

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

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Stephan Epp

20 minutes ago

Attached you find the log files

[20250810T0612.app.logs.txt](#)

[20250810T0611.logs.txt](#)



Stephan Epp

23 minutes ago

Hello Satya,

thx for answering.

(1) Fortunately, after updating the key for Heroku CLI I am able to see the logs again in my terminal. I was wondering that for while the Heroku CLI did not work and I did not get to know how to exactly fix it. This morning I asked Chat-GPT and I fixed it.

(2) Based on that it was easy for me to store two log files from pyble-app. One log file took only app relevant logs and the other log file all relevant logs. Attached you find both. I was wondering because this morning I triggered reading the concordance which leads to restarting the dyno and I don't know why?

```
2025-08-10T04:05:45.233646+00:00 app[web.1]: INFO: 61.8.139.252:0 - "GET
/api/Luther%201912/Ruth/chapters HTTP/1.1" 200 OK
2025-08-10T04:05:49.159565+00:00 app[web.1]: INFO: 61.8.139.252:0 - "GET
/api/Luther%201912/Ruth/4 HTTP/1.1" 200 OK
2025-08-10T04:06:04.644534+00:00 app[web.1]: INFO: Waiting for child process [10]
2025-08-10T04:06:04.656085+00:00 app[web.1]: INFO: Child process [10] died
2025-08-10T04:06:05.731213+00:00 app[web.1]: INFO: Started server process [21]
```

Do you know why this happened?

Looking forward for your help.

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](#).

[R14](#) 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 [New Relic](#) to monitor your application's performance. You can also enable [Runtime Metrics](#), which [Librato can then graph](#) for higher-resolution memory monitoring. For more on this issue, please see: [Memory Behavior](#)

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](#)