

How can we help?

Case

Mule API is taking more time when compared to ATG Service

API/Third Party API				
Case Number	Severity	Status	Product	Version
00287828	S2	Auto-Closed	Mule Runtime 4.x	
				Escalate Case

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Case Comments

- Hi Rahul,

Thanks for the update!

Please let us know if we can be of additional assistance on this case, or if we can close this ticket.

Best Regards,

Yong Li
MuleSoft Support

Comment by: Yongzhang Li on Apr 29, 2021 11:30:58 AM
- Please ignore below comment wrongly updated here.

Comment by: Rahul Kumar on Apr 29, 2021 9:13:06 AM
- Hi Natalia,

Thank you so much for answering my questions.

I have checked my apis request and response sizes are 1-2KB. There would be 50K-70K hits/day from the other system so, do I need to increase the vCores and worker size and how much should I increase to handle this?

Please do the needful. Thanks In Advance.

Case Details

Contact Name	Rahul Kumar (/s/detail/0032T00002KNOrPQAX)
Case Owner	Yongzhang Li
Product	Mule Runtime 4.x
Component	APIkit
Version	
Subcomponent	APIkit Router

Description Information

Subject

Mule API is taking more time when compared to ATG Service API(Third Party API)

Description ⓘ

Hello team,

Mule API is taking more time when compared to ATG Service API(Third Party API).

We are consuming one rest login API and Mule is returning the response within 1.3 sec or more while same api is returning the response within 200 ms in other system(without mule). I am using the raml implementation for creating the login api in mule. I have checked the runtime version(4.3.0) and api-kit router(1.3.13) which are latest one.

Can you please let me know where is the time spend in this api? And We need to bring it under 200 ms.

Thanks and Regards,	Rahul Kumar
Severity ⓘ	S2
Status	Auto-Closed
CloudHub App Name	atg-services

Follow the sun

Follow the sun ⓘ	
Created By	Rahul Kumar (/s/profile/0052T00000DloVvQAL) , 3/29/2021 12:51 PM
Last Modified By	

Thanks and Regards,
Rahul Kumar

Comment by: Rahul Kumar on Apr 29, 2021 9:09:48 AM

Hi Rahul,

I also see Nikolai's response in the email.

As the issue is about slowness but the app is functioning, hence it's not a bug, but more about performance tuning.

In such a scenario, you will need to ask Nikolai to engage the Service team.

Please let me know if you have any questions.

Best Regards,

Yong Li
MuleSoft Support
=====

[Email Thread]

Hi Rahul,

If you could reply to the ticket if you think this is a bug, that'd be the best path forward. Support can then take another look. If you could add any logs / applications to the ticket as well, that would be the best.

I connected with the Support team and they advised if you need some more hands on help, that would be with our Services team.

Does that make sense?

Regards,
Nikolai

Comment by: Yongzhang Li on Apr 12, 2021 4:52:56 PM

Hello Rahul,

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, 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,
Claudio Veron Valussi
MuleSoft Support

Comment by: Claudio Veron Valussi on Apr 9, 2021 10:21:57 AM

Hello Team,

Please have a look into attached mail communication. nikolai chowdhury told that to update the issue details over the Ticket and you told that talk to professional service team.

Can you please provide the fix for the same and let me know if you need anything from my side?

Thanks and Regards,
Rahul Kumar

Comment by: Rahul Kumar on Apr 9, 2021 10:04:19 AM

Rahul Kumar has attached file "Re Fw Solution Offered MuleSoft Case 00287828 - Mule API is taking more time when compared to ATG Service API(Third Party API).msg" to the case. Please review.


Comment by: Rahul Kumar on Apr 9, 2021 9:57:55 AM

Hello Raul,

Thanks for your patience; to clarify, MuleSoft Support is a 'break-fix' organization. If your application is executing the expected functionality without errors, but you need to optimize it to comply with a specific performance requirement, please get in contact with our Professional Services team (via your CSM). Professional Services is the proper team to contact regarding performance issues.

Otherwise, if you are experiencing unexpected errors with this application, please let us know, and we will assist you with these errors.

Best Regards
Claudio Veron Valussi
MuleSoft Support

 [yongzhang.li1.5394009176519092E12](#)
(/s/profile/0053400000C4DRVAA3)
, 5/17/2021 11:45 AM

Contact Phone
(971) 708-0835

Comment by: Claudio Veron Valussi on Apr 7, 2021 5:10:23 AM

This is same issue regarding performance of the mule api while consuming the third party api.

Below are the details for the same issue.

Comment by: Rahul Kumar on Apr 7, 2021 4:27:04 AM

Hi Rahul,

Since this is a different issue from the one described first I would recommend opening a new case for it.

Thank you!

Regards,
Ariel Leibel
MuleSoft Support

Comment by: Ariel Leibel on Apr 6, 2021 11:28:57 AM

Hi Team,

Please find attached application jar file and we are facing performance issue in below mule endpoint :

Method-POST

Request Body - {

"login" : "mayank.kaushik1@zennioptical.com (mailto:mayank.kaushik1@zennioptical.com)",

"password" : "Test@123"

}

Request Body Type-Json

URL:

{{host}}/api/v1/zenni/currentUser/login

Thanks and Regards,
Rahul Kumar

Comment by: Rahul Kumar on Apr 6, 2021 10:30:32 AM

Hello Rahul,

Did you review my colleague comment?
Were you able to contact your CSM?

Regards,
Ariel Leibel
MuleSoft Support

Comment by: Ariel Leibel on Apr 6, 2021 10:27:23 AM

Rahul Kumar has attached file "ATGServices.jar" to the case. Please review.

Comment by: Rahul Kumar on Apr 6, 2021 9:37:24 AM

Hello Rahul,

Thank you for contacting MuleSoft Support! I am performing an initial review of this case. I am responsible for ensuring we understand your issue and collect the relevant information to commence investigating this case.

Regarding Performance Optimization and Tuning issues with Mule applications, please get in contact with our Professional Services team to get their assistance. You can do so through your CSM Nikolai Chowdhury (nchowdhury@mulesoft.com (mailto:nchowdhury@mulesoft.com))

In any case, please let me know if you have any further comments or questions on this topic.

Best Regards
Claudio Veron Valussi
MuleSoft Support

Comment by: Claudio Veron Valussi on Mar 29, 2021 1:51:37 PM