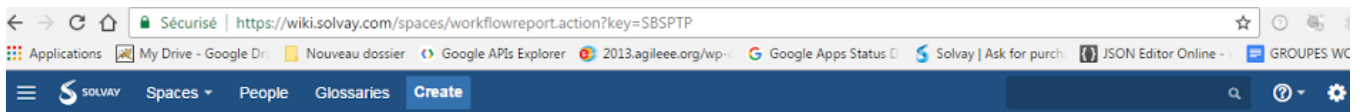
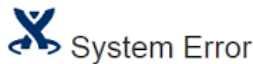


Confluence - Troubleshooting

- 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



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)
```

```
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.resolution.atlasplugins.saml.sso.servlet.RedirectToSsoFilter.doFilter(RedirectToSsoFilter.java:
45)
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.labs.botkiller.BotKillerFilter.doFilter(BotKillerFilter.java:36)
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.applinks.core.rest.context.ContextFilter.doFilter(ContextFilter.java:24)
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.applinks.core.rest.context.ContextFilter.doFilter(ContextFilter.java:24)
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.applinks.core.rest.context.ContextFilter.doFilter(ContextFilter.java:24)
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.applinks.core.rest.context.ContextFilter.doFilter(ContextFilter.java:24)
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.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:37)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:
58)
at com.atlassian.analytics.client.filter.UniversalAnalyticsFilter.doFilter(UniversalAnalyticsFilter.
java:92)
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.mywork.client.filter.ServingRequestsFilter.doFilter(ServingRequestsFilter.java:37)
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.PrettyUrlsSiteMeshFixupFilter.doFilter
(PrettyUrlsSiteMeshFixupFilter.java:36)
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.PrettyUrlsDispatcherFilter.doFilter(PrettyUrlsDispatcherFilter.
```

```
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)
```

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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(IteratingFilterChain.java:37)

```

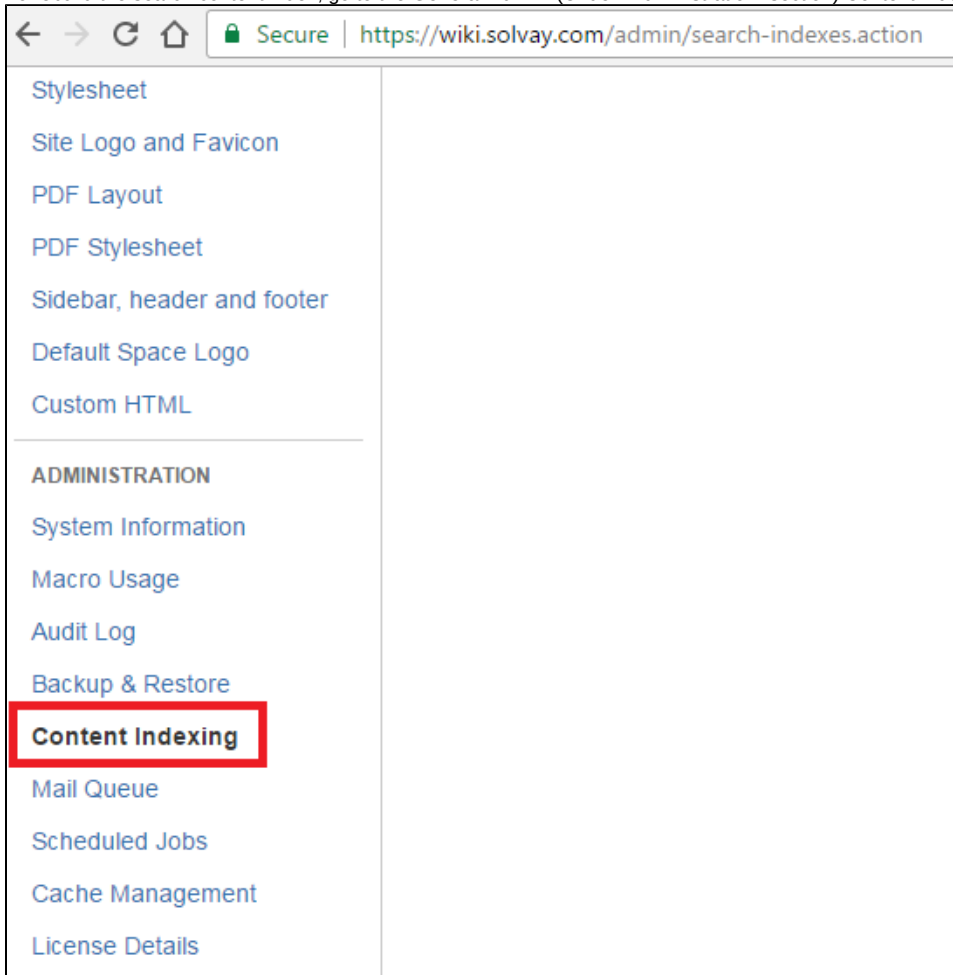
- If you see the error message with the following error as shown in the red box, it means that there is an error with the content search index. There is a need to rebuild the search content index.

```

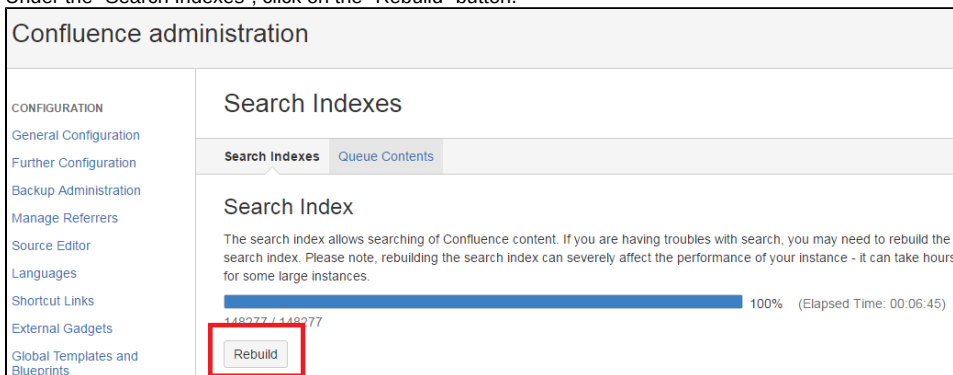
Cause
java.lang.NullPointerException
at com.comalatech.confluence.workflowreports.DefaultWorkflowIndexer$1.perform(DefaultWorkfl
Stack Trace:[hide]
java.lang.NullPointerException
at com.comalatech.confluence.workflowreports.DefaultWorkflowIndexer$1.perform(DefaultWorkfl
at com.atlassian.bonnie.LuceneConnection$8.perform(LuceneConnection.java:470)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