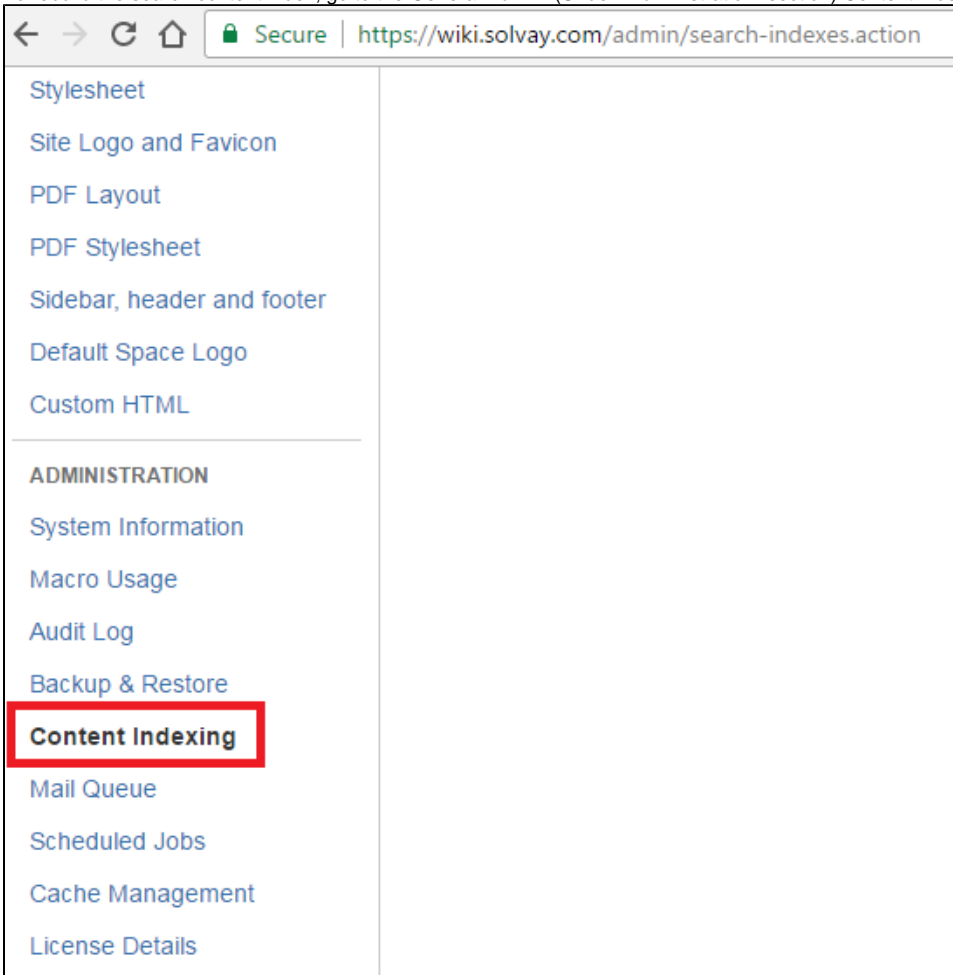
```
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
at com.atlassian.confluence.web.filter.MauEventFilter.doFilter(MauEventFilter.java:39)
at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
at com.atlassian.confluence.util.UserThreadLocalFilter.doFilter(UserThreadLocalFilter.java:39)
at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
at com.atlassian.confluence.web.filter.ConfluenceTimeoutFilter.doFilter(ConfluenceTimeoutFilter.java:
57)
at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
at com.atlassian.seraph.filter.SecurityFilter.doFilter(SecurityFilter.java:240)
at com.atlassian.confluence.web.filter.ConfluenceSecurityFilter.doFilter(ConfluenceSecurityFilter.
java:25)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
at com.atlassian.confluence.web.filter.ThreadLocalCacheFilter.doFilter(ThreadLocalCacheFilter.java:
25)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
at com.atlassian.security.auth.trustedapps.filter.TrustedApplicationsFilter.doFilter
(TrustedApplicationsFilter.java:103)
at com.atlassian.confluence.util.AbstractBootstrapHotSwappingFilter.doFilter
(AbstractBootstrapHotSwappingFilter.java:32)
at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
at com.atlassian.seraph.filter.BaseLoginFilter.doFilter(BaseLoginFilter.java:148)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:39)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:
58)
at com.atlassian.oauth.serviceprovider.internal.servlet.OAuthFilter.doFilter(OAuthFilter.java:79)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:
64)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:37)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:
58)
at com.atlassian.prettyurls.filter.PrettyUrlsCombinedMatchDispatcherFilter.doFilter
(PrettyUrlsCombinedMatchDispatcherFilter.java:61)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:
64)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:37)
at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter
(ServletFilterModuleContainerFilter.java:70)
at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter
(ServletFilterModuleContainerFilter.java:58)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
at com.atlassian.confluence.util.ClusterHeaderFilter.doFilter(ClusterHeaderFilter.java:56)
at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
at org.springframework.orm.hibernate.support.OpenSessionInViewFilter.doFilterInternal
(OpenSessionInViewFilter.java:170)
at com.atlassian.confluence.web.filter.ConfluenceOpenSessionInViewFilter.doFilterInternal
(ConfluenceOpenSessionInViewFilter.java:41)
at org.springframework.web.filter.OncePerRequestFilter.doFilter(OncePerRequestFilter.java:107)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
at com.atlassian.confluence.util.ConfluenceErrorFilter.doFilter(ConfluenceErrorFilter.java:24)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
at com.atlassian.util.profiling.filters.ProfilingFilter.doFilter(ProfilingFilter.java:99)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
```

```
at com.atlassian.confluence.core.datetime.RequestTimeThreadLocalFilter.doFilter
(RequestTimeThreadLocalFilter.java:37)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
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:240)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:207)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:39)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:
58)
at com.atlassian.analytics.client.filter.DefaultAnalyticsFilter.doFilter(DefaultAnalyticsFilter.java:
38)
at com.atlassian.analytics.client.filter.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:39)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:
64)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:37)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:
58)
at com.atlassian.jwt.internal.servlet.JwtAuthFilter.doFilter(JwtAuthFilter.java:31)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:
64)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:37)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:
58)
at com.atlassian.confluence.web.filter.HttpRequestStatsFilter.doFilter(HttpRequestStatsFilter.java:
47)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:
64)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilter...
```

