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

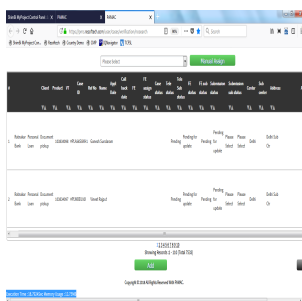
Posted By : Navika Desai

B303

Date & Time : 24-01-2018 11:06:AM

RES is working slow | Emergency

PFA screen shot



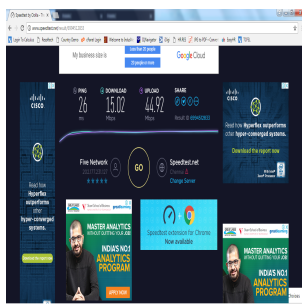
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Posted By : Navika Desai

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Date & Time : 24-01-2018 11:08:AM

Speed test PFA



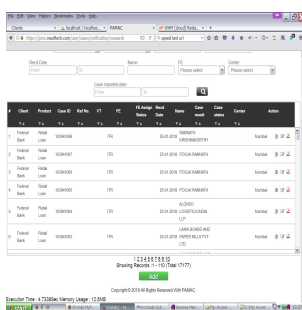
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Posted By : Bhavana Pachpande
B303

Date & Time : 25-01-2018 01:16:PM

We have restarted both the mysql and apache server. Load time is 4 sec for case verification list.

Screenshot attached. Please check.



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Posted By : Navika Desai
B303

Date & Time : 25-01-2018 03:09:PM

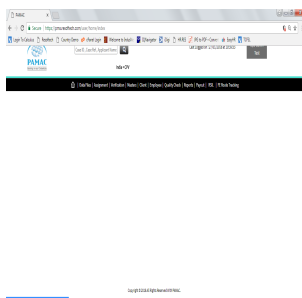
AS discussed with Kailash, the issue is still there. Please check.

Posted By : Navika Desai
B303

Date & Time : 27-01-2018 10:51:AM

RES is working very slow.

Blank home page is also taking time to load.



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Posted By : Navika Desai
B303

Date & Time : 27-01-2018 01:04:PM

Still no resolution.

Its urgent and critical considering month end. Not working since 3 days.

Posted By : Bhavana Pachpande

B303

Date & Time : 29-01-2018 10:29:AM

Inorder to reduce the load of no of queries of mysql at the same time, we have commented the following points :

- 1) Session time out after 10 mins.
- 2) Ajax call to show popup of new cases added to the system.
- 3) Case history.

We shall monitor Load Average today to see if mysql server usage is still high.

Posted By : Navika Desai

B303

Date & Time : 29-01-2018 12:06:PM

By when can we know the actual reason for slowness?

Posted By : Navika Desai

B303

Date & Time : 31-01-2018 12:31:PM

Update on this please.

Posted By : Navika Desai

B303

Date & Time : 03-02-2018 12:33:PM

Slow again

| Case No | Case Name | Status | Priority | Assigned To | Created Date | Last Modified |
|---------|-----------|--------|----------|--------------|--------------|---------------|
| 1 | Case 1 | Open | High | Navika Desai | 2018-01-29 | 2018-01-29 |
| 2 | Case 2 | Open | Medium | Navika Desai | 2018-01-29 | 2018-01-29 |
| 3 | Case 3 | Open | Low | Navika Desai | 2018-01-29 | 2018-01-29 |
| 4 | Case 4 | Open | High | Navika Desai | 2018-01-29 | 2018-01-29 |
| 5 | Case 5 | Open | Medium | Navika Desai | 2018-01-29 | 2018-01-29 |
| 6 | Case 6 | Open | Low | Navika Desai | 2018-01-29 | 2018-01-29 |
| 7 | Case 7 | Open | High | Navika Desai | 2018-01-29 | 2018-01-29 |
| 8 | Case 8 | Open | Medium | Navika Desai | 2018-01-29 | 2018-01-29 |
| 9 | Case 9 | Open | Low | Navika Desai | 2018-01-29 | 2018-01-29 |
| 10 | Case 10 | Open | High | Navika Desai | 2018-01-29 | 2018-01-29 |

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Posted By : Navika Desai

B303

Date & Time : 08-02-2018 10:00:AM

No responses on this?

Yesterday night as well RES was not loading.

When Sid Sir & Kailash were contacted, the issue got resolved.

