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Posted By : Ajit Kedare

Assigned To : (All Members)

D285

Date & Time : 29-09-2023 08:17:PM

Ganesh Sawant | RES Working slow

Hi,

Today again RES working slow since 18:20 PM

users not able to import cases or do send to client etc.

we also observed that there were no report extract or any such activities, but still the performance was effected please help with the root cause for the same.

Posted By : Manas Dasgupta

Assigned To : Ajit Kedare

D285

Date & Time : 02-10-2023 08:30:AM

ok sir, will check query log files and post findings here.

Posted By : Manas Dasgupta

Assigned To : Ajit Kedare

D285

Date & Time : 02-10-2023 05:31:PM

Hello sir,

Below are our findings from log so far, screenshot attached in zip.

Total user count for 27,28,29 and 30 Sep 2023 are added in screenshot.

Also 1 import query is noted during import to take more time to execute repeatedly. Screenshot attached.

2 queries which showed around 3 and 4 sec execution time also noted and is part of the export list changes we

have done for * query in demo server. Screenshot attached.



↓ Download

[illegible]

↓ Download

Import related Query

[illegible]

↓ Download

Export List related query

Posted By : Manas Dasgupta

Assigned To : Ajit Kedare

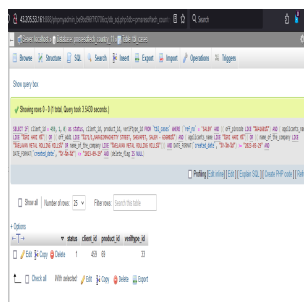
D285

Date & Time : 02-10-2023 05:44:PM

Also please note that when the query is executed directly using phpmyadmin in live India server, it took around 3.54 sec.

The same query as captured in query log file it took around 10 sec, it can be due to load in server which cause the query to spike.

Screenshot attached,



↓ Download

Posted By : Super Admin

Assigned To : (All Members)

D285

Date & Time : 04-10-2023 10:37:AM

Please make note that approval delay from PAMAC on already done optimisation is also leading to slowness. Please approve already done task to go live.

Posted By : Ramakrishnan V

Assigned To : (All Members)

D285

Date & Time : 04-10-2023 11:06:AM

The process of approval is clearly laid and just to repeat.:

- Once the item is coded the same is moved to Demo
- On Demo the same is to be tested by Dipika or any other member of PAMAC
- If testing is successful - the same is noted and communicated in email or preferably in myproject.
- On the basis of successful testing, the code is taken out from git hub by Dharmendra and reviewed by Ramakrishnan.
- Post review of the testing done and code, the approval to move is given.

In this process, some delay has happened in testing as Ms Dipika was on leave for some time and some holidays cropped in.

I have requested Ganesh and Ajit to ensure prompt testing.

Posted By : Ganesh Sawant

Assigned To : (All Members)

D285

Date & Time : 11-10-2023 06:36:PM

RES Slowness from 5:15 pm onwards, please check the same

Posted By : Ganesh Sawant

Assigned To : (All Members)

D285

Date & Time : 12-10-2023 01:26:PM

Dear All

Please check the attached log generated from the access given to us, there is slowness started from 12 pm onwards

Kindly check whether any query optimisation itself creating the slowness in the RES

Please revert back with solution as it's difficult now to Manage client and Ops team



Query-log-C11_13.zip

↓ Download

Posted By : Manas Dasgupta

Assigned To : Ganesh Sawant

D285

Date & Time : 12-10-2023 03:22:PM

ok sir, will import yesterday and today log files and check.

Also as i can see from above log file shared by you, most of the queries are under 0.4 sec, some queries have gone above 30 sec as shared in screenshot below, the query can be seen doing a search for case id using **case_id LIKE "%110115971%"**.

I ran the same query in live pms India mysql server replacing LIKE clause with = (Ex : **case_id = "110115971"**) it took much less time. Screenshot of modified query also attached.

But If we remove the like statement from search then user must always enter exact search term to get the result in list page user side. Ex (Case verification)

Note: In D282 new optimization findings - "point no 8) Add WHERE = "search_keyword" or LIKE 'search_keyword%' instead of LIKE '%search_keyword%' in query where possible for search queries

[illegible]

Hi Manas

4/9

Reply: After **08-09-2023** files pushed in live server, the next push was done on **09-10-2023**, as such your above concern for slow issue started from **28-09-2023** is not clear. Screenshot of push attached.

Once query log files are imported in db for 11-09-2023 and 12-09-2023 will post more findings here.

Point 2) Please let us know how can we see the concurrent users in the RES and fetch the records like user name, id etc.

Reply: We can import the log files for yesterday in mysql table and then query the table to get the users and details of query used on that datetime. This has already been KT to Dharmendra , there is a php script file that can import log files in table, we use the same script to check once data is imported in table.

