D4Science Infrastructure - Incident #8184

smaph app: connection timeout from remote server

Apr 19, 2017 12:14 PM - Roberto Cirillo

Status:	Closed		**Start date:**	Apr 19, 2017
Priority:	Normal		**Due date:**	
Assignee:	Marco Cornolti		**% Done:**	100%
Category:	Application		**Estimated time:**	0.00 hour
Target version:	UnSprintable			
Infrastructure:	Production			

Description

I see timeout problems on smaph application hosted on:

```
smaph.d4science.org
```

In catalina log we have the following error:

```
Querying http://wikisense.mkapp.it:80/tag/tag?lang=en&method=base&epsilon=0.2&minLinkProbability=0
.0&relatedness=mw&sortBy=COMMONNESS&bogusFilter=false&useTagger=false&useContext=false
java.net.ConnectException: Connection timed out (Connection timed out)
```

Please could you check the remote application?

History

#1 - Apr 19, 2017 02:04 PM - Marco Cornolti

There was an unplanned downtime that affected the connectivity of the whole Unipi. The service should be back now. Can you please verify and in case close the bug?

#2 - Apr 19, 2017 02:53 PM - Roberto Cirillo

Now we have this exception:

```
Querying http://wikisense.mkapp.it:80/tag/tag?lang=en&method=base&epsilon=0.2&minLinkProbability=0.0&relatedne
ss=mw&sortBy=COMMONNESS&bogusFilter=false&useTagger=false&useContext=false
java.net.SocketException: Unexpected end of file from server
```

#3 - Apr 19, 2017 06:33 PM - Marco Cornolti

(We are having some problems with our server. I am investigating the issue.)

#4 - Apr 21, 2017 05:25 PM - Marco Cornolti

Should be working now.

#5 - Apr 21, 2017 06:37 PM - Roberto Cirillo

- Status changed from New to Closed

- % Done changed from 0 to 100