Anypoint Platform(/s/forum)   Composer(/s/topic/0TO2T000000E9wnWAC/composer)   RPA(/s/topic/0TO2T000000pjAzWAI/rpa)   Training(/s/tr

(/s/)

How can we help?

Case
Too Many Requests. Throttling in prod

Case Number	Severity	Status	Product	Version
00359167	S1	Closed	Anypoint Platform	

Escalate Case

Add a comment

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Comments (?tabset-5fcb4=1)   Files (?tabset-5fcb4=2)   Articles (?tabset-5fcb4=3)

Case Comments

Hi Rahul,

Thank you for your confirmation and happy to know that issue has been resolved.

As requested, I am closing this case for now. Should you have any questions on MuleSoft products, please feel free to raise a support case with Mule Support.

Hope assistance provided by Gabriel was helpful. Please take few moments to complete the Support Satisfaction Survey you will receive via email shortly.

Have a great day ahead!

Kind Regards,
Shubham Nimbhorkar
Support Engineer

Comment by: Shubham Nimbhorkar on Mar 5, 2023 9:21:35 PM

Team,

Issue had been resolved, It was at Antavo side and they have fixed then working as expected.

You can close the ticket now.

Thanks a lot for the support.

Regards,
Rahul Kumar

Comment by: Rahul Kumar on Mar 5, 2023 8:46:23 PM

Case Details

Contact Name

Rahul Kumar
(/s/detail/0032T00002KNOrPQAX)

Case Owner

Gabriel D'Arrisso

Product

Anypoint Platform

Component

Runtime Manager

Version

Subcomponent

Applications

Description Information

Subject

Too Many Requests. Throttling in prod

Description ⓘ

Team,

We are getting too many request throttling on antavo-api-prod in production. Could you please assist on this as all the requests are getting failed for get user api endpoint?

Regards,
Rahul Kumar

Severity ⓘ

S1

Status

Closed

CloudHub App Name

Follow the sun

Follow the sun ⓘ

Created By

Rahul Kumar
(/s/profile/0052T00000DIoVvQAL)
, 3/2/2023 8:03 AM

Last Modified By

sfsnimbhorkar
(/s/profile/0052T00000CADLNQA5)
, 3/5/2023 9:21 PM

Contact Phone

(971) 708-0835

Hello Rahul,
This could be probably the issue. Please note that third-party app answers with: unauthorized (401)
This could be for several reasons, such as a third-party app not working correctly, your user
/password being expired, etc. Please take into account all the choices.

Regards,
Gabriel
MuleSoft Support

                                         Comment by: Gabriel D'Arrisso on Mar 2, 2023 9:31:26 AM

Okay, Thanks for sharing your detailed input.
https://api.st2.antavo.com/customers/profile2256905102
(https://api.st2.antavo.com/customers/profile2256905102) is the third party api endpoint and we are
consuming inside our mule application(antavo-api-prod).
As per my understanding looks like third party api is down/unavailable and mule is generating failure
email notifications for the same.
Let me check on this and will get back to you for any further assistance if required.

Thanks Very Much and Regards,
Rahul Kumar

                                         Comment by: Rahul Kumar on Mar 2, 2023 9:19:53 AM

Hello Rahul,
Thanks for your patience.
I see two errors here.

1) You are generating several notifications from cloudhub connector.
The below error reported occurs when CloudHub rate limits the amount of notifications generated by
your application.

Unknown Error. Original Message: { "error": "Too Many Requests. Throttling" }
at
com.mulesoft.connectors.cloudhub.internal.OperationUtils.validateHttpResponse(OperationUtils.java:81)
at
com.mulesoft.connectors.cloudhub.internal.OperationUtils.lambda$createCompletionHandler$0(OperationUtils.java:41)
at java.util.concurrent.CompletableFuture.uniWhenComplete(CompletableFuture.java:774)
at java.util.concurrent.CompletableFuture$UniWhenComplete.tryFire(CompletableFuture.java:750)
at java.util.concurrent.CompletableFuture$Completion.run(CompletableFuture.java:456)
at java.lang.Thread.run(Thread.java:750)

If still seeing that error, please reduce the amount of notifications being sent.

2) To leave the outage, please increase worker size to 1 vcore.
3) you are getting unauthorized error from this endpoint: https://api.st2.antavo.com/customers
(https://api.st2.antavo.com/customers)

[03-02 16:16:42.593] INFO LoggerMessageProcessor [[MuleRuntime].uber.8615: [antavo-api-
prod].error-handlingFlow.CPU_LITE @42b0c090] [event: 9e8a9f10-b915-11ed-8652-02695cef1cb3]:
HTTP GET on resource 'https://api.st2.antavo.com/customers/profile2256905102
(https://api.st2.antavo.com/customers/profile2256905102)' failed: unauthorized (401).

Message : HTTP GET on resource 'https://api.st2.antavo.com/customers/profile2256905102
(https://api.st2.antavo.com/customers/profile2256905102)' failed: unauthorized (401).
Element : get-usersFlow/processors/1/processors/4 @ antavo-api-
prod:com/zenni/antavo/api/users.xml:319 (Request)
Element DSL : <http:request method="GET" doc:name="Request" doc:id="a3e16389-3c5b-494f-
a548-9cde5a8adbbd" config-ref="HTTP_Request_configuration" url="#[p('antavo.api.host.url') ++
p('antavo.api.user.details')]" responseTimeout="${antavo.api.timeout}">

Is this a mule app?
Please check it.

4) Also, consider upgrading these modules:

mule-cloudhub-connector 1.0.1 to 1.1.0
mule-http-connector 1.5.17 to 1.7.3
mule-sockets-connector 1.1.6 to 1.2.3
anypoint-mq-connector 3.1.0 to 4.0.2
mule-java-module 1.2.6 to 1.2.10
mule-apikit-module 1.5.8 to 1.8.2

Please let us know how it goes.

Regards,
Gabriel
MuleSoft Support

                                         Comment by: Gabriel D'Arrisso on Mar 2, 2023 9:08:38 AM

Okay, Thanks!

Comment by: Rahul Kumar on Mar 2, 2023 8:50:40 AM

Hello Rahul,

My name is Gabriel and I will be working with you on this case.
I will now be accessing your worker and collecting diagnostic information.
Will keep you posted.

Best regards,
Gabriel
MuleSoft Support

Comment by: Gabriel D'Arrisso on Mar 2, 2023 8:44:17 AM

Hello Rahul,

Thank you for contacting MuleSoft Support.

We will be contacting you shortly to review this case.

Regards,
Jorge
MuleSoft Support

Comment by: Jorge Aravena on Mar 2, 2023 8:16:02 AM