

Oops - an error has occurred

System Error

A system error has occurred.

Please try submitting this problem via the [Support Request Page](#)

Otherwise, please create a support issue on our [support system](http://support.atlassian.com) at <http://support.atlassian.com> with the following information:

1. a description of your problem
2. cut & paste the error and system information found below
3. attach the application server log file (/local/data/jira/Data/log/atlassian-jira.log)

Cause:

```
com.atlassian.crowd.embedded.ofbiz.db.DataAccessException: org.ofbiz.core.entity.GenericEntityException: while inserting: [GenericEntity:Membership][id.20276]
[membershipType.GROUP_USER][lowerParentName.jira-users][parentId.10212][childId.15599][childName.knutsoa][lowerChildName.knutsoa][directoryId.3]
[parentName.jira-users] (SQL Exception while executing the following:INSERT INTO cwd_membership (ID, parent_id, child_id, membership_type, group_type,
parent_name, lower_parent_name, child_name, lower_child_name, directory_id) VALUES (?, ?, ?, ?, ?, ?, ?, ?) (Duplicate entry '10212-15599-GROUP_USER' for
key 'uk_mem_parent_child_type'))
```

Stack Trace: [\[hide\]](#)

```
com.atlassian.crowd.embedded.ofbiz.db.DataAccessException: org.ofbiz.core.entity.GenericEntityException: while inserting: [GenericEntity:Mem
  at com.atlassian.crowd.embedded.ofbiz.db.OfBizHelper.createValue(OfBizHelper.java:167)
  at com.atlassian.crowd.embedded.ofbiz.OfBizInternalMembershipDao.createMembership(OfBizInternalMembershipDao.java:113)
  at com.atlassian.crowd.embedded.ofbiz.OfBizInternalMembershipDao.addUserToGroup(OfBizInternalMembershipDao.java:106)
  at com.atlassian.crowd.embedded.ofbiz.OfBizDelegatingMembershipDao.addUserToGroup(OfBizDelegatingMembershipDao.java:78)
  at com.atlassian.crowd.directory.AbstractInternalDirectory.addUserToGroup(AbstractInternalDirectory.java:675)
  at com.atlassian.crowd.directory.DelegatedAuthenticationDirectory.addUserToGroup(DelegatedAuthenticationDirectory.java:557)
  at com.atlassian.crowd.manager.directory.DirectoryManagerGeneric.addUserToGroup(DirectoryManagerGeneric.java:722)
  at com.atlassian.crowd.manager.application.ApplicationServiceGeneric.addUserToGroup(ApplicationServiceGeneric.java:1093)
  at com.atlassian.crowd.embedded.core.CrowdServiceImpl.addUserToGroup(CrowdServiceImpl.java:675)
  at com.atlassian.crowd.embedded.core.DelegatingCrowdService.addUserToGroup(DelegatingCrowdService.java:160)
  at com.atlassian.crowd.embedded.core.FilteredCrowdServiceImpl.addUserToGroup(FilteredCrowdServiceImpl.java:288)
  at com.atlassian.jira.user.util.UserUtilImpl.doAddUserToGroup(UserUtilImpl.java:596)
  at com.atlassian.jira.user.util.UserUtilImpl.addUserToGroup(UserUtilImpl.java:570)
  at com.atlassian.jira.bc.group.DefaultGroupService.addUsersToGroups(DefaultGroupService.java:429)
  at com.atlassian.jira.web.action.admin.user.EditUserGroups.doExecute(EditUserGroups.java:88)
  at webwork.action.ActionSupport.execute(ActionSupport.java:165)
  at com.atlassian.jira.action.JiraActionSupport.execute(JiraActionSupport.java:76)
  at webwork.interceptor.DefaultInterceptorChain.proceed(DefaultInterceptorChain.java:39)
  at webwork.interceptor.NestedInterceptorChain.proceed(NestedInterceptorChain.java:31)
  at webwork.interceptor.ChainedInterceptor.intercept(ChainedInterceptor.java:16)
  at webwork.interceptor.DefaultInterceptorChain.proceed(DefaultInterceptorChain.java:35)
  at webwork.dispatcher.GenericDispatcher.executeAction(GenericDispatcher.java:205)
  at webwork.dispatcher.GenericDispatcher.executeAction(GenericDispatcher.java:143)
  at com.atlassian.jira.web.dispatcher.JiraWebworkActionDispatcher.service(JiraWebworkActionDispatcher.java:152)
  at javax.servlet.http.HttpServlet.service(HttpServlet.java:717)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:290)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
  at com.atlassian.jira.web.filters.steps.ChainedFilterStepRunner.doFilter(ChainedFilterStepRunner.java:74)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
  at com.atlassian.core.filters.HeaderSanitisingFilter.doFilter(HeaderSanitisingFilter.java:44)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
  at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:46)
  at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:66)
  at com.atlassian.applinks.core.rest.context.ContextFilter.doFilter(ContextFilter.java:25)
  at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:74)
  at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:42)
  at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter(ServletFilterModuleContainerFilter.java:77)
  at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter(ServletFilterModuleContainerFilter.java:63)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
  at com.atlassian.jira.web.filters.accesslog.AccessLogFilter.executeRequest(AccessLogFilter.java:103)
  at com.atlassian.jira.web.filters.accesslog.AccessLogFilter.doFilter(AccessLogFilter.java:87)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
  at com.atlassian.jira.security.xsrf.XsrfTokenAdditionRequestFilter.doFilter(XsrfTokenAdditionRequestFilter.java:54)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
  at com.opensymphony.sitemesh.webapp.SiteMeshFilter.obtainContent(SiteMeshFilter.java:129)
  at com.opensymphony.sitemesh.webapp.SiteMeshFilter.doFilter(SiteMeshFilter.java:77)
  at com.atlassian.jira.web.filters.PathExclusionFilter.doFilter(PathExclusionFilter.java:118)
  at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
  at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:46)
  at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter(ServletFilterModuleContainerFilter.java:77)
  at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter(ServletFilterModuleContainerFilter.java:63)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
  at com.atlassian.seraph.filter.SecurityFilter.doFilter(SecurityFilter.java:211)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
