

System Error

A system error has occurred.

If this problem persists - please notify your JIRA administrator of this problem.

If you are an administrator, please try submitting this problem via the [Support Request Page](#)

Else, please create a support issue on our **support system** 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 (/usr/local/jira/atlassian-jira-enterprise-3.12.3-standalone/bin/atlassian-jira.log)

Cause:

java.lang.NullPointerException

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

```
java.lang.NullPointerException
    at com.atlassian.jira.web.action.admin.user.PreConfUserPickerBrowser.
getGroups(PreConfUserPickerBrowser.java:193)
    at com.atlassian.jira.web.action.admin.user.PreConfUserPickerBrowser.
doExecute(PreConfUserPickerBrowser.java:62)
    at webwork.action.ActionSupport.execute(ActionSupport.java:153)
    at com.atlassian.jira.action.JiraActionSupport.execute(JiraActionSupport.java:54)
    at webwork.dispatcher.GenericDispatcher.executeAction(GenericDispatcher.java:132)
    at com.atlassian.jira.web.dispatcher.JiraServletDispatcher.service
(JiraServletDispatcher.java:211)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:802)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter
(ApplicationFilterChain.java:252)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
    at com.atlassian.jira.web.filters.AccessLogFilter.doFilter(AccessLogFilter.java:73)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter
(ApplicationFilterChain.java:202)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
    at com.opensymphony.module.sitemesh.filter.PageFilter.parsePage(PageFilter.java:119)
    at com.opensymphony.module.sitemesh.filter.PageFilter.doFilter(PageFilter.java:55)
    at com.atlassian.jira.web.filters.SitemeshExcludePathFilter.
doFilter(SitemeshExcludePathFilter.java:38)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter
(ApplicationFilterChain.java:202)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
    at com.atlassian.seraph.filter.SecurityFilter.doFilter(SecurityFilter.java:192)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter
(ApplicationFilterChain.java:202)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
    at com.atlassian.seraph.filter.TrustedApplicationsFilter.doFilter
(TrustedApplicationsFilter.java:120)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter
```

```
(ApplicationFilterChain.java:202)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
  at com.atlassian.seraph.filter.BaseLoginFilter.doFilter(BaseLoginFilter.java:125)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter
(ApplicationFilterChain.java:202)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
  at com.atlassian.util.profiling.filters.ProfilingFilter.doFilter(ProfilingFilter.java:132)
  at com.atlassian.jira.web.filters.JIRAProfilingFilter.doFilter(JIRAProfilingFilter.java:16)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter
(ApplicationFilterChain.java:202)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
  at com.atlassian.jira.web.filters.ActionCleanupDelayFilter
doFilter(ActionCleanupDelayFilter.java:43)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter
(ApplicationFilterChain.java:202)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
  at com.atlassian.jira.web.filters.RequestCleanupFilter.doFilter
(RequestCleanupFilter.java:50)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter
(ApplicationFilterChain.java:202)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
  at com.atlassian.johnson.filters.AbstractJohnsonFilter.doFilter
(AbstractJohnsonFilter.java:72)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter
(ApplicationFilterChain.java:202)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
  at org.tuckey.web.filters.urlrewrite.UrlRewriteFilter.doFilter(UrlRewriteFilter.java:350)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter
(ApplicationFilterChain.java:202)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
  at com.atlassian.gzipfilter.GzipFilter.doFilter(GzipFilter.java:79)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter
(ApplicationFilterChain.java:202)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
  at com.atlassian.core.filters.AbstractEncodingFilter.doFilter
(AbstractEncodingFilter.java:37)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter
(ApplicationFilterChain.java:202)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
  at com.atlassian.jira.appconsistency.db.DatabaseCompatibilityEnforcerFilter
doFilter(DatabaseCompatibilityEnforcerFilter.java:39)
  at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter
(ApplicationFilterChain.java:202)
  at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
  at org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:213)
  at org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:178)
  at org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:126)
  at org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:105)
  at org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:107)
  at org.apache.catalina.valves.AccessLogValve.invoke(AccessLogValve.java:541)
  at org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:148)
  at org.apache.coyote.http11.Http11Processor.process(Http11Processor.java:869)
  at org.apache.coyote.http11.Http11BaseProtocol$Http11ConnectionHandler
processConnection(Http11BaseProtocol.java:664)
  at org.apache.tomcat.util.net.PoolTcpEndpoint.processSocket(PoolTcpEndpoint.java:527)
  at org.apache.tomcat.util.net.LeaderFollowerWorkerThread.runIt
(LeaderFollowerWorkerThread.java:80)
  at org.apache.tomcat.util.threads.ThreadPool$ControlRunnable.run(ThreadPool.java:684)
  at java.lang.Thread.run(Unknown Source)
```

