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Bugs (PAMAC (Cloud Version))

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● = Emergency, ● = High, ● = Medium, ● = Low

Posted By : Navika Desai
B255
Date & Time : 18-07-2016 11:32:AM
RES working slow on some systems | Emergency

RES is working slow on some systems while the other sites are working fine.

Please resolve.
Posted By : Rakhi Gaud
B255
Date & Time : 18-07-2016 11:48:AM
I have checked live site pages on my machine.
Not found any issue in speed.
Please find attached screenshots and check execution time.

📄 live pages.zip
⬇ Download
Posted By : Navika Desai
B255
Date & Time : 18-07-2016 11:52:AM
Then where is the issue? Please help identify if possible. Why only selective systems have RES speed issue?
Posted By : Kailash Kumawat
B255
Date & Time : 18-07-2016 12:06:PM
it may be network issue or system issue(firewall).
We check here with different system an network and it is working
Posted By : Navika Desai
B255

Date & Time : 18-07-2016 01:19:PM

Kailash,

Checked with our IT team, there is not network or system issue.
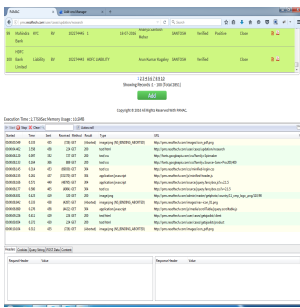
Please check and confirm.

Posted By : Kailash Kumawat

B255

Date & Time : 18-07-2016 03:44:PM

check with ammy, no issue at our end but rendering is slow at pamac side.

please install httpfox and send me below screenshot from your pc

⤓ Download

Posted By : Navika Desai

B255

Date & Time : 18-07-2016 04:17:PM

I dont know how to get that screen shot. I have installed httpfox. Let me know further.

Posted By : Kailash Kumawat

B255

Date & Time : 18-07-2016 05:15:PM

[4:54:46 PM] Navika Desai: 60 152 366

[5:00:38 PM] shimbilabs(Kailash): i checked it

[5:01:09 PM] shimbilabs(Kailash): page loading in inside 3 seconds, it is a good speed for such applications

[5:01:32 PM] shimbilabs(Kailash): We are monitoring if can improve it

[5:01:51 PM] shimbilabs(Kailash): there is no server side or application lever issue

[5:02:15 PM] Navika Desai: then what and where is the issue..

[5:02:35 PM] Navika Desai: res cant be slow without any reason

[5:08:16 PM] Navika Desai: now the pages are not loading

[5:14:05 PM] shimbilabs(Kailash): logout and login again

[5:14:22 PM] shimbilabs(Kailash): for case verification list

xecution Time : 2.9157Sec Memory Usage : 10.25MB

Posted By : Navika Desai

B255

Date & Time : 18-07-2016 05:45:PM

[5:17:41 PM] Navika Desai: execution time is not the issue

[5:17:48 PM] Navika Desai: its always been between 2-3 sec

[5:17:56 PM] Navika Desai: but loading of the page takes more time than that

[5:20:16 PM] shimbilabs(Kailash): it is your network issue

[5:20:57 PM] shimbilabs(Kailash): We are not facing this issue on different networks

[5:25:06 PM] shimbilabs(Kailash): not pms nor myproject

[5:42:09 PM] Navika Desai: I have checked with 3 lines - 2mbps 20 mbps and 5 mbps

[5:42:28 PM] Navika Desai: i have also loaded heavier packages (client websites) everything is running fine

[5:42:37 PM] Navika Desai: then why is res not running smoothly?

[5:43:04 PM] Navika Desai: alos, nothin has been changed from PAMAC side, then why all of a sudden RES is not working here?

Posted By : Kailash Kumawat
B255
Date & Time : 18-07-2016 06:29:PM
[5:48:56 PM] shimbilabs(Kailash): REs is working , only sloq at your side on few Machines
[5:49:00 PM] shimbilabs(Kailash): slow
[5:49:25 PM | Edited 5:49:30 PM] Navika Desai: how do i resolve it then?
[5:49:49 PM] shimbilabs(Kailash): your network admnistrator
[5:50:03 PM | Edited 5:50:06 PM] Navika Desai: we have various network lines
[5:52:00 PM] shimbilabs(Kailash): contact with correct person and check request time from server
[5:52:27 PM] Navika Desai: this has already been done today
[5:52:34 PM] Navika Desai: but still its not working
[5:52:47 PM] shimbilabs(Kailash): what is the server response time
[5:53:10 PM] Navika Desai: that has been discussed by the tech team
[5:53:22 PM] shimbilabs(Kailash): what is the server response time?
[5:53:31 PM] Navika Desai: i do not have those details
[5:53:53 PM] shimbilabs(Kailash): then tell them to show you and share with us
Posted By : Navika Desai
B255
Date & Time : 19-07-2016 09:38:AM
Kailash,
Please let us know further on the issue once the DNS data is received.
Posted By : Navika Desai
B255
Date & Time : 19-07-2016 09:59:AM
Resoftech on my system was working fine till 950. Now its slow. The internet speed is the same as it was earlier.
Please help.
Posted By : Kailash Kumawat
B255
Date & Time : 19-07-2016 11:35:AM
It is less then 3 sec.
server is proper, application is proper.
provide server response time from your network.

