

Redmine - Defect #14706

Sometimes pages are slow

2013-08-19 02:37 - Gareth Evans

Status:	New	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Affected version:	2.3.2
Resolution:			
Description			
<p>Firstly, sorry for the weird subject - it's the only way I can describe this.</p> <p>I've recently upgraded my redmine from 1.3.x to 2.3.2.</p> <p>We're using a bitnami VM as I know very little about rails or supporting technology.</p> <p>Initially, we were using mysql as the database (which ships with the bitnami install) and we noticed that the app would sometimes "hang" for periods of time when loading pages.</p> <p>I migrated it from mysql to sqlserver (as we have one in the office that serves our other dev systems) by copying the schema and data then updating database.yml and page load time dropped overall.</p> <p>It's worth noting that we are also using SVN repository integration pointing at an external beanstalkapp SVN (cloud)</p> <p>What I'm seeing is that sometimes the redmine instance just won't load a page for ages. It will just sit there and sometimes may show the "an error has occurred"</p> <p>I've grabbed a copy of the last 1000 lines of production.log and attached it to this issue.</p> <p>Most of the time everything will be fast and snappy but then occasionally, we'll get this (from production.log)</p> <p>Completed 200 OK in 506885ms (Views: 1515.8ms ActiveRecord: 1271.4ms)</p> <p>Note the really huge page load time but the low active record and views load times.</p> <p>@</p> <p>Environment:</p> <p>Redmine version 2.3.2.stable</p> <p>Ruby version 1.9.3-p448 (2013-06-27) [x86_64-linux]</p> <p>Rails version 3.2.13</p> <p>Environment production</p> <p>Database adapter SQLServer</p> <p>Redmine plugins:</p> <p>no plugin installed</p> <p>svn, version 1.7.5 (r1336830)</p> <p>compiled Jul 12 2013, 12:41:27</p> <p>@</p>			

History

#1 - 2013-08-19 13:25 - Etienne Massip

Looks like your server is restarting each time you got such response times, what server are you using?

#2 - 2013-08-19 23:14 - Gareth Evans

It's the bitnami virtual machine installed onto an esxi server.

The VM doesn't appear to be restarting as the other machines hosted on the same physical hardware are still up.

It's apache2 webserver, I think it uses passenger phusion?

By server do you mean the apache2 process?

Apache/2.4.4 (Unix), Phusion Passenger version 4.0.2

Looking at ps output, there are 10 instances of apache2 running at the current time, but redmine has been used recently. Would I see that process go away or the .ruby.bin process?

#3 - 2013-08-19 23:16 - Gareth Evans

- File gem-list.txt added

Gem list attached

#4 - 2013-08-20 11:23 - Etienne Massip

Gareth Evans wrote:

It's apache2 webserver, I think it uses passenger phusion?
By server do you mean the apache2 process?

Yes, either Apache server instance or Passenger application instance.
Each time you see the line Connecting to database specified by database.yml in the log file, the instance is restarting, and it matches the huge delays you got.

Apache/2.4.4 (Unix), Phusion Passenger version 4.0.2
Looking at ps output, there are 10 instances of apache2 running at the current time, but redmine has been used recently. Would I see that process go away or the .ruby.bin process?

I don't know well Passenger and I can't help you on this, sorry.

Files

production.1000.log	57.5 KB	2013-08-19	Gareth Evans
gem-list.txt	2.47 KB	2013-08-19	Gareth Evans