

Redmine - Defect #35416

Problem with response time when creating a issue and answering it.

2021-06-14 08:43 - Ilissey Bolyev

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:	Invalid		
Description			
<p>Good afternoon, there's been a problem recently. Increasing response time when creating and responding to a request. In the logs I see the following "Completed 302 Found in 60625ms (ActiveRecord: 91.6ms)." I tried to turn off all the plugins, but it didn't help. Tell me what logs you need to attach</p> <p>Environment:</p> <p>Redmine version 3.4.4.stable</p> <p>Ruby version 2.5.1-p57 (2018-03-29) [x86_64-linux-gnu]</p> <p>Rails version 4.2.11.1</p> <p>Environment production</p> <p>Database adapter MySQL2</p> <p>SCM:</p> <p>Git 2.17.1</p> <p>Filesystem</p> <p>Redmine plugins:</p> <p>additional 2.0.9</p> <p>event_notifications 2.4.1</p> <p>redmine_autoclose 0.0.4</p> <p>redmine_checklists 3.1.11</p> <p>redmine_custom_reports 0.1.5</p> <p>redmine_documents_short 0.4.0</p> <p>redmine_email_fetcher 0.3.1</p> <p>redmine_gemavatar 1.1</p> <p>redmine_impersonate 1.0.0</p> <p>redmine_landing_page 0.1.0</p> <p>redmine_ldap_sync 2.1.1.devel</p> <p>redmine_lightbox2 0.4.3</p> <p>redmine_mail_handler_clean_body_regexp 0.1</p> <p>redmineup_tags 2.0.2</p> <p>sidebar_hide 0.0.8</p> <p>view_customize 1.2.2</p>			

History

#1 - 2021-06-14 11:31 - Holger Just

- Status changed from New to Needs feedback

Depending on your configuration, Redmine may send multiple notifications mails on issue creation or updates. This might be done "inline" (i.e. while the page is handled / rendered. Depending on how you have configured your outgoing emails, this might take some time.

See [Email Configuration](#) for an option of how you might be able to improve this. Alternatively (or in addition to that), you may also use a local mail server which forwards mails to your desired SMTP smarthost.

If this still does not help, please make sure to send some more details. At least, please you may need to add a full debug log entry of your request. You can increase the log verbosity by adding `config.log_level = :debug` into the configure block in `config/environments/production.rb` and restarting your Redmine application.

#2 - 2021-06-14 12:17 - Ilissey Bolyev

Thank you very much for the advice, changed in the settings from `smtp` to `async_smtp`. now there are really no problems with the delay, I will look for what was the problem on the `smtp` side.

#3 - 2021-06-14 23:14 - Marius BĂLTEANU

- *Status changed from Needs feedback to Closed*

- *Resolution set to Invalid*