

Redmine - Defect #4546

Upload/POST requests very slow

2010-01-11 12:36 - Be Fio

Status:	Closed	Start date:	2010-01-11
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Issues	Estimated time:	0.00 hour
Target version:		Affected version:	0.8.7
Resolution:	No feedback		

Description

I am a redmine 0.8.7 user with a strange problem:

first i installed redmine on debian lenny and everything ran well. i used it trough apache with the dispatcher.fcgi file. then i had to restore the server from a backup. after the restore process, some parts of redmine were incredibly slow, especially if you upload a file or a document or if you change or add a new ticket.

if you upload a file, the file gets uploaded very fast (i see it on the files dir on the server) but the http page stays white for another 30sec, then it succeeds or it brings up an error message.

i already tried to reinstall ruby, rails (diff. versions), apache etc. without success. .

here are my logfiles:

error.log

```
[Sun Jan 10 23:15:36 2010] [warn] (104)Connection reset by peer: mod_fcgid: read data from fastcgi server error.  
[Sun Jan 10 23:15:36 2010] [error] [client 82.56.43.198] Premature end of script headers: dispatch.fcgi
```

production.log

nothing special

fastcgi.crash.log

```
[10/Jan/2010:14:19:41 :: 17622] starting  
[10/Jan/2010:14:19:42 :: 17625] starting  
[10/Jan/2010:14:22:45 :: 17619] asked to stop immediately  
[10/Jan/2010:14:22:45 :: 17619] stopping after explicit exit  
[10/Jan/2010:14:22:45 :: 13656] asked to stop immediately  
[10/Jan/2010:14:22:45 :: 13656] stopping after explicit exit  
[10/Jan/2010:14:22:45 :: 17622] asked to stop immediately  
[10/Jan/2010:14:22:45 :: 17622] stopping after explicit exit  
[10/Jan/2010:14:22:45 :: 17625] asked to stop immediately  
[10/Jan/2010:14:22:45 :: 17625] stopping after explicit exit  
[10/Jan/2010:14:23:22 :: 17952] starting  
[10/Jan/2010:14:30:52 :: 17952] asked to stop immediately  
[10/Jan/2010:14:30:52 :: 17952] stopping after explicit exit  
[10/Jan/2010:14:30:58 :: 18532] starting  
[10/Jan/2010:14:32:20 :: 18532] asked to stop immediately  
[10/Jan/2010:14:32:20 :: 18532] stopping after explicit exit
```

any solutions?

History

#1 - 2010-01-11 13:36 - Be Fio

i just found out, looks like that it happens on GET and not POST operations:

Processing ProjectsController#add_file (for 82.56.43.198 at 2010-01-11 13:40:08) [GET]

Session ID: 995559719133cff25053f217deb603c3

Parameters: {"action"=>"add_file", "id"=>"web-xxx-net", "controller"=>"projects"}

Rendering template within layouts/base

Rendering projects/add_file

Completed in 0.11148 (8 reqs/sec) | Rendering: 0.08445 (75%) | DB: 0.00445 (3%) | 200 OK [http://xxxxxx/projects/add_file/web-xxx-net]

WAIT 40 SECONDS . .

Processing ProjectsController#list_files (for 82.56.43.198 at 2010-01-11 13:41:30) [GET]

Session ID: 995559719133cff25053f217deb603c3

Parameters: {"action"=>"list_files", "id"=>"web-xxx-net", "controller"=>"projects"}

Rendering template within layouts/base

Rendering projects/list_files

Completed in 0.13263 (7 reqs/sec) | Rendering: 0.10045 (75%) | DB: 0.00654 (4%) | 200 OK [http://xxxxxxxxxxxxx/projects/list_files/web-xxx-net]

#2 - 2010-01-17 11:09 - Jean-Philippe Lang

This looks like a timeout on email notifications.

Make sure your SMTP server is listening and properly configured in Redmine, or disable email notifications (see

[FAQ#When-I-create-a-new-issue-Redmine-freezes-for-one-minute](#)).

#3 - 2010-07-09 15:33 - Felix Schäfer

- *Status changed from New to Closed*

- *Resolution set to No feedback*

Closing this one as outdated.