

# CEIBAL Login Issue Analysis

Issue on May 12<sup>th</sup>

## 1 Response analysis

We have reviewed our execution logs and found that around half the requests for Ceibal's `oauth/token` endpoint times out, `api/v1/user` endpoint never timed out.

The following is a statistic showing the avg calls to Ceibal's `apiaulas.ceibal.edu.uy` per CAS Callback during the event:

Category	Segment	+ % Time	Avg Calls/Txn	Avg Time
External	apiaulas.ceibal.edu.uy - all	99.12	1.22	27.8 s

Calls to Ceibal's `apiaulas.ceibal.edu.uy` are supposed to be one when `oauth/token` times out. And two when the `oauth/token` API endpoint is successfully hit.

## 2 Enhancement done in the runtime

What we fixed during runtime when there was a load:

**We started caching the token in the response of `oauth/token` which lightened the load on Ceibal's `apiaulas.ceibal.edu.uy`.**

In addition, we raised the server capability to absorb any unseen delays (which was not needed, but done as extra securing the speed)