

[Help Center](#) / [Confluence Support](#) / CSP-262910

Confluence triggers NPE when admin tries to open View All Users FROZEN

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Activity

Your request status changed to **Frozen**. 07/Nov/19 6:57 AM LATEST

Your request status changed to **Atlassian Investigating**. 07/Nov/19 6:57 AM



Mahendar D 07/Nov/19 6:57 AM

Thank you Lipkent.
Our issue has fixed now.

Shared with



Mahendar D
Creator



SA Shashank Agrawal
[Remove](#)



Mahendar
[Remove](#)

Your request status changed to **Waiting For Customer**. 06/Nov/19 11:54 AM



Lipkent Ng 06/Nov/19 11:54 AM

Hi Mahendar,

Based on the query, we notice is that the Username for the following user is stored as lower case but the Username in the cwd_user table is stored as upper case.

```
anil_kumar5
tarun.upadhyaya
ashish.singh
rahul.gupta
ba_sdit13
g-jfl.qauser5
g-jfl.qauser4
```

In this case, you may need to run some update query in the database to chnage the Username to upper case in the user_mapping table.

```
update user_mapping set username = 'Anil_Kumar5' where lower_username = 'anil_kumar5';
update user_mapping set username = 'Tarun.Upadhyaya' where lower_username = 'tarun.upadhyaya';
update user_mapping set username = 'Ashish.Singh' where lower_username = 'ashish.singh';
update user_mapping set username = 'Rahul.Gupta' where lower_username = 'rahul.gupta';
update user_mapping set username = 'Ba_Sdit13' where lower_username = 'ba_sdit13';
update user_mapping set username = 'g-Jfl.qauser5' where lower_username = 'g-jfl.qauser5';
update user_mapping set username = 'g-Jfl.qauser4' where lower_username = 'g-jfl.qauser4';
```

Please remember to generate a database dump backup and perform testing on a test instance before performing it on the production instance to avoid any data loss or corruption.

Based on the query result, we also notice that the record of user g-dominos.produ does not exist in the user_mapping table. To fix this you will need to manually run an insert query to add the record for the user g-dominos.produ in the user_mapping table. We have a documentaiton that related to it and would suggest you to have a look.

- [User List throws NullPointerException](#)

Please remember to generate a database dump backup and perform testing on a test instance before performing it on the production instance to avoid any data loss or corruption.

Regards,
Kent

Your request status changed to **Atlassian Investigating**. 06/Nov/19 11:35 AM



Mahendar D 06/Nov/19 11:35 AM

Hi Lipkent Ng,

We have run those sql query and got some users.
Please find attached pdf file.

[userlist.pdf](#) (45 kB)

Your request status changed to **Waiting For Customer**. 06/Nov/19 10:40 AM



Lipkent Ng 06/Nov/19 10:40 AM

Hi Mahendar,

Apologize for the mistake. The username in the query should be lowercase.

```
select * from user_mapping where lower_username in ('ashish.singh', 'anil_kumar5',  
'g-jfl.qauser4', 'gt-dominos.produ', 'ba_sdit13', 'tarun.upadhyaya', 'rahul.gupta',  
'g-jfl.qauser5');
```

i Please ensure that the username of gt-dominos.produ and tarun.upadhyaya is correct as the result is pasted in the pdf file and the column is too small to display the username. Therefore, we are not able to check if that is the full username.

Regards,
Kent

Your request status changed to **Atlassian Investigating**. 06/Nov/19 3:57 AM



Mahendar D 06/Nov/19 3:57 AM

Hi Lipkent Ng,

We have run which you shared sql query but we have not get any output results. Please find attached pdf file and let us know next steps

[Untitled spreadsheet - Sheet1.pdf](#) (37 kB)

Your request status changed to **Waiting For Customer**. 05/Nov/19 1:40 PM



Lipkent Ng 05/Nov/19 1:40 PM

Hi Mahendar,

Thanks for clarifying the result of the query. Based on the pdf file you shared to us, we understand that the following 2 query return result from the database.


```
//query 1  
SELECT * FROM cwd_user WHERE user_name not in (select username from user_mapping);  
  
//query 2  
SELECT * FROM cwd_user WHERE lower_user_name not in (select lower_username from  
user_mapping);
```

Based on the query result, it seems like some of the user record is missing the username value and lower_username value in the user_mapping table. In this case, you may need to manually run some update query to the user_mapping table to fix the missing record for the user's that return from the above 2 query. Before running the update/insert query, can you first try to run the following query in the user_mapping table to check if the record does not exist at all or the record is partially corrupted.

```
select * from user_mapping where lower_username in ('Ashish.Singh', 'Anil_Kumar5',  
'g-Jfl.qauser4', 'g-dominos.produ', 'Ba_Sdit13', 'Tarun.Upadhyay', 'Rahul.Gupta',  
'g-Jfl.qauser5');
```

Regards,
Kent

Your request status changed to **Atlassian Investigating**. 05/Nov/19 9:51 AM



Mahendar D

05/Nov/19 9:51 AM


Hi Lipkent Ng,

Yes, we are getting null pointer exception error when we are browsing the user list page.

