

Text, Spreadsheet, and Presentation templates gives error due to Hazelcast network interface not set

Affected version(s): OXAppSuite 7.8.0 and above.

Problem:



You are unable to see the templates for Text, Spreadsheet, and Presentation documents in the UI of OXAppSuite. An error pops up that indicates there is an issue with viewing the templates.

Error in log shows:

OXAppSuite error after trying to click on any document modules

```
Missing Hazelcast instance. Failed to remove Web Socket with path /socket.io/appsuite/ for user 2 in context 1
```

```
[OXWorker-0000025] org.glassfish.jersey.servlet.WebComponent.filterFormParameters(WebComponent.java:595) A servlet request to the URI http://yourdomain.tdl/ajax/oxodocumentfilter?action=gettemplateandrecentlist&type=spreadsheet&session=5c2580d128854101a163d420752ab0bc contains form parameters in the request body but the request body has been consumed by the servlet or a servlet filter accessing the request parameters. Only resource methods using @FormParam will work as expected. Resource methods consuming the request body by other means will not work as expected. com.openexchange.grizzly.method=GET
```

Root Cause:



/opt/open-xchange/etc/hazelcast.properties

Issue above is due to your current network interface not set correctly, or you have used an improper network for your Hazelcast members

```
com.openexchange.hazelcast.network.interfaces=X.X.X.X
```

Solution:

i The following solution can be used for OX AppSuite 7.8.0 and later.

i We recommend that you test this in a staging or QA environment first.

In your hazelcast.properties you must set the network interface to the correct network you are currently using.

(ie. If your network interfaces on your OXAppSuite servers are 192.168.3.x, it is wise to be sure that you indicate the the full network block

/opt/open-xchange/etc/hazelcast.properties

```
com.openexchange.hazelcast.network.interfaces=192.168.*.*
```

! IMPORTANT !

You need to restart your OXAppSuite servers(s) after you make this change.

Once you restart OXAppSuite, your Text, Spreadsheet, and Presentation templates should show up with thumbnails.

