**#16495** - <https://redmine.vnc.biz/issues/16495>

1. **Description**:

Found error while testing and to reproduced it again steps are:

1. Click offline button in roaster window
2. Click on roaster window to online back
3. It gives error and error code snippet is:

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| First level error received.VM8304:8762 self.handleErrorVM8304:3833 JSJaCConnection.\_handleEventVM8304:3448 JSJaCConnection.\_abortVM8304:4663 JSJaCHttpBindingConnection.\_parseResponseVM8304:3896 JSJaCConnection.\_handleResponseVM8304:4033 (anonymous function)VM8304:286 (anonymous function) |

When client appear bug, on prosody server log:

* Use old sid:

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| Mar 09 06:00:26 bosh77d214b7-4ce9-45f6-96f8-3800c2ade802 debug Destroying session for phuong.vu@prosody-dev1.vnctalk.zimbra-vnc.de/file\_transfer (phuong.vu@prosody-dev1.vnctalk.zimbra-vnc.de): BOSH client silent for over 60 seconds  Mar 09 06:00:26 sessionmanager debug All resources of phuong.vu are now offline  Mar 09 06:01:45 socket debug try to start ssl at client id: 1eae880  Mar 09 06:01:45 socket debug accepted incoming client connection from: ::1 42927 to 5281  Mar 09 06:01:45 socket debug starting handshake...  Mar 09 06:01:45 socket debug ssl handshake of client with id:table: 0x1eae880, attempt:1  Mar 09 06:01:45 socket debug ssl handshake of client with id:table: 0x1eae880, attempt:2  Mar 09 06:01:45 socket debug ssl handshake done  Mar 09 06:01:45 socket debug try to start ssl at client id: 1aa35f0  Mar 09 06:01:45 socket debug accepted incoming client connection from: 127.0.0.1 58383 to 5281  Mar 09 06:01:45 http.server debug POST prosody-dev1.vnctalk.zimbra-vnc.de/http-bind/  Mar 09 06:01:45 mod\_bosh debug Handling new request table: 0x1eef930: <body xmlns="http://jabber.org/protocol/httpbind" xmlns:xmpp="urn:xmpp:xbosh" xmpp:version="1.0" to="prosody-dev1.vnctalk.zimbra-vnc.de" xml:lang="en" wait="30" ver="1.6" hold="1" rid="126647646"/>  ----------  Mar 09 06:01:45 mod\_bosh debug BOSH body open (sid: <none>)  Mar 09 06:01:45 bosh4734d59d-e9dd-4dec-805d-b813868c0c0c debug BOSH session created for request from ::1  Mar 09 06:01:45 mod\_bosh info New BOSH session, assigned it sid '4734d59d-e9dd-4dec-805d-b813868c0c0c'  Mar 09 06:01:45 mod\_bosh debug We have an open request, so sending on that  Mar 09 06:01:45 mod\_bosh debug Request destroyed: table: 0x1e48750  Mar 09 06:01:45 bosh4734d59d-e9dd-4dec-805d-b813868c0c0c debug BOSH session marked as inactive (for 60s)  Mar 09 06:01:45 socket debug try to close client connection with id: 1eae880  Mar 09 06:01:45 socket debug closing delayed until writebuffer is empty  Mar 09 06:01:45 mod\_bosh debug Session 4734d59d-e9dd-4dec-805d-b813868c0c0c has 0 out of 1 requests open  Mar 09 06:01:45 mod\_bosh debug and there are 0 things in the send\_buffer:  Mar 09 06:01:45 socket debug starting handshake...  Mar 09 06:01:45 socket debug closing client after writing  Mar 09 06:01:45 socket debug closing client with id: 1eae880 client to close  Mar 09 06:01:45 socket debug ssl handshake of client with id:table: 0x1aa35f0, attempt:1  Mar 09 06:01:45 socket debug ssl handshake of client with id:table: 0x1aa35f0, attempt:2  Mar 09 06:01:45 socket debug ssl handshake done  Mar 09 06:01:45 http.server debug POST prosody-dev1.vnctalk.zimbra-vnc.de/http-bind/  Mar 09 06:01:45 mod\_bosh debug Handling new request table: 0x1d1f900: <body xmlns="http://jabber.org/protocol/httpbind" xmlns:xmpp="urn:xmpp:xbosh" rid="2589202292" sid="77d214b7-4ce9-45f6-96f8-3800c2ade802"/>  ----------  Mar 09 06:01:45 mod\_bosh debug BOSH body open (sid: 77d214b7-4ce9-45f6-96f8-3800c2ade802)  Mar 09 06:01:45 mod\_bosh info Client tried to use sid '77d214b7-4ce9-45f6-96f8-3800c2ade802' which we don't know about  Mar 09 06:01:45 mod\_bosh debug Request destroyed: table: 0x22ad910  Mar 09 06:01:45 socket debug try to close client connection with id: 1aa35f0  Mar 09 06:01:45 socket debug closing delayed until writebuffer is empty  Mar 09 06:01:45 mod\_bosh warn Unable to associate request with a session (incomplete request?)  Mar 09 06:01:45 socket debug closing client after writing  Mar 09 06:01:45 socket debug closing client with id: 1aa35f0 client to close  Mar 09 06:01:46 socket debug try to start ssl at client id: 1d70240  Mar 09 06:01:46 socket debug accepted incoming client connection from: ::1 42929 to 5281  Mar 09 06:01:46 socket debug starting handshake...  Mar 09 06:01:46 socket debug ssl handshake of client with id:table: 0x1d70240, attempt:1  Mar 09 06:01:46 socket debug ssl handshake of client with id:table: 0x1d70240, attempt:2  Mar 09 06:01:46 socket debug ssl handshake of client with id:table: 0x1d70240, attempt:3  Mar 09 06:01:46 socket debug ssl handshake done  Mar 09 06:01:46 http.server debug POST prosody-dev1.vnctalk.zimbra-vnc.de/http-bind/  Mar 09 06:01:46 mod\_bosh debug Handling new request table: 0x1baaab0: <body xmlns="http://jabber.org/protocol/httpbind" xmlns:xmpp="urn:xmpp:xbosh" rid="126647647" sid="4734d59d-e9dd-4dec-805d-b813868c0c0c"><auth xmlns="urn:ietf:params:xml:ns:xmpp-sasl" mechanism="PLAIN">AHBodW9uZy52dQBhYTg5MjVhYWE2ZDRjNmI2Zjk3ZDYyZWE2YWYxODkyNQ==</auth></body>  ---------- |

