



ListBuckets error returned when accessing an EDF bucket via EZUA

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Issue

The following error is seen in EZUA:

ClientError: An error occurred (500) when calling the ListBuckets operation (reached max retries: 4): Internal Server Error

Environment

EZUA 1.3
RHEL 8.8

Cause

When a user tries access a local EDF bucket via Python code running in EZUA using a Jupyter Notebook, the above error is returned due to a permissions issue (i.e. the Jupyter Notebook is unable to communicate with the token-service pods responsible for authenticating the user to be able to access the EDF instance).

Resolution

As of this writing, the workaround is to recreate the token-service pod in the token-service namespace using the below command and waiting for the new pod to be created:

```
kubect1 delete po token-service -n token-service
```

HPE engineering is working on a permanent solution.

