

How can we help?

Case

Gateway timeout issue

Case Number	Severity	Status	Product	Version	
00274324	S3	Closed	Mule Runtime 4.x		<div>Escalate Case</div>

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Case Comments

- Hello Rahul,

I haven't heard back from you, so I assume that this is no longer an issue or the issue has been resolved. If this is not the case, please update the case as soon as possible with the requested information and I will be glad to assist you further. Otherwise, no update is necessary and the case will be closed.

Regards,
Robert Liu
Customer Architect

Comment by: Robert Liu on Dec 15, 2020 6:32:52 PM
- Hello Rahul,

How are you?

It has been nearly 2 weeks since I have heard from you. I'm not sure if this case has been resolved or if you need further assistance. Please be aware that MuleSoft Support tickets may auto-close themselves if inactive for extended periods of time. As such I would be grateful if you could let us know if you've resolved this issue, or if we can assist you further.

Regards,
Robert Liu
Customer Architect

Comment by: Robert Liu on Dec 9, 2020 11:47:33 PM
- Hello Rahul,

I'm checking in with you on this issue, as I haven't received any feedback to my previous update.

Case Details

Contact Name

Rahul Kumar (/s/detail/0032T00002KNOrPQAX)

Case Owner

Robert Liu

Product

Mule Runtime 4.x

Component

APIkit

Version

Subcomponent

Other

Description Information

Subject

Gateway timeout issue

Description

Hello Team,

I am getting gateway timeout error while doing load testing of our application (annex-cloud-api-dev).

Can you please provide the solution on this?

I have attached the load testing report stats and error code.

Thanks and Regards,
Rahul Kumar
+91 9717080835

Severity

S3

Status

Closed

CloudHub App Name

Follow the sun

Follow the sun

Created By

Rahul Kumar (/s/profile/0052T00000DioVvQAL)

, 11/12/2020 12:20 PM

Last Modified By

robert.liu1.5557199637448223E12 (/s/profile/0052T00000CSEDEQA5)

, 12/15/2020 6:36 PM

Contact Phone

(971) 708-0835

Could you kindly review my previous comment, and let me know if there are any concerns. If you need more time before you can reply just let me know when you can get back to me.

Of course if the issue is solved or has become a non-issue, please do let me know.

I and the support team are keen to assist you further.

Regards,
Robert Liu
Customer Architect

Comment by: Robert Liu on Dec 3, 2020 6:28:08 PM

Hello Team,

I will test and confirm here.

Thanks and regards,
Rahul Kumar

Comment by: Rahul Kumar on Nov 27, 2020 9:11:49 PM

Hello Rahul,

Is the issue only happening under BlazeMeter load testing? How about load testing with JMeter? Have you tried with upsize your worker with 1 of 0.2 vCores?

Regards,
Robert Liu
Customer Architect

Comment by: Robert Liu on Nov 15, 2020 11:43:00 PM

Hello,
Health of below flow (<https://s15.socialannex.net/api/3.0/users>) looks good.

I can see the below error in logs is coming from mule side(Jwt token validation Policy Applied).

Please let me know if you required more details.

Issue is still not resolved.

Thanks and Regards,
Rahul Kumar

Comment by: Rahul Kumar on Nov 15, 2020 10:12:35 AM

Hello Rahul,

My name is Robert and I've taken ownership of this case. I reviewed you application log and it seems the resource for '<https://s15.socialannex.net/api/3.0/users>' (<https://s15.socialannex.net/api/3.0/users>) either gets a 401 or a 404. What's the health of that resource?

Regards,
Robert Liu
Customer Architect

Comment by: Robert Liu on Nov 13, 2020 4:45:11 PM

[2020-11-12 23:52:14.701] ERROR org.mule.runtime.core.internal.exception.OnErrorContinueHandler [[annex-cloud-api-dev].http.requester.HTTP_Request_configuration.01 SelectorRunner]:
event:16c94310-2542-11eb-94b6-0ae121e8f41c

Message : HTTP POST on resource '<https://s15.socialannex.net/api/3.0/users>' failed: unauthorized (401).
Element : annex-cloud-apiFlow/processors/1/processors/0 @ annex-cloud-api-dev:annex/cloud/mule/apis/create-user.xml:64 (Request)
Element DSL : <http:request method="POST" doc:name="Request" doc:id="3508de16-819b-4975-9fa2-86bb4c48bbbb" config-ref="HTTP_Request_configuration" url="#{p('annex.cloud.host')} ++ p('annex.cloud.host.users')}" responseTimeout="\${annex.cloud.api.timeout}">
<http:headers>#{output application/java