  at com.atlassian.security.auth.trustedapps.filter.TrustedApplicationsFilter.doFilter(TrustedApplicationsFilter.java:98)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
  at com.atlassian.seraph.filter.BaseLoginFilter.doFilter(BaseLoginFilter.java:150)
  at com.atlassian.jira.web.filters.JiraLoginFilter.doFilter(JiraLoginFilter.java:70)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
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at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:46)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:66)
at com.atlassian.oauth.serviceprovider.internal.servlet.OAuthFilter.doFilter(OAuthFilter.java:71)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:74)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:42)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:66)
at com.atlassian.bonfire.web.filters.BonfireP3PFilter.doFilter(BonfireP3PFilter.java:57)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:74)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:42)
at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter(ServletFilterModuleContainerFilter.java:77)
at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter(ServletFilterModuleContainerFilter.java:63)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
at com.atlassian.util.profiling.filters.ProfilingFilter.doFilter(ProfilingFilter.java:99)
at com.atlassian.jira.web.filters.JIRAProfilingFilter.doFilter(JIRAProfilingFilter.java:19)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
at com.atlassian.johnson.filters.AbstractJohnsonFilter.doFilter(AbstractJohnsonFilter.java:71)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
at org.tuckey.web.filters.urlrewrite.UrlRewriteFilter.doFilter(UrlRewriteFilter.java:350)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
at com.atlassian.gzipfilter.GzipFilter.doFilterInternal(GzipFilter.java:75)
at com.atlassian.gzipfilter.GzipFilter.doFilter(GzipFilter.java:51)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:46)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter$1.doFilter(DelegatingPluginFilter.java:66)
at com.sysbliss.jira.plugins.workflow.servlet.JWDSendRedirectFilter.doFilter(JWDSendRedirectFilter.java:25)
at com.atlassian.plugin.servlet.filter.DelegatingPluginFilter.doFilter(DelegatingPluginFilter.java:74)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:42)
at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter(ServletFilterModuleContainerFilter.java:77)
at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter(ServletFilterModuleContainerFilter.java:63)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
at com.atlassian.plugin.servlet.filter.IteratingFilterChain.doFilter(IteratingFilterChain.java:42)
at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter(ServletFilterModuleContainerFilter.java:77)
at com.atlassian.plugin.servlet.filter.ServletFilterModuleContainerFilter.doFilter(ServletFilterModuleContainerFilter.java:63)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
at com.atlassian.jira.web.filters.steps.ChainedFilterStepRunner.doFilter(ChainedFilterStepRunner.java:74)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
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:235)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
at com.atlassian.core.filters.encoding.AbstractEncodingFilter.doFilter(AbstractEncodingFilter.java:41)
at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
at com.atlassian.jira.web.filters.PathMatchingEncodingFilter.doFilter(PathMatchingEncodingFilter.java:49)
at com.atlassian.core.filters.AbstractHttpFilter.doFilter(AbstractHttpFilter.java:31)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
at com.atlassian.jira.web.monitor.ActiveRequestsFilter$PassToChainFilterFunc.doFilter(ActiveRequestsFilter.java:346)
at com.atlassian.jira.web.monitor.ActiveRequestsFilter$DebugLogFilterFunc.doFilter(ActiveRequestsFilter.java:463)
at com.atlassian.jira.web.monitor.ActiveRequestsFilter.doFilter(ActiveRequestsFilter.java:173)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
at com.atlassian.jira.startup.JiraStartupCheckListFilter.doFilter(JiraStartupCheckListFilter.java:75)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
at com.atlassian.multitenant.servlet.MultiTenantServletFilter.doFilter(MultiTenantServletFilter.java:91)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
at com.atlassian.jira.web.filters.steps.ChainedFilterStepRunner.doFilter(ChainedFilterStepRunner.java:74)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:235)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:206)
at org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:233)
at org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:191)
at org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:127)
at org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:102)
at org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:109)
at org.apache.catalina.valves.AccessLogValve.invoke(AccessLogValve.java:554)
at org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:298)
at org.apache.coyote.http11.Http11Processor.process(Http11Processor.java:859)
at org.apache.coyote.http11.Http11Protocol$Http11ConnectionHandler.process(Http11Protocol.java:588)
at org.apache.tomcat.util.net.JIoEndpoint$Worker.run(JIoEndpoint.java:489)
at java.lang.Thread.run(Unknown Source)
Caused by: org.ofbiz.core.entity.GenericEntityException: while inserting: [GenericEntity:Membership][id,20276][membershipType,GROUP_USER][low
at org.ofbiz.core.entity.GenericDAO.singleInsert(GenericDAO.java:133)
at org.ofbiz.core.entity.GenericDAO.insert(GenericDAO.java:98)
at org.ofbiz.core.entity.GenericHelperDAO.create(GenericHelperDAO.java:64)
at org.ofbiz.core.entity.GenericDelegator.create(GenericDelegator.java:489)
at org.ofbiz.core.entity.GenericDelegator.create(GenericDelegator.java:469)
at org.ofbiz.core.entity.GenericValue.create(GenericValue.java:80)
at com.atlassian.crowd.embedded.ofbiz.db.OfBizHelper.createValue(OfBizHelper.java:162)
... 143 more
```