⤓ Download

Posted By : Navika Desai
B255
Date & Time : 19-07-2016 11:49:AM
Sid Sir,

Need your intervention here.
Posted By : Navika Desai
B255
Date & Time : 19-07-2016 05:57:PM
Please help, users are not able to process cases.
Posted By : Navika Desai

B255
Date & Time : 20-07-2016 12:35:PM
Response is still awaited. This is a major concern and we are approaching month end.
Please help asap.
Posted By : Navika Desai
B255
Date & Time : 22-07-2016 12:31:PM
Attached is the server report for reference.

We have been using the same service providers and servers for a long time with the same server response times.

Then why the fluctuations in RES loading time. And I Suppose this time as well the system auto resolved the speed issue? Nothing was changed from the internet side. Then how and why?

Let me know if you need a call/discussion with our IT person to clarify and close this immediately.

This has been delayed for long now. Please ensure we have the reason for slowness and resolution today.

No response on such a major issue is not acceptable.

📄 HOTATA 2MBPS PDF.pdf
⬇ Download
Posted By : Super Admin
B255
Date & Time : 25-07-2016 09:29:AM
We are watching server nothing is found as of now, we will continue to monitor.
As of now all pages are loading at our end in less that 3 seconds.
When you are facing problem please send us PING screen shot at same time for RES domain
Posted By : Navika Desai
B255
Date & Time : 27-07-2016 12:51:PM
Things and errors pop up and resolve on their own.

Why so?

I showed to Kailash the issue already, shared the report he requested. what else do we need?

Why is the software behaving unpredictably?
Posted By : Super Admin
B255
Date & Time : 28-07-2016 02:35:PM
because it related to either your local network or ISP or nothing else which locally effecting. Server side we could not find any issue. We will continue to observe.

Posted By : Navika Desai
B255
Date & Time : 28-07-2016 04:03:PM
We cannot be unsure whether it is this issue or that. We have a software and that needs to run smoothly.

Local network and ISP details were also shared Kailash. How can we be sure that it is a local network issue? If so, give me the exact issue and the resolution for the same.

Observing is not helping sir, the issue still pops up and gets resolved by itself.
Posted By : Super Admin

B255
Date & Time : 02-08-2016 02:58:AM
well, you tell me then?
Please understand, such point takes time to resolve.
However you are in hurry, we don't have immediate solution.

But I am 100% sure its not server side issue.
Now if you have any expert how can resolve it quickly we are ready to take help.
Else, instead of pressuring each other lets keep sharing data, diffidently some clue we will get.
Posted By : Navika Desai
B255
Date & Time : 02-08-2016 10:41:AM
Sir,

You were to monitor as share some DNS cache data that we discussed. We are still awaiting updates on that monitoring and report.

We can expect closure in how much time?
You say 100% sure its not server, our team says 100% sure its not internet. Ultimately the users suffer.

Solutions will have to be suggested by you, if not immediate then atleast long term.

You guys are software experts. Let me know what do we do to resolve this?
'lets keep sharing the data' - we have never received any factual data regarding various slowness complaints.

We have been patient enough and you also will have to accept this. You also understand the pressure on operations when we have 4 hrs and 24 hrs TAT. We cannot have system slow/down for even an hour.

We have accepted and done everything you suggested, please suggest a way out for this issue as well.
Posted By : Super Admin
B255
Date & Time : 02-08-2016 04:01:PM
Can not give you time, its not common bug, its specific to OS/Browser or local variables
Only way to resolve it to share information when such bog come such as OS/Browser versions and any other information.

I can not give you fix time

Posted By : Navika Desai
B255
Date & Time : 02-08-2016 07:53:PM
Can you help us with a way out for not facing the same error again.
Posted By : Navika Desai
B255
Date & Time : 11-08-2016 06:35:PM
Please suggest.
Posted By : Kailash Kumawat
B255
Date & Time : 12-08-2016 09:00:AM
reduce fields in case table and confirm archieve process, performance will automatic improve.
Posted By : Navika Desai
B255
Date & Time : 13-08-2016 01:48:PM

U raised this issue after the bug was raised.