{
"Authorization" : vars.annexCloudToken,
"X-AnnexCloud-Site" : p('annex.cloud.site.id (http://annex.cloud.site.id)'),
"Content-Type" : "application/json"
}}</http:headers>
</http:request>
Error type : HTTP:UNAUTHORIZED
FlowStack : at annex-cloud-apiFlow(annex-cloud-apiFlow/processors/1/processors/0 @ annex-cloud-api-dev:annex/cloud/mule/apis/create-user.xml:64 (Request))
at create-annex-cloud-token-subflow(create-annex-cloud-token-subflow/processors/4 @ annex-cloud-api-dev:annex/cloud/mule/apis/create-user.xml:44 (call annex-cloud-apiFlow))
at create-userFlow(create-userFlow/processors/5 @ annex-cloud-api-dev:annex/cloud/mule/apis/create-user.xml:23 (create-annex-cloud-token-subflow))
at post:\users:application\json:annex-cloud-api-config(post:\users:application\json:annex-cloud-api-

```
config/processors/0 @ annex-cloud-api-dev:annex-cloud-api.xml:149 (create-userFlow))
at annex-cloud-api-main(annex-cloud-api-main/processors/0 @ annex-cloud-api-dev:annex-cloud-
api.xml:15)
Payload Type : org.mule.runtime.core.internal.streaming.bytes.ManagedCursorStreamProvider
-----
```

Comment by: Robert Liu on Nov 13, 2020 4:40:12 PM

Root Exception stack trace:

```
HTTP POST on resource 'https://s15.socialannex.net/api/3.0/users
(https://s15.socialannex.net/api/3.0/users)' failed: unauthorized (401).
at
org.mule.extension.http.api.request.validator.RangeStatusCodeValidator.lambda$throwValidationException$3(RangeStatusCodeValidator.java:107)
at java.util.Optional.map(Optional.java:215)
at
org.mule.extension.http.api.request.validator.RangeStatusCodeValidator.throwValidationException(RangeStatusCodeValidator.java:106)
at
org.mule.extension.http.api.request.validator.SuccessStatusCodeValidator.lambda$validate$1(SuccessStatusCodeValidator.java:39)
at
org.mule.extension.http.api.request.validator.SuccessStatusCodeValidator.validate(SuccessStatusCodeValidator.java:46)
at
org.mule.extension.http.api.request.validator.SuccessStatusCodeValidator.validate(SuccessStatusCodeValidator.java:39)
at org.mule.extension.http.internal.request.HttpRequester.lambda$null$4(HttpRequester.java:147)
at org.mule.extension.http.internal.request.HttpRequester.resendRequest(HttpRequester.java:220)
at
org.mule.extension.http.internal.request.HttpRequester.lambda$doRequestWithRetry$5(HttpRequester.java:140)
at java.util.concurrent.CompletableFuture.uniWhenComplete(CompletableFuture.java:774)
at java.util.concurrent.CompletableFuture$UniWhenComplete.tryFire(CompletableFuture.java:750)
at java.util.concurrent.CompletableFuture.postComplete(CompletableFuture.java:488)
at java.util.concurrent.CompletableFuture.complete(CompletableFuture.java:1975)
at
com.mulesoft.service.http.impl.service.client.EEGrizzlyHttpClient.lambda$sendAsync$1(EEGrizzlyHttpClient.java:145)
at java.util.concurrent.CompletableFuture.uniWhenComplete(CompletableFuture.java:774)
at java.util.concurrent.CompletableFuture$UniWhenComplete.tryFire(CompletableFuture.java:750)
at java.util.concurrent.CompletableFuture.postComplete(CompletableFuture.java:488)
at java.util.concurrent.CompletableFuture.complete(CompletableFuture.java:1975)
at
org.mule.service.http.impl.service.client.async.ResponseAsyncHandler.onCompleted(ResponseAsyncHandler.java:47)
at
org.mule.service.http.impl.service.client.async.ResponseAsyncHandler.onCompleted(ResponseAsyncHandler.java:29)
```