* Authen fail:

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| Mar 09 10:55:41 mod\_bosh debug BOSH body open (sid: ad417783-ac1b-4f49-96dc-9330a3aa1c46)  Mar 09 10:55:41 mod\_bosh debug Session ad417783-ac1b-4f49-96dc-9330a3aa1c46 has 2 out of 1 requests open  Mar 09 10:55:41 mod\_bosh debug and there are 0 things in the send\_buffer:  Mar 09 10:55:41 mod\_bosh debug We are holding too many requests, so...  Mar 09 10:55:41 mod\_bosh debug ...sending an empty response  Mar 09 10:55:41 mod\_bosh debug We have an open request, so sending on that  Mar 09 10:55:41 mod\_bosh debug Request destroyed: table: 0x1d5f580  Mar 09 10:55:41 socket debug try to close client connection with id: 1cf20f0  Mar 09 10:55:41 socket debug closing delayed until writebuffer is empty  Mar 09 10:55:41 mod\_bosh debug Have nothing to say, so leaving request unanswered for now  Mar 09 10:55:41 boshad417783-ac1b-4f49-96dc-9330a3aa1c46 debug Closing session with 1 requests open  Mar 09 10:55:41 boshad417783-ac1b-4f49-96dc-9330a3aa1c46 info BOSH client disconnected  Mar 09 10:55:41 mod\_bosh debug Request destroyed: table: 0x1c15250  Mar 09 10:55:41 boshad417783-ac1b-4f49-96dc-9330a3aa1c46 debug BOSH session marked as inactive (for 60s)  Mar 09 10:55:41 socket debug try to close client connection with id: 1ce14c0  Mar 09 10:55:41 socket debug closing delayed until writebuffer is empty  Mar 09 10:55:41 boshad417783-ac1b-4f49-96dc-9330a3aa1c46 debug Destroying session for phuong.vu@prosody-dev1.vnctalk.zimbra-vnc.de/VNCChat(1425892134467) (phuong.vu@prosody-dev1.vnctalk.zimbra-vnc.de)  Mar 09 10:55:41 sessionmanager debug All resources of phuong.vu are now offline  Mar 09 10:55:41 boshad417783-ac1b-4f49-96dc-9330a3aa1c46 debug Received[c2s]: <presence type='unavailable'>  Mar 09 10:55:41 socket debug closing client after writing  Mar 09 10:55:41 socket debug closing client with id: 1ce14c0 client to close  Mar 09 10:55:41 socket debug closing client after writing  Mar 09 10:55:41 socket debug closing client with id: 1cf20f0 client to close  Mar 09 11:13:27 socket debug try to start ssl at client id: 1ddd1a0  Mar 09 11:13:27 socket debug accepted incoming client connection from: ::1 43882 to 5281  Mar 09 11:13:27 socket debug starting handshake...  Mar 09 11:13:27 socket debug ssl handshake of client with id:table: 0x1ddd1a0, attempt:1  Mar 09 11:13:27 socket debug ssl handshake of client with id:table: 0x1ddd1a0, attempt:2  Mar 09 11:13:27 socket debug ssl handshake done  Mar 09 11:13:27 http.server debug POST prosody-dev1.vnctalk.zimbra-vnc.de/http-bind/  Mar 09 11:13:27 mod\_bosh debug Handling new request table: 0x1ae80e0: <body xml:lang='en' content='text/xml; charset=utf-8' hold='1' xmlns='http://jabber.org/protocol/httpbind' to='prosody-dev1.vnctalk.zimbra-vnc.de' wait='20' rid='594361' secure='true' newkey='a5e45dfb9ce3bc854e111ae8abd6234fcdda2cef' ver='1.6' xmlns:xmpp='urn:xmpp:xbosh' xmpp:version='1.0'/>  ----------  Mar 09 11:13:27 mod\_bosh debug BOSH body open (sid: <none>)  Mar 09 11:13:27 bosha777df3f-4871-4a65-9532-0b687e846353 debug BOSH session created for request from ::1  Mar 09 11:13:27 mod\_bosh info New BOSH session, assigned it sid 'a777df3f-4871-4a65-9532-0b687e846353'  Mar 09 11:13:27 mod\_bosh debug We have an open request, so sending on that  Mar 09 11:13:27 mod\_bosh debug Request destroyed: table: 0x19a6ce0  Mar 09 11:13:27 bosha777df3f-4871-4a65-9532-0b687e846353 debug BOSH session marked as inactive (for 60s)  Mar 09 11:13:27 socket debug try to close client