Pipeline	Status	Started	Duration
PAMAC Live - updated - sync up to push	Successful	4 days ago	1m 17s
PAMAC Live - updated - sync up to push	Successful	4 days ago	1m 17s
PAMAC Live - updated - sync up to push	Successful	4 days ago	1m 17s
PAMAC Live - updated - sync up to push	Successful	4 days ago	1m 17s
PAMAC Live - updated - sync up to push	Successful	4 days ago	1m 17s
PAMAC Live - updated - sync up to push	Successful	4 days ago	1m 17s
PAMAC Live - updated - sync up to push	Successful	4 days ago	1m 17s
PAMAC Live - updated - sync up to push	Successful	4 days ago	1m 17s
PAMAC Live - updated - sync up to push	Successful	4 days ago	1m 17s
PAMAC Live - updated - sync up to push	Successful	4 days ago	1m 17s

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Pipeline of live server push dates

Posted By : Ganesh Sawant

Assigned To : (All Members)

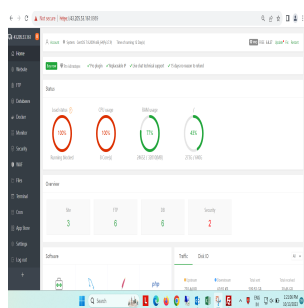
D285

Date & Time : 13-10-2023 01:26:PM

Dear All

Please make note that RES slowness started from 12:30 pm onwards , check the attached server print screen

Reference to your feedback on the concurrent user check is there any front end option



Download

Posted By : Manas Dasgupta

Assigned To : Ganesh Sawant

D285

Date & Time : 13-10-2023 05:01:PM

Hello sir,

Below screenshot of total users hourly for 09, 11, 12 Oct 2023 are attached, also during slow issue you can check user count hourly is around 400 to 500.

The query which we checked today from the log text file you have shared in above post, took much less time

when executed in mysql server directly.

Screenshots are also attached in zip for that. Check file name for purpose.

 Oct 2023 Logs PAMAC.zip

Download

Posted By : Manas Dasgupta

Assigned To : Ganesh Sawant

D285

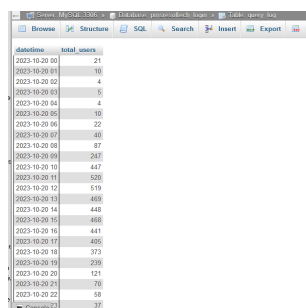
Date & Time : 25-10-2023 05:09:PM

Hello sir,

Below screenshot of total users hourly for 20-10-2023 are attached as per your call received on 20-10-2023.

You can check day wise total user count also in the 2nd screenshot.

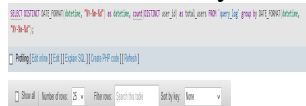
Slowness can also be due to the number of request increase in server during the peak hours.



datetime	total_users
2023-10-20 00	21
2023-10-20 01	10
2023-10-20 02	4
2023-10-20 03	5
2023-10-20 04	4
2023-10-20 05	10
2023-10-20 06	22
2023-10-20 07	40
2023-10-20 08	17
2023-10-20 09	287
2023-10-20 10	447
2023-10-20 11	530
2023-10-20 12	519
2023-10-20 13	459
2023-10-20 14	443
2023-10-20 15	468
2023-10-20 16	441
2023-10-20 17	465
2023-10-20 18	373
2023-10-20 19	239
2023-10-20 20	121
2023-10-20 21	70
2023-10-20 22	68
2023-10-20 23	37

Download

Total User hourly for 20-10-2023



datetime	total_users
2023-10-20 00	21
2023-10-20 01	10
2023-10-20 02	4
2023-10-20 03	5
2023-10-20 04	4
2023-10-20 05	10
2023-10-20 06	22
2023-10-20 07	40
2023-10-20 08	17
2023-10-20 09	287
2023-10-20 10	447
2023-10-20 11	530
2023-10-20 12	519
2023-10-20 13	459
2023-10-20 14	443
2023-10-20 15	468
2023-10-20 16	441
2023-10-20 17	465
2023-10-20 18	373
2023-10-20 19	239
2023-10-20 20	121
2023-10-20 21	70
2023-10-20 22	68
2023-10-20 23	37

Download

Total Users day wise

Posted By : Ramakrishnan V

Assigned To : Manas Dasgupta

D285

Date & Time : 26-10-2023 10:17:AM

Thanks for the info.

The question is are there really 900+ users at one time. Even if there are 1000 users they may not be concurrent users. Second point, all of them may not be doing the same task.

Thus question remains. - The number of users (on application and database) - are they critical for slowness or is it that our application queries are not properly optimised.