Referer URL: http://jira.autodesk.com/secure/admin/user/EditUserGroups!default.jspa?atl_token=AW3D-A1MI-HVSF-Y2C1%7C%0083d3b5b19f5cb3b55bd527c8f77fd835bc31%7Cln&name=knutsoa&returnUrl=UserBrowser.jspa

Build Information:

Uptime : N/A
Version : 4.4.4
Build Number : 664
Build Date : Sun Nov 27 00:00:00 PST 2011
Build Revision : 167664
Atlassian Partner : null
Installation Type : Standalone
Server ID : AW3D-A1MI-HVSF-Y2C1
Last Upgrade : 04/Feb/12 5:54 AM (v4.4.1#660)

Server Information:

Application Server: Apache Tomcat/6.0.32
Servlet Version: 2.5

File Paths:

Location of entityengine.xml: file:/local/data/jira/JIRA4.4/atlassian-jira/WEB-INF/classes/entityengine.xml
Location of atlassian-jira.log: /local/data/jira/Data/log/atlassian-jira.log

Memory Information:

Total Memory: 11583 MB
Free Memory: 5803 MB
Used Memory: 5780 MB
Total PermGen Memory: 512 MB
Free PermGen Memory: 278 MB
Used PermGen Memory: 233 MB

System Information:

System Date : Tuesday, 14 Aug 2012
System Time : 13:28:36 -0700
Current Working Directory : /local/data/jira/JIRA4.4/bin
Java Version : 1.6.0_26
Java Vendor : Sun Microsystems Inc.
JVM Version : 1.0
JVM Vendor : Sun Microsystems Inc.
JVM Implementation Version : 20.1-b02
Java Runtime : Java(TM) SE Runtime Environment
Java VM : Java HotSpot(TM) 64-Bit Server VM
User Name : jira
User Timezone : America/Los_Angeles
User Locale : English (United States)
System Encoding : UTF-8
Operating System : Linux 2.6.18-194.el5
OS Architecture : amd64
Application Server Container :
Database type : mysql
Database JNDI address : mysql jdbc:mysql://localhost:3306/jiradb4?useUnicode=true&characterEncoding=UTF8
Database URL : Hidden
Database version : 5.5.13
Database driver : MySQL-AB JDBC Driver mysql-connector-java-5.1.10 (Revision: \${svn.Revision})
External user management : OFF
Crowd integration : ON
JVM Input Arguments : -Djava.util.logging.config.file=/local/data/jira/JIRA4.4/conf/logging.properties -XX:MaxPermSize=512m -Xms12276m -Xmx12276m -
Djava.awt.headless=true -Datlassian.standalone=JIRA -Dorg.apache.jasper.runtime.BodyContentImpl.LIMIT_BUFFER=true -Dmail.mime.decodeparameters=true -
Djira.jelly.on=true -Djava.util.logging.manager=org.apache.juli.ClassLoaderLogManager -Djava.endorsed.dirs=/local/data/jira/JIRA4.4/endorsed -
Dcatalina.base=/local/data/jira/JIRA4.4 -Dcatalina.home=/local/data/jira/JIRA4.4 -Djava.io.tmpdir=/local/data/jira/JIRA4.4/temp

