

How can we help?

Case

antavo-api-prod: one of the worker is using more memory

Case Number	Severity	Status	Product	Version
00304559	S3	Auto-Closed	Anypoint Platform	

Escalate Case

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Case Comments

Hello,

Thank you for contacting MuleSoft Support!

This case will require further analysis, I will dispatch the case to our Support queue, where an available engineer will assist you.

Should you have additional information that you would like to share with us, like screens from the moment you see the high memory usage in one worker, please don't hesitate to add it to this case.

We'll notify you when we get someone actively working on this case. Thanks for your patience.

Regards,  
Nicolas Giraldi  
MuleSoft Support

Comment by: Nicolás Giraldi on Sep 7, 2021 10:38:16 AM

Case Details

Contact Name	<a href="/s/detail/0032T00002KNoRPQAX">Rahul Kumar (/s/detail/0032T00002KNoRPQAX)</a>
Case Owner	Vitalii Mykytenko
Product	Anypoint Platform
Component	Anypoint Monitoring
Version	
Subcomponent	Alerts
Description Information	<div>Subject</div> <div>antavo-api-prod: one of the worker is using more memory</div> <div>Description ⓘ</div> <div>Hello Team,</div> <div>Good Day!</div> <div>I can see one of the worker is using more memory compare to other one. Can you please let me know the specific reason why it is using more memory.</div> <div>And also, How can we manage the load on both the workers?</div> <div>Thanks and Regards, Rahul Kumar</div> <div>Severity ⓘ</div> <div>S3</div> <div>Status</div> <div>Auto-Closed</div> <div>CloudHub App Name</div> <div>antavo-api-prod</div> <div>Follow the sun</div> <div>Follow the sun ⓘ</div> <div>Created By</div> <div><a href="/s/profile/0052T00000DIOVvQAL">Rahul Kumar (/s/profile/0052T00000DIOVvQAL)</a>, 9/7/2021 10:06 AM</div> <div>Last Modified By</div> <div><a href="/s/profile/0052T00000D7cfSQAR">Nicolás Giraldi (/s/profile/0052T00000D7cfSQAR)</a>, 9/23/2021 10:45 AM</div> <div>Contact Phone</div> <div>(971) 708-0835</div>