Referer URL: **Unknown**

Build Information:

Uptime: N/A
Edition: Enterprise
Version: 3.12.3
Build Number: 302
Atlassian Partner: null
Installation Type: Standalone
Server ID: ABNV-ES93-PWAB-AAAO

Server Information:

Application Server: Apache Tomcat/5.5.20
Servlet Version: 2.4

File Paths:

Location of entityengine.xml: file:/usr/local/jira/atlassian-jira-enterprise-3.12.3-standalone/atlassian-jira/WEB-INF/classes/entityengine.xml
Location of atlassian-jira.log: /usr/local/jira/atlassian-jira-enterprise-3.12.3-standalone/bin/atlassian-jira.log

Memory Information:

Total Memory: 126 MB
Free Memory: 5 MB
Used Memory: 121 MB

System Information:

System Date: Wednesday, 06 Aug 2008
System Time: 10:45:27
Current Working Directory: /usr/local/jira/atlassian-jira-enterprise-3.12.3-standalone/bin
Java Version: 1.6.0_07
Java Vendor: Sun Microsystems Inc.
JVM Version: 1.0
JVM Vendor: Sun Microsystems Inc.
JVM Implementation Version: 10.0-b23
Java Runtime: Java(TM) SE Runtime Environment
Java VM: Java HotSpot(TM) Server VM
User Name: jira
User Timezone: America/New_York
User Locale: English (United States)
System Encoding: UTF-8
Operating System: Linux 2.6.9-78.ELsmp
OS Architecture: i386
Application Server Container:
Database type: mysql
Database JNDI address: java:comp/env/jdbc/JiraDS
Database URL: Hidden
Database version: 5.0.51a-community
Database driver: MySQL-AB JDBC Driver mysql-connector-java-3.1.12 (\$Date: 2005-11-17 15:53:48 +0100 (Thu, 17 Nov 2005) \$, \$Revision\$)
External user management: OFF
Crowd integration: OFF

Language Info:

Installed languages: Chinese (China)
Chinese (Taiwan)
Czech (Czech Republic)
Danish (Denmark)
Dutch (Belgium)
English (UK)
French (France)
German (Germany)
German (Switzerland)
Hungarian (Hungary)
Italian (Italy)
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://tracker.reisys.com:8080/500page.jsp
- Scheme: http
- Server: tracker.reisys.com
- Port: 8080
- URI: /500page.jsp
- Context Path:
- - Servlet Path: /500page.jsp
- - Path Info: null
- - Query String: formName=jiraform&multiSelect=false&element=customfield_10005&projectId=10000

Request Attributes

- javax.servlet.forward.request_uri : /secure/popups/PreConfUserPickerBrowser.jsps
- javax.servlet.forward.context_path :
- javax.servlet.forward.servlet_path : /secure/popups/PreConfUserPickerBrowser.jsps
- javax.servlet.forward.path_info : /500page.jsp
- javax.servlet.forward.query_string : formName=jiraform&multiSelect=false&element=customfield_10005&projectId=10000
- os_securityfilter_already_filtered : true
- atlassian.core.seraph.original.url : /secure/popups/PreConfUserPickerBrowser.jsps?formName=jiraform&multiSelect=false&element=customfield_10005&projectId=10000
- javax.servlet.error.servlet_name : action
- 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@1ffa193
- javax.servlet.error.message :
- webwork.result : Value stack =====
- com.atlassian.jira.web.filters.RequestCleanupFilter_already_filtered : true
- javax.servlet.error.request_uri : /secure/popups/PreConfUserPickerBrowser.jsps
- jira.webwork.cleanup : false
- javax.servlet.error.status_code : 500
- com.atlassian.jira.web.filters.ActionCleanupDelayFilter : true
- __sitemesh__filterapplied : true
- javax.servlet.error.exception : javax.servlet.ServletException