Language Info:

Installed languages: Catalan (Spain)
Chinese (China)
Chinese (Taiwan)
Czech (Czech Republic)
Danish (Denmark)
Dutch (Belgium)
English (UK)
English (United States)
French (France)
German (Germany)
German (Switzerland)
Hungarian (Hungary)
Italian (Italy)
Japanese (Japan)
Norwegian (Norway)
Polish (Poland)
Portuguese (Brazil)
Russian (Russia)
Slovak (Slovakia)
Spanish (Spain)
Turkish (Turkey)
Default language: English (United States) - System Default

Request Information:

- Request URL: http://jira.autodesk.com/500page.jsp
- Scheme: http
- Server: jira.autodesk.com
- Port: 80
- URI: /500page.jsp
- Context Path:
- - Servlet Path: /500page.jsp
- - Path Info: null
- - Query String:

Request Attributes

- javax.servlet.forward.request_uri : /secure/admin/user/EditUserGroups.jspa

```
- javax.servlet.forward.context_path :
- javax.servlet.forward.servlet_path : /secure/admin/user/EditUserGroups.jspa
- javax.servlet.forward.path_info : /500page.jsp
- jira.request.time.micros : 0
- atlassian.core.seraph.original.url : /secure/admin/user/EditUserGroups.jspa
- javax.servlet.error.servlet_name : action
- com.atlassian.jira.web.filters.JiraFirstFilter_alreadyfiltered : true
- com.atlassian.gzipfilter.GzipFilter_already_filtered : true
- loginfilter.already.filtered : true
- com.atlassian.johnson.filters.JohnsonFilter_already_filtered : true
- jira.webwork.generic.dispatcher : webwork.dispatcher.GenericDispatcher@56a9760e
- com.atlassian.jira.web.filters.JiraLastFilter_alreadyfiltered : true
- gzipMimeTypes : text/*,application/x-javascript,application/xml,application/xhtml+xml
- com.atlassian.jira.web.filters.accesslog.AccessLogFilter_already_filtered : true
- jira.request.username : cro
- javax.servlet.error.request_uri : /secure/admin/user/EditUserGroups.jspa
- com.atlassian.jira.security.xsrf.XsrfTokenAdditionRequestFilter_already_filtered : true
- jira.webwork.cleanup : false
- jira.request.start.millis : 1344976116775
- com.atlassian.bonfire.web.filters.BonfireP3PFilter_alreadyfiltered : true
- com.atlassian.jira.web.filters.accesslog.AccessLogRequestInfoexit.called : true
- jira.request.assession.id : t8b6of
- com.atlassian.gzipfilter.org.tuckey.web.filters.urlrewrite.RuleMatched : true
- os_securityfilter_already_filtered : true
- com.atlassian.jira.web.filters.JiraPostEncodingFilter_alreadyfiltered : true
- jira.session.max.inactive.interval : 18000
- javax.servlet.error.message :
- jira.session.last.accessed.time : 1344976116334
- webwork.result : Value stack =====
- com.atlassian.seraph.auth.LoginReason : OK
- jira.request.id : 808x1743846x1
- javax.servlet.error.status_code : 500
- com.atlassian.core.filters.HeaderSanitisingFilter_already_filtered : true
- javax.servlet.error.exception : javax.servlet.ServletException: com.atlassian.crowd.embedded.ofbiz.db.DataAccessException:
org.ofbiz.core.entity.GenericEntityException: while inserting: [GenericEntity:Membership][id,20276][membershipType,GROUP_USER][lowerParentName,jira-users]
[parentId,10212][childId,15599][childName,knutsoa][lowerChildName,knutsoa][directoryId,3][parentName,jira-users] (SQL Exception while executing the
following:INSERT INTO cwd_membership (ID, parent_id, child_id, membership_type, group_type, parent_name, lower_parent_name, child_name,
lower_child_name, directory_id) VALUES (?, ?, ?, ?, ?, ?, ?, ?, ?) (Duplicate entry '10212-15599-GROUP_USER' for key 'uk_mem_parent_child_type')
```