We have attached sql result file.Please find it.

[sql.pdf](#) (58 kB)

Your request status changed to **Waiting For Customer**. 05/Nov/19 8:17 AM



Lipkent Ng

05/Nov/19 8:17 AM

Hi Mahendar,

Thank you for contacting Atlassian Support. Please allow me to summarize your issue in the below section.

Problem Statement

Based on my understanding, you are getting null pointer exception when you are browsing the user list page. Am I right?

Information Gathering

We have a couple of questions to make sure we understand this issue completely:

1. From the ticket description, we understand that you've tried to run the query in the [Confluence triggers NPE when a user tries to open View All](#) documentation and getting some result from the query. However, may we know the result you get is from which query? By knowing the result is from which query, we will be able to know which record of the user is corrupted in which table.

Regards,
Kent

Your request status changed to **Atlassian Investigating**. 05/Nov/19 7:36 AM



Eryll Berangel

05/Nov/19 7:35 AM


Thank you, Mahendar.

I have moved this ticket to our Support team for further assistance.

Thank you,

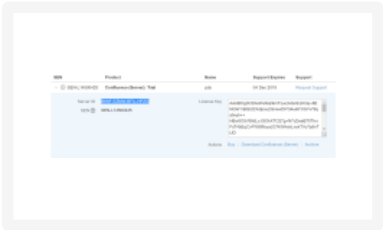
Eryll Paula Berangel
Customer Advocate

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+1 512 640 3000 x 1 (Austin, USA)
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Mahendar D

05/Nov/19 3:17 AM



Your request status changed to **Working on it**. 05/Nov/19 3:09 AM



Mahendar D 05/Nov/19 3:09 AM

Hi Eryll,

We were updated confluence license. Please go ahead with my issue.

Please find attached file.

Regards,

Mahendar D

Technical Consultant

Padah | 9700700399 |

----- Original Message ----- Subject: [CA-840603](#) Confluence triggers NPE when admin tries to open View All Users

From: 'Eryll Berangel' <advocates@am.atlassian.com>

Date: 11/4/19 7:14 pm

To: mahendar.daripelli@padahsolutions.com

Eryll Berangel commented:

Hi Mahendar,

SEN-L14196844 is already expired since 08-Oct-2019, unfortunately our Support Team can no longer assist you. If you need more time evaluating Confluence, you're welcome to generate free 30-day trial licenses for our Server products, extending them for up to 90 days! Here's how to generate/extend trial keys online for Atlassian Products:

- + Log in to a MyAtlassian account
- + Click on "New Evaluation License"
- + Select the product you would like to trial to generate your key

I hope this works.

Thank you,

Eryll Paula Berangel

Customer Advocate

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Currently the status is: 'We're working on it!'

View request · Turn off this request's notifications

This is shared with Mahendar D, Shashank Agrawal, and Mahendar.

Help Center, powered by Jira Service Desk, sent you this message.

Your request status changed to **Waiting on Customer**. 04/Nov/19 1:43 PM



Eryll Berangel 04/Nov/19 1:43 PM

Hi Mahendar,

SEN-L14196844 is already expired since 08-Oct-2019, unfortunately our Support Team can no longer assist you. If you need more time evaluating Confluence, you're welcome to generate free 30-day trial licenses for our Server products, extending them for up to 90 days!

Here's how to generate/extend trial keys online for Atlassian Products:

1. Log in to a [MyAtlassian](#) account
2. Click on "New Evaluation License"
3. Select the product you would like to trial to generate your key

I hope this works.

Thank you,

Eryll Paula Berangel

Customer Advocate

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More questions? [Click here to visit our Licensing FAQ!](#)

Your request status changed to **Working on it.** 04/Nov/19 11:51 AM



Mahendar D 04/Nov/19 11:51 AM

Hi,

Thanks for reaching us.