Sid sir stated the reason as 'Backup was running'.

Again at around midnight RES was completely down.

We need detailed investigation report on the reason for slowness and the rectification done. Issue is being faced since long now already.

Respond immediately.

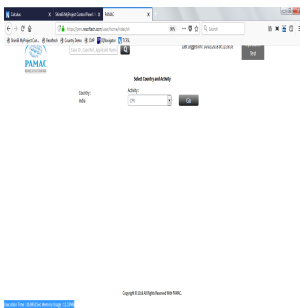
Posted By : Navika Desai

B303

Date & Time : 14-02-2018 11:19:AM

Still no responses.

RES is slow again



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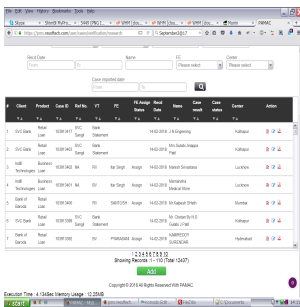
Posted By : Bhavana Pachpande

B303

Date & Time : 14-02-2018 02:11:PM

We have restarted the server and dropped all case table partition. Please check.

Screenshot attached.



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Posted By : Navika Desai

B303

Date & Time : 14-02-2018 06:32:PM

Pages are still taking time to load.

Posted By : Navika Desai

B303

Date & Time : 27-02-2018 12:46:PM

Update?

Posted By : Bhavana Pachpande

B303

Date & Time : 01-03-2018 08:13:AM

Optimization of queries process is on hold now. Optimizing queries will decrease load time. Currently working on new requirement R22.

Posted By : Navika Desai

B303

Date & Time : 01-03-2018 09:42:AM

It was informed that 4 days would be required for optimisation. Team worked for 7 days on it and still optimisation is pending.

4 days timeline was communicated basis what?

Posted By : Bhavana Pachpande

B303

Date & Time : 05-03-2018 08:17:AM

4 days changes for json files in following controllers were done and uploaded in live server to reduce query to database.

Additional 3 days for monitoring changes, benchmark mysql and load on cpu and search for optimizing cases table using sql partition.

Since sql partition was new we had to check on local first by downloading cases table in parts, it took some time to do so because of the table size.

Further discussion with sir Kailash for optimization process is posted on D159.

Posted By : Navika Desai

B303

Date & Time : 05-03-2018 12:15:PM

Let optimisation discussion happen in the same conversation.

Posted By : Bhavana Pachpande

B303

Date & Time : 02-05-2018 11:42:AM

I have checked RES with Supervisor login for case verification list as per our phone discussion. It is working ok. Screen shot attached.