Request Logging

0 log statements generated by this request:

Listeners

- **Issue Assignment Listener** (com.atlassian.jira.event.listeners.history.IssueAssignHistoryListener)
- **Issue Index Listener** (com.atlassian.jira.event.listeners.search.IssueIndexListener)
- **Mail Listener** (com.atlassian.jira.event.listeners.mail.MailListener)
- **SF Case Update Listener** (net.customware.plugins.crm.salesforce.jira.listener.SFCaseUpdateListener)
- **SF Comment Listener** (net.customware.plugins.crm.salesforce.jira.listener.CommentUpdateListener)

Services

- **BackUp** (com.atlassian.jira.service.services.export.ExportService)
 - **Delay:** 720 minutes
 - **USE_DEFAULT_DIRECTORY:** true
- **Create Issue Service for SPS** (com.atlassian.jira.service.services.pop.PopService)
 - **Delay:** 1 minutes
 - **port:** 995
 - **usessl:** SSL (POP/S)
 - **popserver:** sps-jira@autodesk.com
 - **handler.params:** project=SPS, issuetype=1, catchemail=sps-jira@autodesk.com, bulk=forward, reporterusername=goradia
 - **forwardEmail:** amar.goradia@autodesk.com
 - **handler:** Create Or Comment Handler
- **Create Issue Service for Twitch TW** (com.atlassian.jira.service.services.pop.PopService)
 - **Delay:** 1 minutes
 - **port:** 995
 - **usessl:** SSL (POP/S)
 - **popserver:** labs-issues@autodesk.com
 - **handler.params:** project=TW, issuetype=1, catchemail=labs-issues@autodesk.com, bulk=forward, reporterusername=sheppas
 - **forwardEmail:** scott.sheppard@autodesk.com
 - **handler:** Create Issue Handler
- **Create Issue Service for WebPMO** (com.atlassian.jira.service.services.pop.PopService)
 - **Delay:** 1 minutes
 - **port:** 995
 - **usessl:** SSL (POP/S)
 - **popserver:** web-pmo-new-project-requests@autodesk.com
 - **handler.params:** project=SST, issuetype=6, catchemail=web-pmo-new-project-requests@autodesk.com, bulk=forward, reporterusername=koontzc
 - **forwardEmail:** christine.koontz@autodesk.com
 - **handler:** Create Or Comment Handler
- **Create Issue/Comment Service for CFDSim project** (com.atlassian.jira.service.services.pop.PopService)
 - **Delay:** 1 minutes
 - **port:** 995
 - **usessl:** SSL (POP/S)
 - **popserver:** createjiraissue@autodesk.com
 - **handler.params:** project=CFD, issuetype=1, catchemail=createjiraissue@autodesk.com, bulk=forward, reporterusername=vandera
 - **forwardEmail:** apolo.vanderberg@autodesk.com
 - **handler:** Create Or Comment Handler

- **Create issues for BIM360** (com.atlassian.jira.service.services.pop.PopService)
 - **Delay:** 1 minutes
 - **port:** 995
 - **usessl:** SSL (POP/S)
 - **popserver:** bim360glue.jira@autodesk.com
 - **handler.params:** project=COLLAB, issuetype=1, catchemail=bim360glue.jira@autodesk.com, bulk=forward, reporterusername=murith
 - **forwardEmail:** nathan.murith@autodesk.com
 - **handler:** Create Or Comment Handler
- **Mail Queue Service** (com.atlassian.jira.service.services.mail.MailQueueService)
 - **Delay:** 1 minutes
- **NotificationCacheUpdateJob-job** (com.atlassian.sal.jira.scheduling.JiraPluginSchedulerService)
 - **Delay:** 1440 minutes
 - **pluginJobName:** NotificationCacheUpdateJob-job
 - **repeatInterval:** 86400000
 - **initiallyFired:** true
- **PluginLicenseExpiryJob-job** (com.atlassian.sal.jira.scheduling.JiraPluginSchedulerService)
 - **Delay:** 1440 minutes
 - **pluginJobName:** PluginLicenseExpiryJob-job
 - **repeatInterval:** 86400000
 - **initiallyFired:** true
- **Service Provider Token Remover** (com.atlassian.sal.jira.scheduling.JiraPluginSchedulerService)
 - **Delay:** 480 minutes
 - **pluginJobName:** Service Provider Token Remover
 - **repeatInterval:** 28800000
 - **initiallyFired:** true
- **com.atlassian.jira.plugin.ext.bamboo.service.PlanStatusUpdateServiceImpl:job** (com.atlassian.sal.jira.scheduling.JiraPluginSchedulerService)
 - **Delay:** 1 minutes
 - **pluginJobName:** com.atlassian.jira.plugin.ext.bamboo.service.PlanStatusUpdateServiceImpl:job
 - **repeatInterval:** 60000
 - **initiallyFired:** true
- **net.customware.plugins.connector.core.scheduler.LicenseSchedulerImpl** (com.atlassian.sal.jira.scheduling.JiraPluginSchedulerService)
 - **Delay:** 5 minutes
 - **pluginJobName:** net.customware.plugins.connector.core.scheduler.LicenseSchedulerImpl
 - **repeatInterval:** 300000
 - **initiallyFired:** true
- **rce.support@autodesk.com** (com.atlassian.jira.service.services.pop.PopService)
 - **Delay:** 1 minutes
 - **port:** 995
 - **usessl:** SSL (POP/S)
 - **popserver:** rce.support@autodesk.com
 - **handler.params:** project=RCE, issuetype=6, catchemail=rce.support@autodesk.com, bulk=forward
 - **forwardEmail:** wam-support@autodesk.com
 - **handler:** Create Or Comment Handler

