

Redmine - Defect #35192

Watchers pop up window appears after a long time

2021-04-30 17:42 - Jean-René ROUET

Status:	New	Start date:	
Priority:	Normal	Due date:	
Assignee:	Marius BĂLTEANU	% Done:	0%
Category:	Issues	Estimated time:	0.00 hour
Target version:		Affected version:	4.2.1
Resolution:			
Description Hi patch #33329 introduces a performance issue When you want to add a watcher to an issue in a project with many collaborators, the pop-up window take between 10 sec and 20 sec (according to the number of collaborators) to appear. It's very disturbing because user has no graphical indication about that. regards			
Related issues: Related to Redmine - Patch #33329: Improve watchers functionality to mark the... Closed			

History

- #1 - 2021-05-03 22:27 - Marius BĂLTEANU
- Assignee set to Marius BĂLTEANU
- #2 - 2021-05-03 23:15 - Marius BĂLTEANU
- Related to Patch #33329: Improve watchers functionality to mark the users that are watching a non visible object and to not return watchers that cannot see the object added
- #3 - 2021-05-03 23:21 - Marius BĂLTEANU
How many members do you have on the project where you experience this issue? (rounded number).

In [#33329](#), I've proposed two options (4 and 5) to avoid this performance issue, which one works better for you?
- #4 - 2021-05-04 08:56 - Jean-René ROUET
Hi

when it took 10 seconds to pop up, there is 900 members.
when it took 25 seconds, there is 2500 members.
it's linear

I prefer the option 4
- #5 - 2022-04-29 09:32 - Simon Hori
Hello Marius,

Thank you for the patch [#33329](#) that is good improvement for sure.
But we do have the same performance problem with 1300+ users.

`watchable_object.visible?(user)`

is making at least two SQL queries per user.

I don't think we need all users names listed when the search query is **blank**. so I would like to request **option 4**.

As a test, I made this change and it reduced loading time from 4 sec to 0.2 sec.

```
- scope = @project.principals.assignable_watchers
+ scope = @project.principals.assignable_watchers.limit(100)
```

#6 - 2022-10-20 16:44 - Benoît Yegre

Hello

We have the same problem that watchers pop up window appears after a long time.

Config :

```
Environment:
  Redmine version      4.2.8.stable
  Ruby version         2.7.6-p219 (2022-04-12) [x86_64-linux]
  Rails version        5.2.8.1
  Environment          production
  Database adapter     PostgreSQL
  Mailer queue         ActiveJob::QueueAdapters::AsyncAdapter
  Mailer delivery      smtp

SCM:
  Subversion           1.14.1
  Mercurial            5.6.1
  Bazaar               3.1.0
  Git                  2.30.2
  Filesystem

Redmine plugins:
  redmine_openid_connect 0.9.4
```

We have 3 000 users and when we want add watchers for an issue, it takes a while to appear the watchers box (20 seconds).

Is there a solution ?

- like limiting watchers for a project ...

Thank you for your help.

#7 - 2023-08-09 12:59 - Guillermo ML

We have hit the same performance problems.

We have a project with 1125 members, it takes ~4s to show the windows and another ~3 to see the watcher added.

On projects with few users the action is almost immediate.

[Our configuration](#)

```
Environment:
  Redmine version      5.0.5.stable
  Ruby version         2.7.6-p219 (2022-04-12) [x86_64-linux]
  Rails version        6.1.7.2
  Environment          production
  Database adapter     Mysql2
  Mailer queue         ActiveJob::QueueAdapters::AsyncAdapter
  Mailer delivery      smtp

Redmine settings:
  Redmine theme        Purplemine2-2.14.0

SCM:
  Subversion           1.10.2
  Mercurial            4.8.2
  Git                  2.31.1
  Filesystem
  Gitlab               4.14.0

Redmine plugins:
  redmine_agile        1.6.5
  redmine_gitlab_adapter 0.2.1
  view_customize       3.3.0
```