

Redmine - Defect #40963

Redmine freezes when receiving certain requests.

2024-07-10 11:24 - Santiago Bellas Carballo

Status:	New	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Performance	Estimated time:	0.00 hour
Target version:		Affected version:	5.1.3
Resolution:			
<div>Description</div> <p>We have updated the redmine version. We have moved from 4.0.5.stable to 5.1.3.stable. The migration process has been:</p> <ol style="list-style-type: none"><li>1. Debian GNU/Linux 12 (bookworm)</li><li>2. Rails 6.1.7.8</li><li>3. Puma version: 6.4.2 (ruby 3.2.4-p170)</li><li>4. Download the new version</li><li>5. Replacement with previous files (config, files)</li><li>6. Database deployment in mysql 5.7</li><li>7. Change of parameter "transaction_isolation="READ-COMMITTED" in DB.</li><li>8. Downloading updated versions of the plugins</li><li>9. Download updated version of theme</li><li>10. Execution of update processes:</li></ol> <pre>bundle exec rake db:migrate RAILS_ENV=production bundle exec rake redmine:plugins:migrate RAILS_ENV=production</pre> <p>After this, the installation seems to work correctly but there are times when some requests freeze. I have identified a request that always gets stuck. When I access the "time spent" section of a specific task (it has many imputed hours &gt; 8000) the response takes about 5s. Two "puma" processes arise, occupying 100% of the CPU and end up responding correctly but after that 5s delay.</p>			

History

#1 - 2024-07-11 12:35 - Aziz El Bahyaoui

- File redmine-40963.pdf added

Santiago Bellas Carballo wrote:

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We have moved from 4.0.5.stable to 5.1.3.stable.  
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  2. Rails 6.1.7.8
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- [...]

After this, the installation seems to work correctly but there are times when some requests freeze.  
I have identified a request that always gets stuck.  
When I access the "time spent" section of a specific task (it has many imputed hours > 8000) the response takes about 5s.  
Two "puma" processes arise, occupying 100% of the CPU and end up responding correctly but after that 5s delay.

#2 - 2024-07-22 12:50 - Santiago Bellas Carballo

I have researched this topic more.  
The problem is that the main task view loads all assigned time entries by default, without pagination.  
This process blocks the application when there are many entries (> 8000 in this case)  
The loading of assigned hours is only done by default if the task does not have comments or history since if it has any of these elements the initial loading is done with the comments and the assigned time is not requested.

The time spent tab should have some type of pagination to avoid causing this problem.

Files

redmine-40963.pdf	129 KB	2024-07-11	Aziz El Bahyaoui
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