Plugins

- **ActiveObjects Plugin - OSGi Bundle 0.17.2.6** - Plugin by Atlassian
 - Enabled
- **Admin Menu Sections 1.0** - Plugin by Atlassian
 - Enabled
- **Apache HttpClient OSGi bundle 4.0** - Plugin by Apache Software Foundation
 - Enabled
- **Apache HttpCore OSGi bundle 4.0** - Plugin by Apache Software Foundation
 - Enabled
- **Applinks Product Plugin 3.5.6** - Plugin by Atlassian
 - Enabled
 - **build:** 10
- **Atlassian Bonfire - JIRA Plugin 2.3.1** - Plugin by Atlassian
 - Enabled
 - **plugin-icon:** includes/images/bonfire_marketplace_icon_16.png
 - **plugin-logo:** includes/images/bonfire_marketplace_icon_48.png
 - **atlassian-licensing-enabled:** true
- **Atlassian Embedded Crowd - Administration Plugin 1.3.4** - Plugin by Atlassian
 - Enabled
- **Atlassian Gadgets OAuth Service Provider Plugin 3.1.12** - Plugin by Atlassian
 - Enabled
- **Atlassian JIRA - Plugins - Admin Quick Navigation Component 4.4.4** - Plugin by Atlassian
 - Enabled
- **Atlassian JIRA - Plugins - Admin Summary Component 4.4.4** - Plugin by Atlassian
 - Enabled
- **Atlassian JIRA - Plugins - Application Properties 4.4.4** - Plugin by Atlassian
 - Enabled
- **Atlassian JIRA - Plugins - Closure Template Renderer 4.4.4** - Plugin by Atlassian
 - Enabled
- **Atlassian JIRA - Plugins - Gadgets Plugin 4.4.4** - Plugin by Atlassian
 - Enabled
- **Atlassian JIRA - Plugins - Look And Feel Logo Upload Plugin 4.4.4** - Plugin by Atlassian
 - Enabled
- **Atlassian JIRA - Plugins - OAuth Consumer SPI Plugin 4.4.4** - Plugin by Atlassian
 - Enabled
- **Atlassian JIRA - Plugins - OAuth Service Provider SPI Plugin 4.4.4** - Plugin by Atlassian
 - Enabled
- **Atlassian JIRA - Plugins - Project Config Plugin 4.4.4** - Plugin by Atlassian
 - Enabled
- **Atlassian JIRA - Plugins - Quick Edit Plugin 1.0.20** - Plugin by Atlassian
 - Enabled
- **Atlassian JIRA - Plugins - REST Plugin 4.4.4** - Plugin by Atlassian
 - Enabled

