

## Redmine - Defect #31241

### intermittent 500s ActiveRecord::ConnectionTimeoutError

2019-04-23 02:34 - bill auger

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Database	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	
<b>Resolution:</b>	Invalid		
<b>Description</b>			
after upgrading from redmine from 3.0-stable to 4.0-stable, i started getting intermittent failures:			
<pre>ActiveRecord::ConnectionTimeoutError (could not obtain a connection from the pool within 5.000 seconds (waited 5.005 seconds); all pooled connections were in use):   app/models/setting.rb:235:in `check_cache'   app/controllers/application_controller.rb:90:in `user_setup'</pre>			
using uwsgi/nginx - journalctl shows this error:			
<pre>SIGPIPE: writing to a closed pipe/socket/fd (probably the client disconnected) on request /issues/227&gt; uwsgi_response_writev_headers_and_body_do(): Broken pipe [core/writer.c line 306] during GET /issues/&gt;</pre>			
i tried increasing the number of rails db pool connections and timeout, but that did not seem to help			
<pre>\$ bin/about  sh: hg: command not found sh: cvs: command not found sh: bzip2: command not found Environment:   Redmine version      4.0.2.stable   Ruby version         2.6.1-p33 (2019-01-30) [x86_64-linux]   Rails version        5.2.2   Environment          production   Database adapter     PostgreSQL   Mailer queue         ActiveJob::QueueAdapters::AsyncAdapter   Mailer delivery      sendmail SCM:   Subversion           1.11.1   Git                  2.21.0   Filesystem Redmine plugins:   parabola             0.0.1</pre>			
<b>Related issues:</b>			
Has duplicate Redmine - Defect #31363: 500 Internal Server Error		<b>Closed</b>	

#### History

##### #1 - 2019-04-25 22:00 - bill auger

it often coincides with the firing of an asynchronous outgoing mail event with 10 or so recipients

```
Performing ActionMailer::DeliveryJob (Job ID: N) from Async(mailers)
```

##### #2 - 2019-09-22 05:06 - Go MAEDA

- Category set to Database

##### #3 - 2019-11-08 15:42 - pasquale [:dedalus]

The same issue here.

Environment:

```
Redmine version      4.0.5.stable
Ruby version         2.5.7-p206 (2019-10-01) [x64-mingw32]
Rails version        5.2.3
Environment          production
Database adapter     Mysql2
Mailer queue         ActiveSupport::QueueAdapters::AsyncAdapter
Mailer delivery      smtp
```

SCM:

```
Mercurial            5.1.2
Git                  2.19.1
Filesystem
```

maybe there is related to [#32314](#)?

#### #4 - 2020-04-11 10:23 - Marius BĂLTEANU

- Status changed from New to Needs feedback

pasquale [:dedalus] wrote:

The same issue here.

[...]

maybe there is related to [#32314](#)?

@pasquale, after you changed the Mailer queue to Sidekiq in [#32314](#), did this error reproduce again?

[Andreas Bill](#) auger, please see the notes from [#32314#note-15](#) and [#32314#note-16](#), you should not use in production the AsyncAdapter. Maybe your server remains without memory because of the mail queue (it's just a supposition).

#### #5 - 2020-04-11 10:24 - Marius BĂLTEANU

- Has duplicate Defect #31363: 500 Internal Server Error added

#### #6 - 2020-04-11 10:37 - pasquale [:dedalus]

Marius BALTEANU wrote:

pasquale [:dedalus] wrote:

The same issue here.

[...]

maybe there is related to [#32314](#)?

@pasquale, after you changed the Mailer queue to Sidekiq in [#32314](#), did this error reproduce again?

No, It works likes a charm!

#### #7 - 2020-04-11 10:47 - Marius BĂLTEANU

pasquale [:dedalus] wrote:

Marius BALTEANU wrote:

pasquale [:dedalus] wrote:

The same issue here.

[...]

maybe there is related to [#32314](#)?

@pasquale, after you changed the Mailer queue to Sidekiq in [#32314](#), did this error reproduce again?

No, It works likes a charm!

Thanks for your quick response.

[Andreas Bill](#) auger, please try with another adapter and let us how it works.

**#8 - 2020-04-13 11:13 - jianmin Zhang**

Hello,  
The error display that "all pooled connections were in use" Is there a concept about connection-pool in Redmine? This Problems arise when the number of users exceeds 1000 The number of people will increase in the future If NO connection-pool in Redmine, Maybe I can change the maximum number of connections to the database  
Thanks!

**#9 - 2020-04-18 12:30 - Marius BĂLTEANU**

- Status changed from Needs feedback to Closed  
- Resolution set to Invalid

jianmin Zhang wrote:

Hello,  
The error display that "all pooled connections were in use" Is there a concept about connection-pool in Redmine? This Problems arise when the number of users exceeds 1000 The number of people will increase in the future If NO connection-pool in Redmine, Maybe I can change the maximum number of connections to the database  
Thanks!

You can change your connection pool from database.yml, please see <https://api.rubyonrails.org/classes/ActiveRecord/ConnectionAdapters/ConnectionPool.html>. Before doing this, I would recommend to change your mailer queue adapter if you're using the default one which stores in memory all the send email tasks (more users, more emails to send, more memory needed).

I'm closing this for now because it seems to be a configuration problem.

**#10 - 2020-04-20 03:48 - jianmin Zhang**

Marius BALTEANU wrote:

jianmin Zhang wrote:

Hello,  
The error display that "all pooled connections were in use" Is there a concept about connection-pool in Redmine? This Problems arise when the number of users exceeds 1000 The number of people will increase in the future If NO connection-pool in Redmine, Maybe I can change the maximum number of connections to the database  
Thanks!

You can change your connection pool from database.yml, please see <https://api.rubyonrails.org/classes/ActiveRecord/ConnectionAdapters/ConnectionPool.html>. Before doing this, I would recommend to change your mailer queue adapter if you're using the default one which stores in memory all the send email tasks (more users, more emails to send, more memory needed).

I'm closing this for now because it seems to be a configuration problem.

Thank you for your advice

**#11 - 2020-05-14 08:04 - Robin Kluth**

That seem to work, I added pool: 10 to the database.yml. So 5 seems a bit too low for redmine? In some cases?

Would be great, if one could change that via the official docker image variables.  
For those with docker:

```
- "/data/database.yml:/usr/src/redmine/config/database.yml"
```

and put the changes inside the database.yml.

**#12 - 2022-08-24 10:22 - Elvis Stansvik**

Hm, is not switching the mail queue adapter or increasing the database connection pool size just workarounds for an issue that should ideally be fixed?

Surely Redmine should not need to keep a bunch of database connections open at the same time just to send out e-mails e.g. when there are many subscribers to an issue, even if the "not for production" mail queue adapter is used? If a database connection needs to be held open while the e-mail is being sent out, then either the same connection should be used or the mails to be sent out should be batched so that they can be sent out with a reasonable number of db conns.