| Case ID | Case Name | Case Type | Case Status | Case Priority | Case Assigned To | Case Assigned Date | Case Assigned Time | Case Assigned User | Case Assigned Role | Case Assigned Location | Case Assigned Organization | Case Assigned Department | Case Assigned Division | Case Assigned Section | Case Assigned Sub-section | Case Assigned Unit | Case Assigned Sub-unit | Case Assigned Group | Case Assigned Sub-group | Case Assigned Team | Case Assigned Sub-team | Case Assigned Project | Case Assigned Sub-project | Case Assigned Task | Case Assigned Sub-task | Case Assigned Activity | Case Assigned Sub-activity | Case Assigned Process | Case Assigned Sub-process | Case Assigned Procedure | Case Assigned Sub-procedure | Case Assigned Method | Case Assigned Sub-method | Case Assigned Technique | Case Assigned Sub-technique | Case Assigned Tool | Case Assigned Sub-tool | Case Assigned Equipment | Case Assigned Sub-equipment | Case Assigned Material | Case Assigned Sub-material | Case Assigned Component | Case Assigned Sub-component | Case Assigned Part | Case Assigned Sub-part | Case Assigned Assembly | Case Assigned Sub-assembly | Case Assigned System | Case Assigned Sub-system | Case Assigned Module | Case Assigned Sub-module |
|---------|-----------|--------------|----------------|------------------|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|---------------------------|-------------------------------|-----------------------------|---------------------------|--------------------------|------------------------------|-----------------------|---------------------------|------------------------|----------------------------|-----------------------|---------------------------|--------------------------|------------------------------|-----------------------|---------------------------|---------------------------|-------------------------------|--------------------------|------------------------------|----------------------------|--------------------------------|-------------------------|-----------------------------|----------------------------|--------------------------------|-----------------------|---------------------------|----------------------------|--------------------------------|---------------------------|-------------------------------|----------------------------|--------------------------------|-----------------------|---------------------------|---------------------------|-------------------------------|-------------------------|-----------------------------|-------------------------|-----------------------------|
| 1 | Case 1 | Case Type 1 | Case Status 1 | Case Priority 1 | Case Assigned To 1 | Case Assigned Date 1 | Case Assigned Time 1 | Case Assigned User 1 | Case Assigned Role 1 | Case Assigned Location 1 | Case Assigned Organization 1 | Case Assigned Department 1 | Case Assigned Division 1 | Case Assigned Section 1 | Case Assigned Sub-section 1 | Case Assigned Unit 1 | Case Assigned Sub-unit 1 | Case Assigned Group 1 | Case Assigned Sub-group 1 | Case Assigned Team 1 | Case Assigned Sub-team 1 | Case Assigned Project 1 | Case Assigned Sub-project 1 | Case Assigned Task 1 | Case Assigned Sub-task 1 | Case Assigned Activity 1 | Case Assigned Sub-activity 1 | Case Assigned Process 1 | Case Assigned Sub-process 1 | Case Assigned Procedure 1 | Case Assigned Sub-procedure 1 | Case Assigned Method 1 | Case Assigned Sub-method 1 | Case Assigned Technique 1 | Case Assigned Sub-technique 1 | Case Assigned Tool 1 | Case Assigned Sub-tool 1 | Case Assigned Equipment 1 | Case Assigned Sub-equipment 1 | Case Assigned Material 1 | Case Assigned Sub-material 1 | Case Assigned Component 1 | Case Assigned Sub-component 1 | Case Assigned Part 1 | Case Assigned Sub-part 1 | Case Assigned Assembly 1 | Case Assigned Sub-assembly 1 | Case Assigned System 1 | Case Assigned Sub-system 1 | Case Assigned Module 1 | Case Assigned Sub-module 1 |