- Enabled
- **Atlassian JIRA - Plugins - Shared Application Access Layer (SAL) Plugin 4.4.4** - Plugin by Atlassian Software Systems
- Enabled
- **Atlassian JIRA - Plugins - View Issue Panels 4.4.4** - Plugin by \${project.organization.name}
- Enabled
- **Atlassian OAuth Admin Plugin 1.2.2** - Plugin by Atlassian
- Enabled
- **Atlassian OAuth Consumer Plugin 1.2.2** - Plugin by Atlassian
- Enabled
- **Atlassian OAuth Consumer SPI 1.2.2** - Plugin by Atlassian
- Enabled
- **Atlassian OAuth Service Provider Plugin 1.2.2** - Plugin by Atlassian
- Enabled
- **Atlassian OAuth Service Provider SPI 1.2.2** - Plugin by Atlassian
- Enabled
- **Atlassian REST - Module Types 2.5.0** - Plugin by Atlassian
- Enabled
- **Atlassian Template Renderer API 1.3.1** - Plugin by Atlassian
- Enabled
- **Atlassian Template Renderer Velocity 1.6 Plugin 1.3.1** - Plugin by Atlassian
- Enabled
- **Atlassian UI Plugin 3.4.2** - Plugin by Atlassian
- Enabled
- **Atlassian Universal Plugin Manager - Plugin License Storage plugin 2.2.4** - Plugin by Atlassian Pty Ltd
- Enabled
- **Atlassian Universal Plugin Manager Plugin 2.5** - Plugin by Atlassian Pty Ltd
- Enabled
- **BND Library 0.0.255** - Plugin by aQuote SARL <http://www.aQuote.biz>
- Enabled
- **Balsamiq Mockups 2.1.8** (for JIRA 4.0 and later) - Plugin by Balsamiq Studios, LLC
- Enabled
- **Content Link Resolvers Plugin 1.0** - Plugin by Atlassian
- Enabled
- **Crowd REST API 1.0** - Plugin by Atlassian Software Systems
- Enabled
- **Crowd REST API 1.0** - Plugin by Atlassian Software Systems
- Enabled
- **Crowd System Password Encoders 1.0** - Plugin by Atlassian Software Systems
- Enabled
- **Custom Field Types & Searchers 1.0** - Plugin by Atlassian
- Enabled
- **CustomWare Core Connector Plugin 1.0.5** - Plugin by CustomWare
- Enabled
- **configure.url:** /plugins/servlet/customware/connector/config.action
- **CustomWare JIRA Connector Plugin 1.0.9** - Plugin by CustomWare
- Enabled
- **configure.url:** /plugins/servlet/customware/connector/config.action
- **CustomWare Salesforce.com Connector Plugin 5.0.2** - Plugin by CustomWare
- Enabled
- **configure.url:** /plugins/servlet/customware/connector/config.action
- **CustomWare's Connector for Salesforce.com and JIRA 4.5** - Plugin by Customware Asia Pacific
- Enabled
- **Dev Tools 2.7.3** - Plugin by Autodesk
- Enabled
- **Email This Issue Plugin 1.9.2** - Plugin by META-INF KFT
- Enabled
- **Embedded Gadgets Plugin 3.1.12** - Plugin by Atlassian
- Enabled
- **External Links 2.4** - Plugin by Autodesk Inc.
- Enabled
- **FishEye Plugin 3.4.5** - Plugin by Atlassian Software Systems
- Enabled
- **Gadget Dashboard Plugin 3.1.12** - Plugin by Atlassian
- Enabled
- **Gadget Directory Plugin 3.1.12** - Plugin by Atlassian
- Enabled
- **Gadget Spec Publisher Plugin 3.1.12** - Plugin by Atlassian
- Enabled
- **GreenHopper 5.8.7** - Plugin by Atlassian
- Enabled
- **configure.url:** /secure/GHGeneralConfiguration.jspa?decorator=admin
- **atlassian-licensing-enabled:** true
- **ICU4J 3.8.0.1** - Plugin by Atlassian Pty Ltd
- Enabled
- **Improved clone issue Operation 2.3.3** - Plugin by VALIANTYS
- Enabled
- **Issue Operations Plugin 1.0** - Plugin by Atlassian
- Enabled
- **Issue Tab Panels Plugin 1.0** - Plugin by Atlassian
- Enabled
- **Issue Views Plugin 1.0** - Plugin by Atlassian
- Enabled
- **Issue merger for JIRA 1.0.1-JIRA4** - Plugin by Vehas and Verhas Software Craftsmen Ltd.
- Enabled
- **JDOM DOM Processor 1.0.0** - Plugin by SpringSource
- Enabled