Comment by: Robert Liu on Nov 13, 2020 4:39:53 PM

```
at com.ning.http.client.AsyncCompletionHandler.onCompleted(AsyncCompletionHandler.java:55)
at com.ning.http.client.providers.grizzly.AhcEventFilter.onHttpPacketParsed(AhcEventFilter.java:433)
at org.glassfish.grizzly.http.HttpCodecFilter.decodeWithTransferEncoding(HttpCodecFilter.java:1420)
at org.glassfish.grizzly.http.HttpCodecFilter.handleRead(HttpCodecFilter.java:677)
at org.glassfish.grizzly.http.HttpClientFilter.handleRead(HttpClientFilter.java:182)
at org.glassfish.grizzly.filterchain.ExecutorResolver$9.execute(ExecutorResolver.java:119)
at org.glassfish.grizzly.filterchain.DefaultFilterChain.executeFilter(DefaultFilterChain.java:284)
at org.glassfish.grizzly.filterchain.DefaultFilterChain.executeChainPart(DefaultFilterChain.java:201)
at org.glassfish.grizzly.filterchain.DefaultFilterChain.execute(DefaultFilterChain.java:133)
at org.glassfish.grizzly.filterchain.DefaultFilterChain.process(DefaultFilterChain.java:112)
at org.glassfish.grizzly.ProcessorExecutor.execute(ProcessorExecutor.java:77)
at org.glassfish.grizzly.nio.transport.TCPNIOTransport.fireIOEvent(TCPNIOTransport.java:540)
at org.glassfish.grizzly.strategies.AbstractIOStrategy.fireIOEvent(AbstractIOStrategy.java:112)
at
org.glassfish.grizzly.strategies.SameThreadIOStrategy.executeIOEvent(SameThreadIOStrategy.java:103)
at org.glassfish.grizzly.strategies.AbstractIOStrategy.executeIOEvent(AbstractIOStrategy.java:89)
at org.glassfish.grizzly.nio.SelectorRunner.iterateKeyEvents(SelectorRunner.java:415)
at org.glassfish.grizzly.nio.SelectorRunner.iterateKeys(SelectorRunner.java:384)
at org.glassfish.grizzly.nio.SelectorRunner.doSelect(SelectorRunner.java:348)
at org.glassfish.grizzly.nio.SelectorRunner.run(SelectorRunner.java:279)
at java.util.concurrent.Executors$RunnableAdapter.call(Executors.java:511)
at java.util.concurrent.FutureTask.run(FutureTask.java:266)
at
org.mule.service.scheduler.internal.AbstractRunnableFutureDecorator.doRun(AbstractRunnableFutureDecorator.java:111)
at
org.mule.service.scheduler.internal.RunnableFutureDecorator.run(RunnableFutureDecorator.java:54)
at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1149)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:624)
at java.lang.Thread.run(Thread.java:748)
```

Comment by: Robert Liu on Nov 13, 2020 4:39:36 PM

```
[2020-11-12 23:52:14.905] ERROR org.mule.runtime.core.internal.exception.OnErrorContinueHandler
[[annex-cloud-api-dev].http.requester.HTTP_Request_configuration.02 SelectorRunner]:
event:16f3ae70-2542-11eb-94b6-0ae121e8f41c
*****
```

```
Message : HTTP GET on resource 'https://s15.socialannex.net/api/3.0/users/profile37070531
(https://s15.socialannex.net/api/3.0/users/profile37070531)' failed: not found (404).
Element : call-annex-cloud-get-user-api/processors/0 @ annex-cloud-api-
dev:annex/cloud/mule/apis/get-user-details.xml:42 (Request)
Element DSL : <http:request method="GET" doc:name="Request" doc:id="191161e2-0d85-4fa6-9af5-
bcc6b1e14353" config-ref="HTTP_Request_configuration" url="#[p('annex.cloud.host') ++
p('annex.cloud.host.users.id (http://annex.cloud.host.users.id)']]" outputMimeType="application/json"
responseTimeout="{annex.cloud.api.timeout}">
<http:headers>#{output application/java
---
{
"Authorization" : vars.annexCloudToken,
```

```

"X-AnnexCloud-Site" : p('annex.cloud.site.id (http://annex.cloud.site.id)'),
"Content-Type" : "application/json"
}</http:headers>
<http:uri-params>#{output application/java
---
{
  "id" : vars.profileId
}</http:uri-params>
</http:request>
Error type : HTTP:NOT_FOUND
FlowStack : at call-annex-cloud-get-user-api(call-annex-cloud-get-user-api/processors/0/processors/0
@ annex-cloud-api-dev:annex/cloud/mule/apis/get-user-details.xml:42 (Request))
at get-user-detailsFlow(get-user-detailsFlow/processors/7 @ annex-cloud-api-
dev:annex/cloud/mule/apis/get-user-details.xml:21 (call Annex cloud GET User API))
at get:\users:annex-cloud-api-config(get:\users:annex-cloud-api-config/processors/0 @ annex-cloud-
api-dev:annex-cloud-api.xml:140 (get-user-detailsFlow))
at annex-cloud-api-main(annex-cloud-api-main/processors/0 @ annex-cloud-api-dev:annex-cloud-
api.xml:15)
Payload Type : java.lang.String
-----