| 2 | Case 2 | Case Type 2 | Case Status 2 | Case Priority 2 | Case Assigned To 2 | Case Assigned Date 2 | Case Assigned Time 2 | Case Assigned User 2 | Case Assigned Role 2 | Case Assigned Location 2 | Case Assigned Organization 2 | Case Assigned Department 2 | Case Assigned Division 2 | Case Assigned Section 2 | Case Assigned Sub-section 2 | Case Assigned Unit 2 | Case Assigned Sub-unit 2 | Case Assigned Group 2 | Case Assigned Sub-group 2 | Case Assigned Team 2 | Case Assigned Sub-team 2 | Case Assigned Project 2 | Case Assigned Sub-project 2 | Case Assigned Task 2 | Case Assigned Sub-task 2 | Case Assigned Activity 2 | Case Assigned Sub-activity 2 | Case Assigned Process 2 | Case Assigned Sub-process 2 | Case Assigned Procedure 2 | Case Assigned Sub-procedure 2 | Case Assigned Method 2 | Case Assigned Sub-method 2 | Case Assigned Technique 2 | Case Assigned Sub-technique 2 | Case Assigned Tool 2 | Case Assigned Sub-tool 2 | Case Assigned Equipment 2 | Case Assigned Sub-equipment 2 | Case Assigned Material 2 | Case Assigned Sub-material 2 | Case Assigned Component 2 | Case Assigned Sub-component 2 | Case Assigned Part 2 | Case Assigned Sub-part 2 | Case Assigned Assembly 2 | Case Assigned Sub-assembly 2 | Case Assigned System 2 | Case Assigned Sub-system 2 | Case Assigned Module 2 | Case Assigned Sub-module 2 |
| 3 | Case 3 | Case Type 3 | Case Status 3 | Case Priority 3 | Case Assigned To 3 | Case Assigned Date 3 | Case Assigned Time 3 | Case Assigned User 3 | Case Assigned Role 3 | Case Assigned Location 3 | Case Assigned Organization 3 | Case Assigned Department 3 | Case Assigned Division 3 | Case Assigned Section 3 | Case Assigned Sub-section 3 | Case Assigned Unit 3 | Case Assigned Sub-unit 3 | Case Assigned Group 3 | Case Assigned Sub-group 3 | Case Assigned Team 3 | Case Assigned Sub-team 3 | Case Assigned Project 3 | Case Assigned Sub-project 3 | Case Assigned Task 3 | Case Assigned Sub-task 3 | Case Assigned Activity 3 | Case Assigned Sub-activity 3 | Case Assigned Process 3 | Case Assigned Sub-process 3 | Case Assigned Procedure 3 | Case Assigned Sub-procedure 3 | Case Assigned Method 3 | Case Assigned Sub-method 3 | Case Assigned Technique 3 | Case Assigned Sub-technique 3 | Case Assigned Tool 3 | Case Assigned Sub-tool 3 | Case Assigned Equipment 3 | Case Assigned Sub-equipment 3 | Case Assigned Material 3 | Case Assigned Sub-material 3 | Case Assigned Component 3 | Case Assigned Sub-component 3 | Case Assigned Part 3 | Case Assigned Sub-part 3 | Case Assigned Assembly 3 | Case Assigned Sub-assembly 3 | Case Assigned System 3 | Case Assigned Sub-system 3 | Case Assigned Module 3 | Case Assigned Sub-module 3 |
| 4 | Case 4 | Case Type 4 | Case Status 4 | Case Priority 4 | Case Assigned To 4 | Case Assigned Date 4 | Case Assigned Time 4 | Case Assigned User 4 | Case Assigned Role 4 | Case Assigned Location 4 | Case Assigned Organization 4 | Case Assigned Department 4 | Case Assigned Division 4 | Case Assigned Section 4 | Case Assigned Sub-section 4 | Case Assigned Unit 4 | Case Assigned Sub-unit 4 | Case Assigned Group 4 | Case Assigned Sub-group 4 | Case Assigned Team 4 | Case Assigned Sub-team 4 | Case Assigned Project 4 | Case Assigned Sub-project 4 | Case Assigned Task 4 | Case Assigned Sub-task 4 | Case Assigned Activity 4 | Case Assigned Sub-activity 4 | Case Assigned Process 4 | Case Assigned Sub-process 4 | Case Assigned Procedure 4 | Case Assigned Sub-procedure 4 | Case Assigned Method 4 | Case Assigned Sub-method 4 | Case Assigned Technique 4 | Case Assigned Sub-technique 4 | Case Assigned Tool 4 | Case Assigned Sub-tool 4 | Case Assigned Equipment 4 | Case Assigned Sub-equipment 4 | Case Assigned Material 4 | Case Assigned Sub-material 4 | Case Assigned Component 4 | Case Assigned Sub-component 4 | Case Assigned Part 4 | Case Assigned Sub-part 4 | Case Assigned Assembly 4 | Case Assigned Sub-assembly 4 | Case Assigned System 4 | Case Assigned Sub-system 4 | Case Assigned Module 4 | Case Assigned Sub-module 4 |