Our confluence SEN is : SEN-L14196844

Regards,

Mahendar D

Technical Consultant

Padah | 9700700399 |

----- Original Message ----- Subject: [CA-840603](#) Confluence triggers NPE when admin tries to open View All Users

From: 'Eryll Berangel' <advocates@am.atlassian.com>

Date: 11/4/19 4:59 pm

To: mahendar.daripelli@padahsolutions.com

Eryll Berangel commented:

Hello Mahendar,

Thank you for reaching out to us!

I want to get your request over to our technical support team, as they are the most qualified team to assist with this issue. Before I am able to get you to them, I would need assistance identifying your Support Entitlement Number(SEN-xxxxxx). If you need help to identify your SEN, please take a look at our online documentation page here- [How to find your Support Entitlement Number \(SEN\)](#).

For Cloud accounts, you can also provide your Cloud URL (xxxx.atlassian.net) or a previous invoice number (AT-XXXXXX).

If you do not have access to both, please reach out to your site admins for assistance.

We look forward to hearing back from you.

Thank you,

Eryll Paula Berangel

Customer Advocate

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+1 512 640 3000 x 1 (Austin, USA)

More questions? Click here to visit our [Licensing FAQ!](#)

Currently the status is: 'We're working on it!'

[View request](#) · [Turn off this request's notifications](#)

This is shared with Mahendar D, Shashank Agrawal, and Mahendar.

Help Center, powered by Jira Service Desk, sent you this message.

Your request status changed to **Waiting on Customer.** 04/Nov/19 11:28 AM



Eryll Berangel 04/Nov/19 11:28 AM

Hello Mahendar,

Thank you for reaching out to us!

I want to get your request over to our technical support team, as they are the most qualified team to assist with this issue. Before I am able to get you to them, I would need assistance identifying your Support Entitlement Number(SEN-xxxxxx). If you need help to identify your SEN, please take a look at our online documentation page here- [How to find your Support Entitlement Number \(SEN\)](#).

For Cloud accounts, you can also provide your Cloud URL (xxxx.atlassian.net) or a previous invoice number (AT-XXXXXX).

If you do not have access to both, please reach out to your site admins for assistance.

We look forward to hearing back from you.


Thank you,

Eryll Paula Berangel

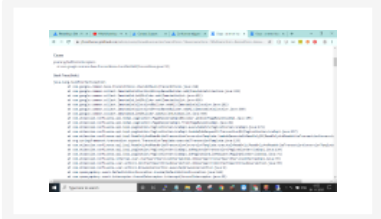
Customer Advocate

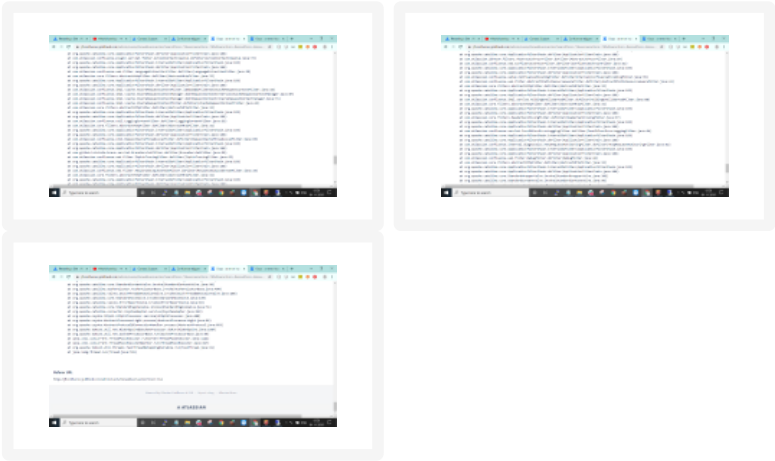
Your request status changed to **Working on it.** 04/Nov/19 11:27 AM

Your request status changed to **New.** 04/Nov/19 10:50 AM



Mahendar D 04/Nov/19 10:32 AM
[sqlresults.txt](#) (3 kB)





Details 04/Nov/19 10:32 AM

Description
Hi,

In our confluence production server, when admin tries to open view all users from user management.We are getting null pointer exception.Please help us to fix this issue.

Please find attached files(GUI error and sql query results)

We gone through below link.

< <https://confluence.atlassian.com/confkb/confluence-triggers-npe-when-a-user-tries-to-open-view-all-users-802597745.html>>.

but not able to fix.

Priority
Level 2

Affects Version/s
6.13.8

Customer Timezone
GMT+6