```

Comment by: Robert Liu on Nov 13, 2020 4:34:04 PM

```

Root Exception stack trace:
HTTP GET on resource 'https://s15.socialannex.net/api/3.0/users/profile37070531
(https://s15.socialannex.net/api/3.0/users/profile37070531)' failed: not found (404).
at
org.mule.extension.http.api.request.validator.RangeStatusCodeValidator.lambda$throwValidationException$3(RangeStatusCodeValidator.java:107)
at java.util.Optional.map(Optional.java:215)
at
org.mule.extension.http.api.request.validator.RangeStatusCodeValidator.throwValidationException(RangeStatusCodeValidator.java:106)
at
org.mule.extension.http.api.request.validator.SuccessStatusCodeValidator.lambda$validate$1(SuccessStatusCodeValidator.java:39)
at
org.mule.extension.http.api.request.validator.SuccessStatusCodeValidator.validate(SuccessStatusCodeValidator.java:46)
at
org.mule.extension.http.api.request.validator.SuccessStatusCodeValidator.validate(SuccessStatusCodeValidator.java:39)
at org.mule.extension.http.internal.request.HttpRequester.lambda$null$4(HttpRequester.java:147)
at org.mule.extension.http.internal.request.HttpRequester.resendRequest(HttpRequester.java:220)
at
org.mule.extension.http.internal.request.HttpRequester.lambda$doRequestWithRetry$5(HttpRequester.java:140)
at java.util.concurrent.CompletableFuture.uniWhenComplete(CompletableFuture.java:774)
at java.util.concurrent.CompletableFuture$UniWhenComplete.tryFire(CompletableFuture.java:750)
at java.util.concurrent.CompletableFuture.postComplete(CompletableFuture.java:488)
at java.util.concurrent.CompletableFuture.complete(CompletableFuture.java:1975)
at
com.mulesoft.service.http.impl.service.client.EEGrizzlyHttpClient.lambda$sendAsync$1(EEGrizzlyHttpClient.java:145)
at java.util.concurrent.CompletableFuture.uniWhenComplete(CompletableFuture.java:774)
at java.util.concurrent.CompletableFuture$UniWhenComplete.tryFire(CompletableFuture.java:750)
at java.util.concurrent.CompletableFuture.postComplete(CompletableFuture.java:488)
at java.util.concurrent.CompletableFuture.complete(CompletableFuture.java:1975)
at
org.mule.service.http.impl.service.client.async.ResponseAsyncHandler.onCompleted(ResponseAsyncHandler.java:47)
at
org.mule.service.http.impl.service.client.async.ResponseAsyncHandler.onCompleted(ResponseAsyncHandler.java:29)
at com.ning.http.client.AsyncCompletionHandler.onCompleted(AsyncCompletionHandler.java:55)
at com.ning.http.client.providers.grizzly.AhcEventFilter.onHttpPacketParsed(AhcEventFilter.java:433)

