D4Science Infrastructure - Incident #4774

Issues with the WS in the production environment

Jul 21, 2016 02:47 PM - Gianpaolo Coro

Status:	Closed		**Start date:**	Jul 21, 2016
Priority:	Urgent		**Due date:**	
Assignee:	Roberto Cirillo		**% Done:**	100%
Category:	Other		**Estimated time:**	0.00 hour
Target version:	UnSprintable			
Infrastructure:	Production			

Description
It seems that something is wrong with the Workspace. The StatMan computations do not report output anymore and people are complaining not to be able to upload files.

History

#1 - Jul 21, 2016 03:01 PM - Roberto Cirillo

Please, could you add some details? Have you seen any exception in statistical service? The problem is only in upload operation?

#2 - Jul 21, 2016 03:08 PM - Gianpaolo Coro

I'm referring to the BioDiversityLab VRE for the algorithms. We see these errors on the portal:
http://paste.research-infrastructures.eu/index.php?id=20160721150559_80877
No error on StatMan is visible and the computations are successful. At the end of the computation nothing is returned, thus I guess it is a problem with the interaction between the portal and the WS.
People alert me about upload issues in the Descramble VRE but I cannot repeat the issue.

#3 - Jul 21, 2016 03:18 PM - Roberto Cirillo

- Status changed from New to In Progress

#4 - Jul 21, 2016 03:42 PM - Roberto Cirillo

Could you retry now, please?

#5 - Jul 21, 2016 03:46 PM - Gianpaolo Coro

The exception has disappeared and this is good.
However, the system is slow (5 strings displayed in half minute). Paolo Fabriani is alerting me that this slowness is making the process he is developing run timeout randomly.

#6 - Jul 21, 2016 03:58 PM - Roberto Cirillo

- Status changed from In Progress to Resolved

- % Done changed from 0 to 100

The problem was due to a bad gcf library deployed on IS-Collector. Anyway, if the system is slow this is not related to the problem above.
I'm going to close this ticket. Feel free to open another one if the slowness is blocking your work.

#7 - Jul 21, 2016 04:03 PM - Gianpaolo Coro

What is planned to avoid this issue in the future or to be alerted? It was very difficult to understand that it was due to the infrastructure and there have been several complaints fro the users.

#8 - Jul 21, 2016 04:50 PM - Roberto Cirillo

- Status changed from Resolved to Closed

If you are referring to the "gcf problem", the "gcf problem" cannot happen in the future because this problem was already fixed.
Feel free to open another ticket for other kind of issues.