| 5 | Case 5 | Case Type 5 | Case Status 5 | Case Priority 5 | Case Assigned To 5 | Case Assigned Date 5 | Case Assigned Time 5 | Case Assigned User 5 | Case Assigned Role 5 | Case Assigned Location 5 | Case Assigned Organization 5 | Case Assigned Department 5 | Case Assigned Division 5 | Case Assigned Section 5 | Case Assigned Sub-section 5 | Case Assigned Unit 5 | Case Assigned Sub-unit 5 | Case Assigned Group 5 | Case Assigned Sub-group 5 | Case Assigned Team 5 | Case Assigned Sub-team 5 | Case Assigned Project 5 | Case Assigned Sub-project 5 | Case Assigned Task 5 | Case Assigned Sub-task 5 | Case Assigned Activity 5 | Case Assigned Sub-activity 5 | Case Assigned Process 5 | Case Assigned Sub-process 5 | Case Assigned Procedure 5 | Case Assigned Sub-procedure 5 | Case Assigned Method 5 | Case Assigned Sub-method 5 | Case Assigned Technique 5 | Case Assigned Sub-technique 5 | Case Assigned Tool 5 | Case Assigned Sub-tool 5 | Case Assigned Equipment 5 | Case Assigned Sub-equipment 5 | Case Assigned Material 5 | Case Assigned Sub-material 5 | Case Assigned Component 5 | Case Assigned Sub-component 5 | Case Assigned Part 5 | Case Assigned Sub-part 5 | Case Assigned Assembly 5 | Case Assigned Sub-assembly 5 | Case Assigned System 5 | Case Assigned Sub-system 5 | Case Assigned Module 5 | Case Assigned Sub-module 5 |
| 6 | Case 6 | Case Type 6 | Case Status 6 | Case Priority 6 | Case Assigned To 6 | Case Assigned Date 6 | Case Assigned Time 6 | Case Assigned User 6 | Case Assigned Role 6 | Case Assigned Location 6 | Case Assigned Organization 6 | Case Assigned Department 6 | Case Assigned Division 6 | Case Assigned Section 6 | Case Assigned Sub-section 6 | Case Assigned Unit 6 | Case Assigned Sub-unit 6 | Case Assigned Group 6 | Case Assigned Sub-group 6 | Case Assigned Team 6 | Case Assigned Sub-team 6 | Case Assigned Project 6 | Case Assigned Sub-project 6 | Case Assigned Task 6 | Case Assigned Sub-task 6 | Case Assigned Activity 6 | Case Assigned Sub-activity 6 | Case Assigned Process 6 | Case Assigned Sub-process 6 | Case Assigned Procedure 6 | Case Assigned Sub-procedure 6 | Case Assigned Method 6 | Case Assigned Sub-method 6 | Case Assigned Technique 6 | Case Assigned Sub-technique 6 | Case Assigned Tool 6 | Case Assigned Sub-tool 6 | Case Assigned Equipment 6 | Case Assigned Sub-equipment 6 | Case Assigned Material 6 | Case Assigned Sub-material 6 | Case Assigned Component 6 | Case Assigned Sub-component 6 | Case Assigned Part 6 | Case Assigned Sub-part 6 | Case Assigned Assembly 6 | Case Assigned Sub-assembly 6 | Case Assigned System 6 | Case Assigned Sub-system 6 | Case Assigned Module 6 | Case Assigned Sub-module 6 |
| 7 | Case 7 | Case Type 7 | Case Status 7 | Case Priority 7 | Case Assigned To 7 | Case Assigned Date 7 | Case Assigned Time 7 | Case Assigned User 7 | Case Assigned Role 7 | Case Assigned Location 7 | Case Assigned Organization 7 | Case Assigned Department 7 | Case Assigned Division 7 | Case Assigned Section 7 | Case Assigned Sub-section 7 | Case Assigned Unit 7 | Case Assigned Sub-unit 7 | Case Assigned Group 7 | Case Assigned Sub-group 7 | Case Assigned Team 7 | Case Assigned Sub-team 7 | Case Assigned Project 7 | Case Assigned Sub-project 7 | Case Assigned Task 7 | Case Assigned Sub-task 7 | Case Assigned Activity 7 | Case Assigned Sub-activity 7 | Case Assigned Process 7 | Case Assigned Sub-process 7 | Case Assigned Procedure 7 | Case Assigned Sub-procedure 7 | Case Assigned Method 7 | Case Assigned Sub-method 7 | Case Assigned Technique 7 | Case Assigned Sub-technique 7 | Case Assigned Tool 7 | Case Assigned Sub-tool 7 | Case Assigned Equipment 7 | Case Assigned Sub-equipment 7 | Case Assigned Material 7 | Case Assigned Sub-material 7 | Case Assigned Component 7 | Case Assigned Sub-component 7 | Case Assigned Part 7 | Case Assigned Sub-part 7 | Case Assigned Assembly 7 | Case Assigned Sub-assembly 7 | Case Assigned System 7 | Case Assigned Sub-system 7 | Case Assigned Module 7 | Case Assigned Sub-module 7 |