```

Comment by: Robert Liu on Nov 13, 2020 4:33:38 PM

```

at org.glassfish.grizzly.http.HttpCodecFilter.decodeWithTransferEncoding(HttpCodecFilter.java:1420)
at org.glassfish.grizzly.http.HttpCodecFilter.handleRead(HttpCodecFilter.java:677)
at org.glassfish.grizzly.http.HttpClientFilter.handleRead(HttpClientFilter.java:182)
at org.glassfish.grizzly.filterchain.ExecutorResolver$9.execute(ExecutorResolver.java:119)
at org.glassfish.grizzly.filterchain.DefaultFilterChain.executeFilter(DefaultFilterChain.java:284)
at org.glassfish.grizzly.filterchain.DefaultFilterChain.executeChainPart(DefaultFilterChain.java:201)
at org.glassfish.grizzly.filterchain.DefaultFilterChain.execute(DefaultFilterChain.java:133)
at org.glassfish.grizzly.filterchain.DefaultFilterChain.process(DefaultFilterChain.java:112)
at org.glassfish.grizzly.ProcessorExecutor.execute(ProcessorExecutor.java:77)
at org.glassfish.grizzly.nio.transport.TCPNIOTransport.fireIOEvent(TCPNIOTransport.java:540)
at org.glassfish.grizzly.strategies.AbstractIOStrategy.fireIOEvent(AbstractIOStrategy.java:112)
at
org.glassfish.grizzly.strategies.SameThreadIOStrategy.executeloEvent(SameThreadIOStrategy.java:103)
at org.glassfish.grizzly.strategies.AbstractIOStrategy.executeloEvent(AbstractIOStrategy.java:89)
at org.glassfish.grizzly.nio.SelectorRunner.iterateKeyEvents(SelectorRunner.java:415)
at org.glassfish.grizzly.nio.SelectorRunner.iterateKeys(SelectorRunner.java:384)
at org.glassfish.grizzly.nio.SelectorRunner.doSelect(SelectorRunner.java:348)
at org.glassfish.grizzly.nio.SelectorRunner.run(SelectorRunner.java:279)
at java.util.concurrent.Executors$RunnableAdapter.call(Executors.java:511)
at java.util.concurrent.FutureTask.run(FutureTask.java:266)
at
org.mule.service.scheduler.internal.AbstractRunnableFutureDecorator.doRun(AbstractRunnableFutureDecorator.java:111)
at
org.mule.service.scheduler.internal.RunnableFutureDecorator.run(RunnableFutureDecorator.java:54)
at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1149)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:624)
at java.lang.Thread.run(Thread.java:748)

```

```

[2020-11-12 23:52:14.907] INFO org.mule.runtime.core.internal.processor.LoggerMessageProcessor
[[annex-cloud-api-dev]:http.requester.HTTP_Request_configuration.02 SelectorRunner]:
event:16f3ae70-2542-11eb-94b6-0ae121e8f41c HTTP GET on resource
'https://s15.socialannex.net/api/3.0/users/profile37070531
(https://s15.socialannex.net/api/3.0/users/profile37070531)' failed: not found (404).

```

Comment by: Robert Liu on Nov 13, 2020 4:33:24 PM

Hello Team,

Please find attached load testing stats it contains concurrent request hits details, Failed request calls, total request calls etc.

We are testing with GET API and the application deployed in Runtime manager(annex-cloud-api-dev) with 0.1 Vcore.
Runtime version - 4.3.0
Application name - annex-cloud-api-dev
Phase- Testing
Error: Gateway timeout 504 (while doing load testing)

PS: Please let me know if you need for details for the same.

Thanks and Regards,
Rahul Kumar

Comment by: Rahul Kumar on Nov 13, 2020 10:44:02 AM

Rahul Kumar has attached file "Load testing details with error reason.png" to the case. Please review.

Comment by: Rahul Kumar on Nov 13, 2020 10:33:45 AM

Hi

Thanks for contacting Mulesoft Support

Could you provide more context on how the issue happened and what you have done so far to troubleshoot it ?

The gateway timeout could be because the application is not responding for some reason, the load and the worker size selected along with the application design could be the cause of it.

Please provide more information of what the application does, and what you have done some far to troubleshoot it.

You can check this KB article for more information: Troubleshooting CloudHub applications that return 502/504 responses (Gateway Timeout/Bad Gateway) - <https://help.mulesoft.com/kA434000000XbSf?name=Troubleshooting-CloudHub-applications-that-return-504-502&fromCase=1>
(<https://help.mulesoft.com/kA434000000XbSf?name=Troubleshooting-CloudHub-applications-that-return-504-502&fromCase=1>)

Regards
Angel
MuleSoft Support

Comment by: Angel Spano on Nov 13, 2020 3:33:06 AM

Rahul Kumar has attached file "Gateway timeout error-Load test.png" to the case. Please review.

Comment by: Rahul Kumar on Nov 12, 2020 12:20:51 PM