connection with id: 1ddd1a0  Mar 09 11:13:27 socket debug closing delayed until writebuffer is empty  Mar 09 11:13:27 mod\_bosh debug Session a777df3f-4871-4a65-9532-0b687e846353 has 0 out of 1 requests open  Mar 09 11:13:27 mod\_bosh debug and there are 0 things in the send\_buffer:  Mar 09 11:13:27 socket debug closing client after writing  Mar 09 11:13:27 socket debug closing client with id: 1ddd1a0 client to close  Mar 09 11:13:27 socket debug try to start ssl at client id: 1cd9870  Mar 09 11:13:27 socket debug accepted incoming client connection from: 127.0.0.1 59338 to 5281  Mar 09 11:13:27 socket debug starting handshake...  Mar 09 11:13:27 socket debug ssl handshake of client with id:table: 0x1cd9870, attempt:1  Mar 09 11:13:27 socket debug ssl handshake of client with id:table: 0x1cd9870, attempt:2  Mar 09 11:13:27 socket debug ssl handshake of client with id:table: 0x1cd9870, attempt:3  Mar 09 11:13:27 socket debug ssl handshake done  Mar 09 11:13:27 http.server debug POST prosody-dev1.vnctalk.zimbra-vnc.de/http-bind/  Mar 09 11:13:27 mod\_bosh debug Handling new request table: 0x19de720: <body xml:lang='en' rid='594362' sid='a777df3f-4871-4a65-9532-0b687e846353' xmlns='http://jabber.org/protocol/httpbind' key='ce53b7bb570780c6e527a78f8b099ef582b9e745' ><auth xmlns='urn:ietf:params:xml:ns:xmpp-sasl' mechanism='PLAIN'>cGh1b25nLnZ1QHByb3NvZHktZGV2MS52bmN0YWxrLnppbWJyYS12bmMuZGUAcGh1b25nLnZ1ADFhNzU2NDNiNGUwNjQ1NTRmZTM0NGNkNDNjMjk2ODdh</auth></body>  ----------  Mar 09 11:13:27 mod\_bosh debug BOSH body open (sid: a777df3f-4871-4a65-9532-0b687e846353)  Mar 09 11:13:27 mod\_bosh debug BOSH stanza received: <auth mechanism='PLAIN' xmlns='urn:ietf:params:xml:ns:xmpp-sasl'>  Mar 09 11:13:27 bosha777df3f-4871-4a65-9532-0b687e846353 debug Received[c2s\_unauthed]: <auth mechanism='PLAIN' xmlns='urn:ietf:params:xml:ns:xmpp-sasl'>  Mar 09 11:13:27 prosody-dev1.vnctalk.zimbra-vnc.de:saslauth debug sasl reply: <failure xmlns='urn:ietf:params:xml:ns:xmpp-sasl'><not-authorized/><text>Unable to authorize you with the authentication credentials you&apos;ve sent.</text></failure>  Mar 09 11:13:27 mod\_bosh debug We have an open request, so sending on that  Mar 09 11:13:27 mod\_bosh debug Request destroyed: table: 0x1b6d880  Mar 09 11:13:27 bosha777df3f-4871-4a65-9532-0b687e846353 debug BOSH session marked as inactive (for 60s)  Mar 09 11:13:27 socket debug try to close client connection with id: 1cd9870  Mar 09 11:13:27 socket debug closing delayed until writebuffer is empty  Mar 09 11:13:27 mod\_bosh debug Session a777df3f-4871-4a65-9532-0b687e846353 has 0 out of 1 requests open  Mar 09 11:13:27 mod\_bosh debug and there are 0 things in the send\_buffer:  Mar 09 11:13:27 socket debug closing client after writing  Mar 09 11:13:27 socket debug closing client with id: 1cd9870 client to close  Mar 09 11:13:28 socket debug try to start ssl at client id: 19be150  Mar 09 11:13:28 socket debug accepted incoming client connection from: ::1 43885 to 5281  Mar 09 11:13:28 socket debug starting handshake...  Mar 09 11:13:28 socket debug ssl handshake of client with id:table: 0x19be150, attempt:1  Mar 09 11:13:28 socket debug ssl handshake done  Mar 09 11:13:28 http.server debug POST prosody-dev1.vnctalk.zimbra-vnc.de/http-bind/  Mar 09 11:13:28 mod\_bosh debug Handling new request table: 0x1ba97b0: <body xml:lang='en' rid='594363' sid='a777df3f-4871-4a65-9532-0b687e846353' xmlns='http://jabber.org/protocol/httpbind' key='153a19f31574bdaecb5a8ee6e6515d6af49bf69e' type='terminate'/> |

