D4Science Infrastructure - Support #9387

Cannot upload files bigger than 500MB

Jul 25, 2017 11:59 AM - Valentina Marioli

Status:	Closed	**Start date:**	Jul 25, 2017
Priority:	Urgent	**Due date:**	
Assignee:	_InfraScience Systems Engineer	**% Done:**	100%
Category:	Application	**Estimated time:**	0.00 hour
Infrastructure:	Development, Pre-Production, Production		

Description

We tried to upload file bigger than 500MB, but we got the exception "Stream ended unexpectedly".
It seems like the stream has been closed after a certain amount of time.
We have tried to upload files through a simple Workspace portal without nginx and HProxy and it works, so the issue cannot be related to Storage or Jackrabbit.
We got the same exception using Development, Production and Pre-Production portals.

History

#1 - Jul 25, 2017 01:49 PM - Andrea Dell'Amico

- Status changed from New to Feedback

- % Done changed from 0 to 100

I think I've found the culprit.
When I increase the server timeout option in the haproxy configuration I'm able to upload bigger files.
I increased the vaule of that option to 7200 seconds (2 hours).

Can you check if it works for you all? I was able to upload a 750MB file, I'm trying to upload a 4GB one right now.

#2 - Jul 25, 2017 02:04 PM - Andrea Dell'Amico

I just uploaded a 4GB file on production, btw.

#3 - Jul 25, 2017 06:04 PM - Andrea Dell'Amico

- Status changed from Feedback to Closed

Files

log-prod.txt	29.1 KB	Jul 25, 2017	Valentina Marioli