| 8 | Case 8 | Case Type 8 | Case Status 8 | Case Priority 8 | Case Assigned To 8 | Case Assigned Date 8 | Case Assigned Time 8 | Case Assigned User 8 | Case Assigned Role 8 | Case Assigned Location 8 | Case Assigned Organization 8 | Case Assigned Department 8 | Case Assigned Division 8 | Case Assigned Section 8 | Case Assigned Sub-section 8 | Case Assigned Unit 8 | Case Assigned Sub-unit 8 | Case Assigned Group 8 | Case Assigned Sub-group 8 | Case Assigned Team 8 | Case Assigned Sub-team 8 | Case Assigned Project 8 | Case Assigned Sub-project 8 | Case Assigned Task 8 | Case Assigned Sub-task 8 | Case Assigned Activity 8 | Case Assigned Sub-activity 8 | Case Assigned Process 8 | Case Assigned Sub-process 8 | Case Assigned Procedure 8 | Case Assigned Sub-procedure 8 | Case Assigned Method 8 | Case Assigned Sub-method 8 | Case Assigned Technique 8 | Case Assigned Sub-technique 8 | Case Assigned Tool 8 | Case Assigned Sub-tool 8 | Case Assigned Equipment 8 | Case Assigned Sub-equipment 8 | Case Assigned Material 8 | Case Assigned Sub-material 8 | Case Assigned Component 8 | Case Assigned Sub-component 8 | Case Assigned Part 8 | Case Assigned Sub-part 8 | Case Assigned Assembly 8 | Case Assigned Sub-assembly 8 | Case Assigned System 8 | Case Assigned Sub-system 8 | Case Assigned Module 8 | Case Assigned Sub-module 8 |
| 9 | Case 9 | Case Type 9 | Case Status 9 | Case Priority 9 | Case Assigned To 9 | Case Assigned Date 9 | Case Assigned Time 9 | Case Assigned User 9 | Case Assigned Role 9 | Case Assigned Location 9 | Case Assigned Organization 9 | Case Assigned Department 9 | Case Assigned Division 9 | Case Assigned Section 9 | Case Assigned Sub-section 9 | Case Assigned Unit 9 | Case Assigned Sub-unit 9 | Case Assigned Group 9 | Case Assigned Sub-group 9 | Case Assigned Team 9 | Case Assigned Sub-team 9 | Case Assigned Project 9 | Case Assigned Sub-project 9 | Case Assigned Task 9 | Case Assigned Sub-task 9 | Case Assigned Activity 9 | Case Assigned Sub-activity 9 | Case Assigned Process 9 | Case Assigned Sub-process 9 | Case Assigned Procedure 9 | Case Assigned Sub-procedure 9 | Case Assigned Method 9 | Case Assigned Sub-method 9 | Case Assigned Technique 9 | Case Assigned Sub-technique 9 | Case Assigned Tool 9 | Case Assigned Sub-tool 9 | Case Assigned Equipment 9 | Case Assigned Sub-equipment 9 | Case Assigned Material 9 | Case Assigned Sub-material 9 | Case Assigned Component 9 | Case Assigned Sub-component 9 | Case Assigned Part 9 | Case Assigned Sub-part 9 | Case Assigned Assembly 9 | Case Assigned Sub-assembly 9 | Case Assigned System 9 | Case Assigned Sub-system 9 | Case Assigned Module 9 | Case Assigned Sub-module 9 |
| 10 | Case 10 | Case Type 10 | Case Status 10 | Case Priority 10 | Case Assigned To 10 | Case Assigned Date 10 | Case Assigned Time 10 | Case Assigned User 10 | Case Assigned Role 10 | Case Assigned Location 10 | Case Assigned Organization 10 | Case Assigned Department 10 | Case Assigned Division 10 | Case Assigned Section 10 | Case Assigned Sub-section 10 | Case Assigned Unit 10 | Case Assigned Sub-unit 10 | Case Assigned Group 10 | Case Assigned Sub-group 10 | Case Assigned Team 10 | Case Assigned Sub-team 10 | Case Assigned Project 10 | Case Assigned Sub-project 10 | Case Assigned Task 10 | Case Assigned Sub-task 10 | Case Assigned Activity 10 | Case Assigned Sub-activity 10 | Case Assigned Process 10 | Case Assigned Sub-process 10 | Case Assigned Procedure 10 | Case Assigned Sub-procedure 10 | Case Assigned Method 10 | Case Assigned Sub-method 10 | Case Assigned Technique 10 | Case Assigned Sub-technique 10 | Case Assigned Tool 10 | Case Assigned Sub-tool 10 | Case Assigned Equipment 10 | Case Assigned Sub-equipment 10 | Case Assigned Material 10 | Case Assigned Sub-material 10 | Case Assigned Component 10 | Case Assigned Sub-component 10 | Case Assigned Part 10 | Case Assigned Sub-part 10 | Case Assigned Assembly 10 | Case Assigned Sub-assembly 10 | Case Assigned System 10 | Case Assigned Sub-system 10 | Case Assigned Module 10 | Case Assigned Sub-module 10 |

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Posted By : Kailash Kumawat

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Date & Time : 18-06-2018 09:09:AM

Bug is closed.

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