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Bugs (PAMAC (Cloud Version))

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⬤ = Emergency,   ⬤ = High,   ⬤ = Medium,   ⬤ = Low

Posted By : Navika Desai
B208
Date & Time : 11-12-2015 06:21:PM
RES is running slow | Emergency

Hi,

RES is running slow. Both admin and user side pages.

Please resolve.
Posted By : Rakhi Gaud
B208
Date & Time : 11-12-2015 07:41:PM
Issue has been resolved.
It was due to space.
Posted By : Navika Desai
B208
Date & Time : 12-12-2015 11:02:AM
Bug is closed.
Posted By : Navika Desai
B208
Date & Time : 15-12-2015 05:50:PM
RES is running slow
Posted By : Navika Desai
B208
Date & Time : 21-12-2015 10:07:AM
Bug is closed.
Posted By : Navika Desai
B208

Date & Time : 11-02-2016 11:25:AM
Further instances of RES slowness after server upgrade:

RES is slow - Execution Time : 31.7371Sec Memory Usage : 7.25MB for loading menu
[2/9/2016 2:52:40 PM] Navika Desai: Execution Time : 36.3956Sec Memory Usage : 8.5MB - for loading sub-menu list
[2/9/2016 2:52:52 PM] shimbilabs(Kailash): wait checking
[2/9/2016 2:55:40 PM] shimbilabs(Kailash): check now
[2/9/2016 2:55:51 PM] Navika Desai: why had it got slow?
[2/9/2016 2:56:10 PM] shimbilabs(Kailash): not so much load on server
[2/9/2016 2:56:17 PM] shimbilabs(Kailash): server is not slow
[2/9/2016 2:57:16 PM] Navika Desai: then why the delay?
[2/9/2016 2:57:54 PM] shimbilabs(Kailash): need to check in application

RES is slow
[2/10/2016 5:06:27 PM] Navika Desai: Execution Time : 37.8065Sec Memory Usage : 8.25MB - for loading template design page
[2/10/2016 5:08:01 PM] shimbilabs(Kailash): checking
[2/10/2016 5:08:47 PM] shimbilabs(Kailash): check now
[2/10/2016 5:09:56 PM] Navika Desai: reason for slowness?
[2/10/2016 5:54:15 PM] Navika Desai: slow again Execution Time : 13.3831Sec Memory Usage : 9.5MB- for loading login page
[2/10/2016 5:56:34 PM] shimbilabs(Kailash): check now
[2/10/2016 5:56:45 PM] Navika Desai: why is it getting slow
[2/10/2016 5:58:16 PM] shimbilabs(Kailash): need to check in application
[2/10/2016 6:01:51 PM] Navika Desai: please check and let me know

Please share the reason for slowness after server upgrade.
Posted By : Navika Desai
B208
Date & Time : 11-02-2016 06:25:PM
RES is slow:

Execution Time : 58.3232Sec Memory Usage : 6.75MB - for loading Mypms page

Case verification page is not loading

Posted By : Navika Desai
B208
Date & Time : 12-02-2016 04:55:PM
RES was slow again today:
Execution Time : 18.6017Sec Memory Usage : 8.5MB for loading move cases menu

Posted By : Navika Desai
B208
Date & Time : 15-02-2016 10:58:AM
RES was slow at the below instances:

1) 12-Feb, Fri - 6pm
Execution Time : 43.4894Sec Memory Usage : 9.5MB for loading dashboard

2) 13-Feb, Sat - 3.30pm
exact time not available

Please share the reason for slowness.

Posted By : Kailash Kumawat
B208
Date & Time : 22-02-2016 03:14:PM
let me know if you are facing slowness issue after Thursday 1 PM.
AT server side there is no load on server(on peak hours also.). it is lower then 1 .
previously it was more than 40 in peak hours.
Posted By : Navika Desai
B208
Date & Time : 22-02-2016 03:18:PM
We have not faced system slowness issue recently.

Please share the reason and rectifications done for that.
Posted By : Rakhi Gaud
B208
Date & Time : 22-02-2016 05:24:PM
There was a load on cases table because every page(user side) requests to the single table.
Indexes was so old because of this it was consuming more memory and more execution time for query.
so we have dropped the indexes from the columns of cases table and recreated it.
Posted By : Navika Desai
B208
Date & Time : 25-02-2016 10:08:AM
Bug is closed.
Posted By : Navika Desai
B208
Date & Time : 10-03-2016 10:49:AM
Hi,

RES is running very slow, pages are not loading at all.

Please check and resolve.
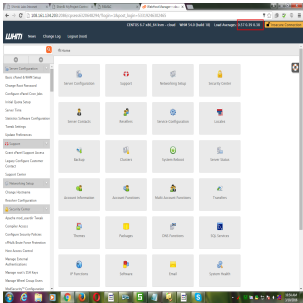**Posted By :** Rakhi Gaud
B208
Date & Time : 11-03-2016 09:36:AM
Hi,

We have checked the issue yesterday, RES was working fine on our machines.
Also checked the WHM panel, there was no load on Mysql server.
Please find attached screenshot of it.

[⇓ Download]

Posted By : Navika Desai
B208
Date & Time : 22-03-2016 06:59:PM
Bug is closed.

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