

## User Interface - Bug #4826

### HTTP 413 error with Web Client

07/29/2020 03:45 PM - Igor Skornyakov

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Sergey Ivanovskiy	<b>% Done:</b>	100%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>case_num:</b>	
<b>billable:</b>	No	<b>version:</b>	
<b>vendor_id:</b>	GCD		
<b>Description</b>			

#### History

##### #1 - 07/29/2020 03:50 PM - Igor Skornyakov

After multiple logins to Web Client I got the HTTP 413 Payload Too Large response on the OS login. I understand that this is due to a huge number of cookies the browser attempts to send. I use Google Chrome **Version 81.0.4044.138 (Official Build) unknown (64-bit)**

Cookie: Auth-bafb762d-e016-4a6e-bfb6-fal3c00c3a95=d0f959879a08dc3a23a44ffdeadbfbfd5083096a; Auth-0ca62c0a-7320-45a6-b5a1-76d5415a8d8a=735436dabb7d404d4e7897b6c52838dade620462; Auth-002752f0-3cdb-415e-ba56-f7608797dc6d=2ae9e3db9c5d2abafa6c77d017b903eb9d00915a; Auth-79b11ead-91b8-4a8d-873f-5e82a1d64f3a=7c713ad0831784680ac8b60c3bda5f50e9a8e48f; Auth-c45b685d-394e-4301-a9bd-6bfa7d6a890c=50d25df9e53a52dfcefa65f8686fa25d4974f0c6; Auth-ec35bd83-b732-4c0e-b1d0-d4b6a3e283e2=c16f6bd610b652e0a2cdfa86f19c523035158ced; Auth-061e007b-d2ad-4b0f-ab50-eb54e058e487=264d91bd4a3c1be97ed50a6abba681feca09e29f; Auth-7b9a1419-5b2b-4b57-b5ad-1f08554db5b2=3a63bc47acbd0a70acfb71cc37176a8b541d31b9; Auth-7fa2365b-29ec-4aa9-93bd-7738b83361e4=1cdaaeb749b55c46e8ee2382797ade61e3041100; Auth-69002ddf-b5ec-444a-b532-493af415be32=b12f7919ce43e7491572240574533e36d363ec8b; Auth-a5b1ed8-6f05-49b8-bae9-31d111f29434=8a0ea76749f3cbe78e064b8d87cbcc687bf0ec26; Auth-849a1444-4cb3-429f-8e67-e4abd6826c0f=2ceb5250df9e1402c493fa048d5aa815ecee5772; Auth-f336346b-307e-49cc-9142-6a550b0b052c=a7e52c05de3b573cf3142a830959e38c565174dd; Auth-61db4a70-ebed-4bb8-93d9-ddf24d5d34a5=e037ed5c402660a0a783369068f4d33ac800a969; Auth-70ff14dc-0298-4c33-b7c8-ba2bfd402d30=77b8fd67e2b129ee5443c5a9f648271ac56ae109; Auth-91f26a19-998c-4d9f-849f-5068ec20d463=abc8dff9dc9d12fe7b7db50c054207647550991e; Auth-705a6f62-bb41-45cb-89d5-a51747f89f91=0fee1b138bbb164a2759ed925032c80e156308e7; Auth-152c7eae-2688-4c7c-a010-bc8c1ea2e421=d028b232749720d5f3a503795ec100707ad5645e; Auth-201b222b-74b8-4b7c-bbf1-7cb031af2d18=2989d5b621416f95e92fc333fa1965080aec3aad; Auth-12982901-24e3-47dd-afbb-c7519bb608db=8abb81e49a08e8b2f050cc2c4a56918f97cc68c6; Auth-da893133-749b-438f-a11d-ab0e9479975a=7e5751fac7286ea7b1266b491e337c30acc29cee; Auth-50fda484-3272-4c3a-b142-1fdc3aabb77d=693637df8ba4623000548890622b28fec739a5c3; Auth-04d54cdc-ef36-4928-85d6-7a15c0b8b522=fde698c9dca61f8ba81a250a76d2a59f84ef179e; Auth-bb40b414-8535-4165-ae34-cd43df25fd6d=232a268e10026238f78c48ed7bd708228f3fe50d; Auth-4acd8c67-30fa-4910-a052-afc4590b5357=1b63051f2cb177c8