Request Logging

0 log statements generated by this request:

Listeners

- **Auto Transition Listener** (com.atlassian.jira.toolkit.listener.AutoTransitionListener)
 - **Action ID:** 61
 - **Event ID:** 6
 - **Only do when current user is the Assignee?:** false
 - **Only do when current user is the Reporter?:** true
 - **Project Key:** HRSASUP
 - **Status:** 10001
- **Auto Transition Listener 2** (com.atlassian.jira.toolkit.listener.AutoTransitionListener)
 - **Action ID:** 91
 - **Event ID:** 6
 - **Only do when current user is the Assignee?:** false
 - **Only do when current user is the Reporter?:** true
 - **Project Key:** HRSASUP
 - **Status:** 10003
- **Issue Cache Listener** (com.atlassian.jira.event.listeners.cache.IssueCacheListener)
- **Issue Index Listener** (com.atlassian.jira.event.listeners.search.IssueIndexListener)
- **Mail Listener** (com.atlassian.jira.event.listeners.mail.MailListener)

Services

- **Backup Service** (com.atlassian.jira.service.services.export.ExportService)
 - **Delay:** 720 minutes
 - **USEZIP:** Zip
 - **DIR_NAME:** /usr/local/jira/backups
- **HRSA Support Service** (com.atlassian.jira.service.services.imap.ImapService)
 - **Delay:** 1 minutes
 - **usessl:** No SSL
 - **popserver:** HRSA Support IMAP Server
 - **handler.params:** project=HRSASUP,issuetype=5,reporterusername=anonymous,createusers=false,ccassignee=false
 - **handler:** Create Or Comment Handler
- **Mail Queue Service** (com.atlassian.jira.service.services.mail.MailQueueService)
 - **Delay:** 1 minutes

Plugins

- **Admin Menu Sections 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **Browse Project Operations Sections 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **Clone and Move Plugin 1.2.4** - Plugin by Atlassian Software Systems Pty Ltd
 - Enabled
- **Content Link Resolvers Plugin 1.0** - Plugin by Atlassian Software Systems Pty Ltd
 - Enabled
- **Custom Field Types & Searchers 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **FishEye Plugin 1.3** - Plugin by Atlassian Software Systems
 - Enabled
- **Issue Operations Plugin 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **Issue Tab Panels Plugin 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **Issue Views Plugin 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **JIRA Charting Plugin 1.3.13** - Plugin by Atlassian Software Systems Pty Ltd
 - Enabled
- **JIRA Footer 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **JIRA Suite Utilities 0.6.4** - Plugin by Quadratica SRL
 - Enabled
- **JIRA Toolkit Plugin 0.7.26** - Plugin by Atlassian Software Systems
 - Enabled

- **Portlets Plugin 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **Pre-conf Userpicker Plugin 0.3** - Plugin by Atlassian Software Systems
 - Enabled
- **Preset Filters Sections 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **Project Panels Plugin 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **Project Role Actors Plugin 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **RPC JIRA Plugin 3.11** - Plugin by Atlassian Software Systems Pty Ltd
 - Enabled
- **Renderer Component Factories Plugin 1.0** - Plugin by Atlassian Software Systems Pty Ltd
 - Enabled
- **Renderer Plugin 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **Reports Plugin 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **Top Navigation Bar 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **User Navigation Bar Sections 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **User Profile Links 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **View Project Operations Sections 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **Web Resources Plugin 1.0** - Plugin by Atlassian Software Systems Pty Ltd
 - Enabled
- **Webwork Plugin 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **Wiki Renderer Macros Plugin 1.0** - Plugin by Atlassian Software Systems
 - Enabled
- **Workflow Plugin 1.0** - Plugin by Atlassian Software Systems
 - Enabled