

D4Science Infrastructure - Incident #4778

Workspace interaction is very slow

Jul 21, 2016 04:10 PM - Gianpaolo Coro

Status:	Closed	Start date:	Jul 21, 2016
Priority:	Normal	Due date:	
Assignee:	_InfraScience Systems Engineer	% Done:	100%
Category:	Other	Estimated time:	0.00 hour
Target version:	UnSprintable		
Infrastructure:	Production		

Description

The Workspace requires 2 minutes for a ~100k file upload.
Overall it makes very difficult to use StatMan because getting results is too slow (10 minutes for BiOnym).
I have tested with wired network from two PCs.

This can generate timeouts in the computations (I have verified this with two development algorithms).

History

#1 - Jul 21, 2016 04:22 PM - Pasquale Pagano

- Assignee changed from Roberto Cirillo to _InfraScience Systems Engineer

I confirm that it is very slow, too slow to be real. It happens since yesterday. I am changing the assignee since it seems to me a problem either of the network or of the routing. Could you check it and let us know? Thanks

#2 - Jul 21, 2016 05:04 PM - Valentina Marioli

The iMarine portal seems to be very slow, while Services portal is ok. To upload a file (77 KB) to the Workspace, iMarine portal requires 13 seconds, while Services portal just 1/2 seconds. Since Jackrabbit and Mongo are the same for both the portals, the problem cannot be related to HL or Storage.

#3 - Jul 21, 2016 05:35 PM - Roberto Cirillo

@gianpaolo.coro@isti.cnr.it what portal are you using?

#4 - Jul 21, 2016 05:39 PM - Gianpaolo Coro

i-marine.d4science.org

#5 - Jul 21, 2016 06:26 PM - Tommaso Piccioli

The slower portal is on a slower xen server, I can move it on another hardware, it requires very few minutes of downtime, after a previous arrangement.

#6 - Jul 21, 2016 06:37 PM - Massimiliano Assante

no, we're getting rid of this VM on Monday, I suppose a server restart would be enough to temporarily fix this problem

#7 - Jul 21, 2016 06:38 PM - Massimiliano Assante

i marine gateway has been restarted, up again in few minutes

#8 - Jul 21, 2016 07:25 PM - Massimiliano Assante

- Status changed from New to In Progress

- % Done changed from 0 to 100

#9 - Jul 21, 2016 07:26 PM - Massimiliano Assante

- Status changed from In Progress to Closed