b3c31c5a0da8cdb8e1fd31ad; Auth-009aab8a-dee1-49f3-aa38-9e334b4a8e4c=4a5948176448a205892748cd083f2fc415643e73; Auth-871a7698-d110-4788-9031-fef55e4b0595=1560dbc47af5b21fbb8d4f9a5f6e2908c8e806a4; Auth-7fc1b08c-d74f-41d2-8a51-e3955561a23c=e84a3878bb6ad0221d730d1df1124ad4b719f8ab; Auth-b616fcl1a-4e8f-4dde-aled-f854430f0339=1490a289222da9fa525c44233e5e2894752589cf; Auth-1f12ebd6-5547-416a-a85c-674d39f99b7a=7b5aca7c513e5fec4e8b051fb48bf14a29f4db1d; Auth-cf70c070-bc44-415b-abcd-3c291b45c9ff=c9d429f27cade941ca2305fec4d254d1d9435262; Auth-ca78a9fb-c4c5-416c-8610-f8b101e79e84=8f1ed1e6d7691a30c1e5f5fdebf22302f34b66d; Auth-dbl1aa9ba-6af5-4532-9a35-4e553e3ea7e9=093a836985ce9b84312e26f88381eb950e1c3f5; Auth-1721030d-875c-4d2c-aa06-8abacf9acc73=5d7e930a6a29ede4736862a8c09bdd2ec39e43aa; Auth-5d85f476-8dc1-4939-baf9-8d5b83ce34fd=0cbbbeb4992652bbf3dbb9c6a4663a72f23b032a9; Auth-98e11356-8301-4397-a55b-9ecf7521f95c=e4e1d6210a52f1bf575c20e0fd98e9d801e5e5ca; Auth-2677878d-6df5-40dd-8b16-e6af67960325=6be501a0fe7b7e50947ee9bf6d5287050b6d4c7b; Auth-9bc10345-b9db-4b02-be3a-4e7ce917484c=07e4e5029821cd1e7aefe3d2c6ac2ce7ab33c2db; Auth-1da04b2c-65f1-44db-8941-4e0f0435624e9=0fcb368c210ac7ac5dc26cbd7cf3f5f14b695018; Auth-f5dc2fd4-91b0-4fe5-bb25-b5a26d507890=587c93ba4cc4aec0f99cdc84ec0fd35ae7667913; Auth-2e5cc0c7-8eae-459c-a96b-018773aebba8=0c56953cc46d7b92c6744339769026564172d986; Auth-d4a5c98b-2d68-4a38-94c7-0206f142e466=4acf62bfa4bc08795961531cfd56c824559fc591; Auth-b75982e8-5920-4554-88aa-43307d437d26=79db253bea7192cc3cd49a0fcd156a19e502246d; Auth-ea415775-ab70-46e6-ac2a-c5b0eae62739=e2ca9582102f74de341b4b2fd956fe0c2279a662; Auth-a63f9400-631c-483f-b8aa-a5dcca075137=31dabb10ed9f5a4e018ceda30fb536488e84fc4e; Auth-d1b4963e-2be7-40ec-b312-a2d21e1ef4b5=acd120595e8d960ac223582c32cb02578a8dff0e; Auth-45b2864e-c3ed-4f62-b742-6d0d30753d99=4e9f6c1ba7e42d6d81d5a3d9213420da0ab64215; Auth-a08a9e66-68b7-48a2-ad42-da7c6126a410=913ee7273fda688eabb4ba3d9d5e9764c1fdc294; Auth-d19156fd-83f8-43c9-b7c4-185f0604c384=09e87b695eb225e5c257cab9d7f3810f6065e5af; Auth-255a9ccb-4ceb-4c00-9c2f-17c0c73b2689=469912d63506c561ca2c93f40020a421246e30cd; Auth-97315f5e-348f-48b8-9d8b-fe846d316995=934fel4cda99ff0c9434efcb9f7d883c47ceee8e; Auth-0bf6933f-2183-45e5-8291-3a96930058a7=e336e835deaab78f8fbb65c2649a1609d510c7bf; Auth-9c6ed21c-2e64-4cf7-92a4-476bb7f8fa0b=20e47197727b73ece49005f031f731cdfefb8ded8; Auth-57bb8a65-3ab6-4403-bd1f-06639b5d8383-ba1c7ff21db5ae330f4adc47bb6d92044c37cf28; Auth-6eb31f1f-8f99-40be-b765-430fb85e28f7=78391d5bba852f6b00b080535de8867007eaa727; Auth-83fb009a-ede9-40f5-adc7-dfd1ec125f84=8ea449af68f1e3c42589cb75d12deba830b9514a; Auth-9a419303-2005-4e65-81a7-e6770bcbdb83c=0f9c8b24a7e31b77d84d66f2204adb20a5b14d7; Auth-b323ad09-23ad-4e68-b905-ad1414eb9880=24