- **JIRA Active Objects SPI implementation** 0.17.2.6 - Plugin by Atlassian Software Systems
- Enabled
- **JIRA Activity Stream Plugin** 4.1.2 - Plugin by Atlassian
- Enabled
- **JIRA Bamboo Plugin** 4.3.2 - Plugin by Atlassian Software Systems Pty Ltd
- Enabled
- **configure.url:** /secure/admin/jira/ViewBambooApplicationLinks.jspa
- **JIRA Calendar Plugin** 1.18.1 - Plugin by Atlassian Pty Ltd
- Enabled
- **JIRA Charting Plugin** 1.7.1 - Plugin by Atlassian
- Enabled
- **JIRA Commit Acceptance Plugin** 1.5.1 - Plugin by Atlassian Pty Ltd
- Enabled
- **configure.url:** /secure/CommitAcceptanceConfigure.jspa
- **JIRA DVCS Connector** 0.15.11 - Plugin by Atlassian
- Enabled
- **JIRA Feedback Plugin** 1.0.9 - Plugin by Atlassian
- Enabled
- **JIRA Footer** 1.0 - Plugin by Atlassian
- Enabled
- **JIRA Importers Plugin (JIM)** 3.5.3 - Plugin by Atlassian
- Enabled
- **JIRA JSON-RPC Plugin** 1.0.2 - Plugin by Atlassian Software
- Enabled
- **JIRA Linker Plugin** 1.3 - Plugin by Atlassian Pty Ltd
- Enabled
- **JIRA Streams Inline Actions Plugin** 4.1.2 - Plugin by Atlassian Software Systems Pty Ltd
- Enabled
- **JIRA Toolkit Plugin** 0.18 - Plugin by Atlassian
- Enabled
- **JIRA Usage Hints** 1.0 - Plugin by Atlassian
- Enabled
- **JIRA iCalendar Plugin** 1.0.8 - Plugin by Atlassian
- Enabled
- **JQL Functions** 1.0 - Plugin by Atlassian
- Enabled
- **JSON Library** 20070829.0.0.1 - Plugin by Atlassian Pty Ltd
- Enabled
- **Jira Enhancer Plugin** 2.4-SNAPSHOT - Plugin by Tuncay Senturk
- Enabled
- **Keyboard Shortcuts Plugin** 1.0 - Plugin by Atlassian
- Enabled
- **Links Hierarchy Reports** 1.0 - Plugin by Pyxis technologies inc.
- Enabled
- **Neko HTML** 1.9.12.1 - Plugin by Atlassian Pty Ltd
- Enabled
- **Onepoint Project Connector** 1.3.0 - Plugin by Onepoint Software GmbH
- Enabled
- **Opensocial Plugin** 3.1.12 - Plugin by Atlassian
- Enabled
- **Portlets Plugin** 1.0 - Plugin by Atlassian
- Enabled
- **Preset Filters Sections** 1.0 - Plugin by Atlassian
- Enabled
- **Project Panels Plugin** 1.0 - Plugin by Atlassian
- Enabled
- **Project Role Actors Plugin** 1.0 - Plugin by Atlassian
- Enabled
- **ROME, RSS and atOM utilitiEs for Java** 1.0 - Plugin by Sun Microsystems
- Enabled
- **ROME: RSS/Atom syndication and publishing tools** 0.9.0 - Plugin by SpringSource
- Enabled
- **RPC JIRA Plugin** 4.4.4 - Plugin by Atlassian
- Enabled
- **Renderer Component Factories Plugin** 1.0 - Plugin by Atlassian
- Enabled
- **Renderer Plugin** 1.0 - Plugin by Atlassian
- Enabled
- **Reports Plugin** 1.0 - Plugin by Atlassian
- Enabled
- **Streams API** 4.1.2 - Plugin by Atlassian
- Enabled
- **Streams Core Plugin** 4.1.2 - Plugin by Atlassian Software Systems Pty Ltd
- Enabled
- **Streams Inline Actions Plugin** 4.1.2 - Plugin by Atlassian Software Systems Pty Ltd
- Enabled
- **Streams Plugin** 4.1.2 - Plugin by Atlassian Software Systems Pty Ltd
- Enabled
- **Streams SPI** 4.1.2 - Plugin by Atlassian
- Enabled
- **Support Tools Plugin** 2.10.1 - Plugin by Atlassian Support
- Enabled
- **Time Tracking And Billing Reporting Collection** 4.31 - Plugin by jPlugs
- Enabled
- **configure.url:** /secure/admin/TimeTrackingAdminController.jspa
- **Top Navigation Bar** 1.0 - Plugin by Atlassian

- Enabled
- **User Format 1.0** - Plugin by Atlassian
- Enabled
- **User Navigation Bar Sections 1.0** - Plugin by Atlassian
- Enabled
- **User Profile Links 1.0** - Plugin by Atlassian
- Enabled
- **User Profile Panels 1.0** - Plugin by Atlassian
- Enabled
- **View Project Operations Sections 1.0** - Plugin by Atlassian
- Enabled
- **Web Resources Plugin 1.0** - Plugin by Atlassian
- Enabled
- **Webwork Plugin 1.0** - Plugin by Atlassian
- Enabled
- **Wiki Renderer Macros Plugin 1.0** - Plugin by Atlassian
- Enabled
- **Workflow Designer Plugin 2.0.0** - Plugin by Atlassian
- Enabled
- **Workflow Plugin 1.0** - Plugin by Atlassian
- Enabled
- **groovyrunner 2.0.5** - Plugin by OnResolve Ltd
- Enabled