What about till before that? The same question again.. why slow on some systems and why not on all?
Posted By : Kailash Kumawat
B255
Date & Time : 16-09-2016 12:43:PM
depends on system to system. if system is slow only on few machines and fast on few machine then it is not an application problem, it is due to other factor like network or system settings.
If it is an application then it must be in all machines.
suppose system have bug(showing database error) then it will show to all machines not on few machines.
Posted By : Navika Desai
B255
Date & Time : 16-09-2016 12:45:PM
What i mentioned and have been stating that with the same system, same internet and same configuration, RES speed fluctuates. While other web sites and client URLs (used for processing cases) are running fine.
Posted By : Kailash Kumawat
B255
Date & Time : 22-09-2016 09:54:AM
We can not give you any assurance to solve problem related with XP OS issues.
It is sure, we shall not change anything in coding for XP OS.
every thing will be counted in timeline and excelsheet task will extended to solve these issue.
We just check network settings and may suggest some settings changes excelsheet task timeline will extend.
Posted By : Navika Desai
B255
Date & Time : 27-09-2016 01:59:PM
Bug is closed.
Posted By : Sandeep Ghuge
B255
Date & Time : 13-10-2016 09:48:AM
On date 13-oct-2016 RES's pms.resoftech.com site can not open page .
Displaying attached image .
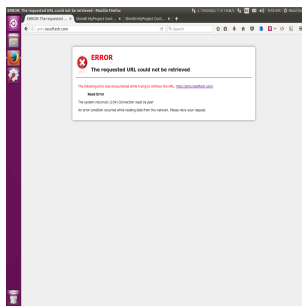
⤓ Download

Posted By : Kailash Kumawat
B255
Date & Time : 14-10-2016 09:58:AM
already send email regarding this.
This problem was because of Storage SAN. We already have forwarded this issue to our storage senior tech team at OnAAP DC.

Briefly, the issue was resolved, but again some problem cropped up. Datacenter admin team is working on it

Your server is not down it is inaccessible/extremely slow to respond due to storage issue.

Posted By : Navika Desai

B255
Date & Time : 03-01-2017 09:49:AM
please summerise the problem that was faced so we can close this bug
Posted By : Navika Desai
B255
Date & Time : 14-02-2017 05:54:PM
update
Posted By : Sandeep Ghuge
B255
Date & Time : 24-04-2017 07:51:PM
Hello
On date 24-04-2017

In morning session RES is working slow.
In afternoon session after informing to Kailash sir , there is no any call for RES slow .
In evening again same problem coming from centers.

Observation by me:

1)When we click edit button for case edit that time its showing white screen and in TAB showing
"Connecting..." and after complete process of "connecting...." its shows blank page.
Action= after complete process above we just put cursor on address bar and click on enter then only page will
display

2) Some time If i open any Menu the loading logo on browser tab continue display but page loaded and also
display data. But that loading logo indicates to user the page is not loaded completely.
Action= i) Check the browser version (Its fine not too old version).
        ii) Check internet speed (Internet speed also fine).
        iii) Check java-script error or site access like google api/css/js (No any error is shown in inspect or
access denied)

3) On some place only display "Connecting..." message in browser TAB .

---

x Doc.xlsx
⤓ Download
Posted By : Navika Desai
B255
Date & Time : 25-04-2017 10:28:AM
Reason for the issue?
Posted By : Bhavana Pachpande
B255
Date & Time : 26-04-2017 10:21:AM
We have checked the issue on 24-04-2017 on our machines but not found any slowness issue at our end.
Discussed it with Sandeep(on call) he also told that no issue on his machine as well.
After that we restarted the apache and Mysql server. And informed same to Sandeep.
Posted By : Navika Desai
B255
Date & Time : 26-04-2017 10:27:AM
How do we resolve this?
Facing issue on some specific systems only?
Restarting apache and mysql resolved the issue temporarily.

Where and what is the exact issue?

We have load balancing implemented and still face the same speed issues that we used to face earlier, why?

Please investigate on the reason of slowness on specific machines, let me know the support you need for this.

Operations cannot afford this intermittent random issues. Operations were down for almost the entire day.
Posted By : Bhavana Pachpande
B255
Date & Time : 26-04-2017 11:04:AM
Please discuss it with Kailash sir about this.
Posted By : Navika Desai
B255
Date & Time : 26-04-2017 11:06:AM
@Kailash - Please respond.
Posted By : Sandeep Ghuge
B255
Date & Time : 28-04-2017 03:28:PM
Today date (28-04-2017) also RES web application working slow.
Please check attachment . If you want to contact with the user please tell us. we can arrange conference call with user.

📄 Untitled Folder.zip
⬇ Download
Posted By : Navika Desai
B255
Date & Time : 28-04-2017 03:45:PM
Please have this resolved urgently.

Later we may not be able to reproduce the issue and hence will not be able to identify and resolve the actual issue.
Posted By : Bhavana Pachpande
B255
Date & Time : 28-04-2017 05:32:PM
As discussed Sir Kailash will reply on this.
Posted By : Navika Desai
B255
Date & Time : 28-04-2017 05:37:PM
Did you check for today's issue posted by Sandeep?
Posted By : Kailash Kumawat
B255
Date & Time : 28-04-2017 06:19:PM
Please install httpfox and check HTTP request on troublesome browsers(check in Firefox browser).
Because it happens on fewer PC's so need to check browser properties.
see screenshot.

⬇ Download

Posted By : Navika Desai
B255
Date & Time : 04-05-2017 09:52:AM
This http fox will help to identify the issue or will resolve the issue?
Posted By : Navika Desai
B255
Date & Time : 09-05-2017 10:49:AM
Revert awaited.
Posted By : Super Admin
B255
Date & Time : 14-12-2017 03:16:PM
Bug is closed.

| Reply | Move to Change | Cancel |