...  
Auth-0fddbbe4-e14d-49ee-92c8-d2d0d7d4f252=80e8ee59cd32b0b9d1ed51399be5  
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dc22-4689-a4c7-ec1aa6bca3f2=ec7e50dc483130a52b85de3207aacc7465ee3e5f; Auth-fba9bca6-f141-48cc-8dfc-c5b512f3846  
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46625f5fa47d1339; Auth-603fb2b1-f8f9-48be-9251-751a304bdbcd=b835ab6ea5127f942a14bbfd1d9bbaa9ab34aa5d; Auth-67f  
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**#2 - 07/29/2020 03:54 PM - Greg Shah**

Is the recreate to use Hotel GUI in virtual desktop mode and to OS login/logout many times until the problem occurs?

**#3 - 07/29/2020 04:00 PM - Igor Skornyakov**

Greg Shah wrote:

Is the recreate to use Hotel GUI in virtual desktop mode and to OS login/logout many times until the problem occurs?

It is recreated with Hotel GUI. I've used it in virtual desktop mode for the first time (as far as I remember) but the OS Login URL is the same as for the other application I've logged in to multiple times.

#### #4 - 10/15/2020 06:08 AM - Greg Shah

From Sergey:

I would like to notify about this issue that today I observed the first time today when testing Hotel\_GUI repeatedly within an hour using Firefox web client.

Finally I got <https://developer.mozilla.org/en-US/docs/Web/HTTP/Status/431> and after deleting all cookies for the target site, in my cases it was <https://192.168.1.37:7443>, the issue was gone.

#### #5 - 03/09/2021 07:27 AM - Sergey Ivanovskiy

- Status changed from New to WIP

Please review the committed revision 12095 (3821c) that should clear authorization token cookies if the application page is redirected to the login page. The current page is redirected to the login page if MSG\_QUIT is happened or web socket connection is failed. I followed <https://developer.mozilla.org/en-US/docs/Web/API/Document/cookie>

<https://stackoverflow.com/questions/179355/clearing-all-cookies-with-javascript>

Does it make sense to implement the server side solution by setting response header Clear-Site-Data: "cookies" if the embedded web server is about to be shutdown since <https://developer.mozilla.org/en-US/docs/Web/HTTP/Headers/Clear-Site-Data> warns that Safari doesn't support this header, Clear-Site-Data?

#### #6 - 03/09/2021 07:51 AM - Hynek Cihlar

Sergey Ivanovskiy wrote:

Does it make sense to implement the server side solution by setting response header Clear-Site-Data: "cookies" if the embedded web server is about to be shutdown since <https://developer.mozilla.org/en-US/docs/Web/HTTP/Headers/Clear-Site-Data> warns that Safari doesn't support this header, Clear-Site-Data?

Beware that there are cookies we want to keep after the session ends. I'm aware of the GUI renderer options set by the user for example.

#### #7 - 03/09/2021 11:34 AM - Sergey Ivanovskiy

Yes, I didn't observe that cookies with these keys "renderer" and "graphicsCached" should be persistent. These changes rev 12096(3821c) should help to remove only cookies with authorization tokens. Their keys start with "auth-".

#### #8 - 03/09/2021 05:25 PM - Hynek Cihlar

Sergey Ivanovskiy wrote:

Yes, I didn't observe that cookies with these keys "renderer" and "graphicsCached" should be persistent. These changes rev 12096(3821c) should help to remove only cookies with authorization tokens. Their keys start with "auth-".

Sergey, the changes are OK. Just please replace `if (key.substring(0, 4).toLowerCase() == "auth-")` with a different construct to prevent unexpected `IndexOutOfBoundsException`.

**#9 - 03/10/2021 04:01 AM - Sergey Ivanovskiy**

It seems that `substring(indexStart, indexEnd)` is safe and doesn't throw index out of bound exception. MDN said that if the second index is more than the string length, then it is treated as it is equal to the string length.

[https://developer.mozilla.org/en-US/docs/Web/JavaScript/Reference/Global\\_Objects/String/substring](https://developer.mozilla.org/en-US/docs/Web/JavaScript/Reference/Global_Objects/String/substring)

**#10 - 03/10/2021 04:04 AM - Sergey Ivanovskiy**

I changed this condition `if (key.substring(0, 4).toLowerCase() == "auth-")` to `if (key.substring(0, 5).toLowerCase() == "auth-")` in the rev 12097(3821c) because `indexEnd` is an exclusive index.

**#11 - 03/10/2021 04:07 AM - Sergey Ivanovskiy**

The ECMA 262 specification <https://tc39.es/ecma262/#sec-string.prototype.substring> also states the same specification for `substring` as its MDN doc.

**#12 - 03/10/2021 05:13 AM - Hynek Cihlar**

Sergey Ivanovskiy wrote:

It seems that `substring(indexStart, indexEnd)` is safe and doesn't throw index out of bound exception. MDN said that if the second index is more than the string length, then it is treated as it is equal to the string length.

[https://developer.mozilla.org/en-US/docs/Web/JavaScript/Reference/Global\\_Objects/String/substring](https://developer.mozilla.org/en-US/docs/Web/JavaScript/Reference/Global_Objects/String/substring)

Right, this is JS not Java :-).

**#13 - 03/10/2021 05:13 AM - Hynek Cihlar**

Sergey Ivanovskiy wrote:

I changed this condition `if (key.substring(0, 4).toLowerCase() == "auth-")` to `if (key.substring(0, 5).toLowerCase() == "auth-")` in the rev 12097(3821c) because `indexEnd` is an exclusive index.

The changes are OK.

**#14 - 03/10/2021 08:27 AM - Greg Shah**

- *Start date deleted (07/29/2020)*
- *Status changed from WIP to Closed*
- *Assignee set to Sergey Ivanovskiy*
- *% Done changed from 0 to 100*