1. **Analytic:**
   1. **Root cause**:

Zimbra create new authen token each 1 hour. This make prosody external authentication fail.

* 1. **Solutions**:

When jappix connect error. Get new authen token on server and try to connect again

1. **Implementation:**

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| ~/VNCtalk/prosody-packaging/mini/javascripts/mini.js  …  **var MINI\_CONNECT\_ERROR = false;**  …  } **else if(MINI\_CONNECT\_ERROR) {**  **var response = AjxRpc.invoke("", "/service/zimlet/biz\_zcs\_vnc\_talk\_zimlet/zcsvnctalkzimletgetsecret.jsp");**  **if (response.success == true)**  **{**  **var secret= AjxStringUtil.trim(response.text);**  **console.log("secret", secret);**  **MINI\_PASSWORD = secret;**  **}**  **launchMini(true, MINI\_SHOWPANE, MINI\_DOMAIN, MINI\_USER, MINI\_PASSWORD);**  **// Reset markers**  **MINI\_DISCONNECT = false;**  **MINI\_INITIALIZED = false;**  **MINI\_CONNECT\_ERROR = false;**  **}**  …  self.handleError = function(err) {  try {  // First level error (connection error)  if(jQuery(err).is('error')) {  // Notify this error  **MINI\_CONNECT\_ERROR = true;**  self.disconnected();  JappixConsole.error('First level error received.');  }  } catch(e) {  JappixConsole.error('JappixMini.handleError', e);  }  }; |