#1634069 - Error R14: Memory Quota Exceeded (mem=912M(178.2%))

Post a comment

Write Preview

Parsed with GitHub Flavored Markdown

Attach files by dragging & dropping or selecting them

10K characters remaining

Make sure to include a time zone when discussing specific times.

Close and comment



Stephan Epp

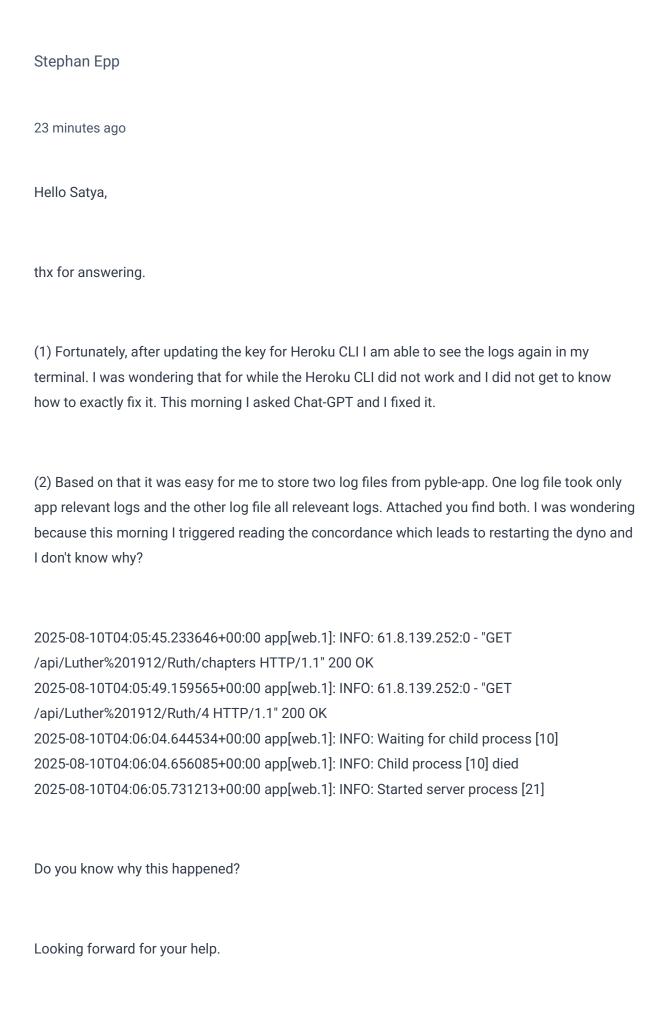
20 minutes ago

Attached you find the log files

20250810T0612.app.logs.txt

20250810T0611.logs.txt





Kind regards,
Stephan

Satya

Friday 8th August 2025

Hi Stephan,

Sorry for the issues.

Could you confirm if you're facing issues with the app named pyble-app? If so, it seems you're using a Basic web dyno on your application. A Basic dyno has 0.5 GB of RAM. You can find more information about dyno sizes here: Dyno sizes - Common Runtime.

<u>R14</u> errors can indicate a problem for Python apps. Once your app starts using swap space, it becomes extremely slow due to how the garbage collector works. This typically leads to H12 errors (request timeouts) as your app cannot service the request within 30 seconds.

While R14s can typically be temporarily resolved by restarting your app, they are usually caused by memory leaks in your application, causing your memory usage to slowly grow. The more traffic your application handles, the more quickly you will run out of memory. Another frequent cause of R14 errors are misbehaving gems, particularly those that allocate a large amount of memory, such as for image processing or other similarly intensive tasks. A memory error may occur simply because a user uploaded a large file.

A good approach is to use <u>New Relic</u> to monitor your application's performance. You can also enable <u>Runtime Metrics</u>, which <u>Librato can then graph</u> for higher-resolution memory monitoring. For more on this issue, please see: <u>Memory Behavior</u>

Please let us know if you have any further questions.

Regards,

Satya



Stephan Epp

Friday 8th August 2025

Heroku is refusing to provide my website https://www.123-bibel.de with reasonable resource usage as a paying customer. The application source files are in the repository https://github.com/hjstephan86/pyble-app. Despite an existing contractual relationship between Heroku and me and regular monthly contributions on my part, this service is not being implemented as expected.

Error R14: Memory Quota Exceeded (mem=912M(178.2%))

During the application's execution, a noticeably high memory usage of 827 MB is observed after successful deployment and startup. In comparison, the application requires a maximum of 481 MB of RAM (RES) when running locally. This discrepancy of almost 100% additional memory usage makes cost-effective hosting impossible for me under normal conditions.

Evidence:

Log at doc/CIA/Heroku/20250804T024607861370.txt Log at doc/CIA/Heroku/20250808T065851090709.txt

20250804T024607861370.txt

20250808T065851090709.txt