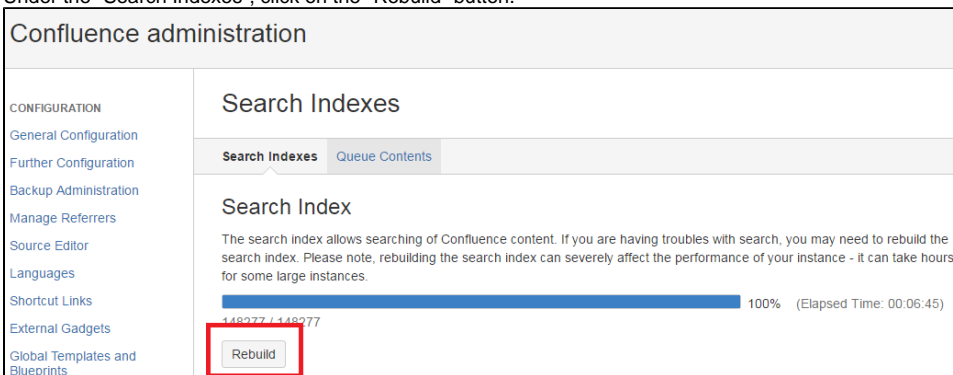
- If you see the error message with the following error as shown in the red box, it means that there is an error with the content search index. There is a need to rebuild the search content index.

```
Cause
java.lang.NullPointerException
at com.comalatech.confluence.workflowreports.DefaultWorkflowIndexer$1.perform(DefaultWorkfl
Stack Trace:[hide]
java.lang.NullPointerException
at com.comalatech.confluence.workflowreports.DefaultWorkflowIndexer$1.perform(DefaultWorkfl
at com.atlassian.bonnie.LuceneConnection$8.perform(LuceneConnection.java:470)
at com.atlassian.bonnie.LuceneConnection.withSearch(LuceneConnection.java:342)
at com.atlassian.bonnie.LuceneConnection.withReader(LuceneConnection.java:466)
at sun.reflect.GeneratedMethodAccessor936.invoke(Unknown Source)
```

- To rebuild the search content index, go to the General Admin (Under "Administration" section) Content Indexing.



- Under the "Search Indexes", click on the "Rebuild" button.



- Once the rebuild is completed, go to the workflow report again to verify the issue is fixed.

- Images not showing in a wiki page
- Impossible to create or upload a file from an embedded AODocs library
- Multiple edits registered on article when actually users view the article
- Not able to login with EntraID to Syensqo Wiki
- Unable to access Google Drive
- Unable to Edit even I have Editor permission

Space coordinators only

This could be due to a known Confluence issue occurring when images are pasted in a template.

The reason is that we cannot attach images to a template. So, while pasting images in it, it tries to do it, but fails and ignore all of the changes made in the template. Details about that are given in the [Confluence online help about Templates creation](#).

Solution: do not copy-paste any image in a template. Instead of that, you should only refer to images stored in any other page. In this sort of situation, Confluence recommends to build an inclusion library. Explanation here: [Create an inclusion library](#). An example of Solvay implementation of inclusion library can be viewed on the OtC space (unfortunately not opened to all): https://wiki.syensqo.com/display/SBSOTC/_InclusionsLibrary
This is most likely that you have not logged into the Confluence Wiki yet.

For Editor/Admin, after you access the Confluence Wiki, you are only accessing it with "Viewer" permission. Before you make any changes, you will require to perform another additional login.

You can simply click on the login button usually on the top right hand corner or use this [url](#) to login.