At the end of the day, if after having 8 core database server, we are not able to handle 500-900 users then what should the hardware size be. Further, are we still optimising our queries. We have done many query optimisation but still we seem to be having the issue of slowness.

Please find the root cause rather then we can address the same effectively.

Posted By : Ganesh Sawant

Assigned To : Manas Dasgupta

D285

Date & Time : 26-10-2023 11:22:AM

Hi Manas

Apart from the above point from Ramki Sir, can you please work and design cron which will kill the session if it idle for more than 20 min, it will help to reduce the concurrent user count at a time.

User will login again if required

Posted By : Manas Dasgupta

Assigned To : Ganesh Sawant

D285

Date & Time : 26-10-2023 02:19:PM

1) The question is are there really 900+ users at one time.

Reply: No sir, you can check from the above screenshot "**Total User hourly for 20-10-2023**" which shows number of users on hourly basis. Total users for the day is present in the 2nd screenshot.

2) Further, are we still optimising our queries. We have done many query optimisation but still we seem to be having the issue of slowness.

Reply: Yes this process for query optimization will continue for list pages, search, then we will check the report creation queries what we can optimize. And queries running during process like export, send to client, dedupe search, import (i.e when the form is submitted)

3) Apart from the above point from Ramki Sir, can you please work and design cron which will kill the session if it idle for more than 20 min, it will help to reduce the concurrent user count at a time.

User will login again if required.

Reply: Being idle for 20 min and killing session won't be a optimization process as the server is also idle during that period of time as no request is send to the server from client for that user as such no process is going on server side. I think a requirement **R134** is already raised regarding that.

Posted By : Ganesh Sawant

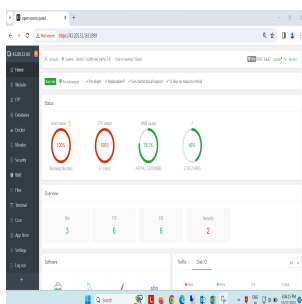
Assigned To : (All Members)

D285

Date & Time : 27-10-2023 06:13:PM

Hi Manas

There is slowness started again in the RES, please refer the printscreen of the server and let we know the user count at 6:06 pm



[Download](#)**Posted By :** Manas Dasgupta**Assigned To :** Ganesh Sawant

D285

Date & Time : 30-10-2023 05:07:PM

Hello sir,

Below i have attached screenshot and excel file for Oct 26, 27 and 28 user counts.

let we know the user count at 6:06 pm.

Reply: The count is present in excel.

Oct 26-27-28 2023 Log Files Screenshots.zip

[Download](#)

Zip for Screenshot



query_log-2023-10-27 16-xx minutes report .xlsx

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Total user min wise for 16 hr

datetime	total_users
2023-10-26	1035
2023-10-27	1001
2023-10-28	560

[Download](#)

Total user day wise

Posted By : Manas Dasgupta**Assigned To :** Ganesh Sawant

D285

Date & Time : 03-11-2023 03:55:PM

Hello sir,

As per your post in **D282**, i have attached screenshot of use count for 01 and 02 Nov 2023, please check.

datetime	total_users
2023-10-26	1035
2023-10-27	1001
2023-10-28	560
2023-10-30	1025
2023-10-31	1027
2023-11-01	770
2023-11-02	975

[Download](#)

Total users date wise

datetime	total_users
2023-11-01 00	24
2023-11-01 01	8
2023-11-01 02	1
2023-11-01 03	5
2023-11-01 05	9
2023-11-01 06	20
2023-11-01 07	49
2023-11-01 08	67
2023-11-01 09	204
2023-11-01 10	370
2023-11-01 11	426
2023-11-01 12	442
2023-11-01 13	426
2023-11-01 14	383
2023-11-01 15	389
2023-11-01 16	370
2023-11-01 17	346
2023-11-01 18	290
2023-11-01 19	171
2023-11-01 20	96
2023-11-01 21	77
2023-11-01 22	47
2023-11-01 23	40

Console

Download

Total users hourly 01-11-2023

datetime	total_users
2023-11-02 00	18
2023-11-02 01	9
2023-11-02 02	2
2023-11-02 03	1
2023-11-02 04	2
2023-11-02 05	3
2023-11-02 06	18
2023-11-02 07	40
2023-11-02 08	84
2023-11-02 09	221
2023-11-02 10	433
2023-11-02 11	494
2023-11-02 12	486
2023-11-02 13	466
2023-11-02 14	412
2023-11-02 15	437
2023-11-02 16	417
2023-11-02 17	377
2023-11-02 18	379
2023-11-02 19	228
2023-11-02 20	118
2023-11-02 21	67
2023-11-02 22	64
2023-11-02 23	31

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Total users hourly 02-11-2023

Reply Cancel