[Upstage-list] blank stage after reload (bug #254)

3 messages

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helen varley jamieson <helen@creative-catalyst.com>   17 April 2015 at 22:38
Reply-To: helen@creative-catalyst.com, "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: UpStage Developers <upstage-list@lists.sourceforge.net>

hi everyone,
one of the current AUT team, yue, is working on the problems we have had with media not displaying when
someone reloads a stage - meaning that if someone arrives late for a performance they're not going to see
any media such as backdrops, avatars etc that are already on the stage. this is quite an important problem,
& not one that we have previously had.

https://github.com/AUTUpStageTeam/UpStage2013/issues/254

yue is trying to replicate the bug & has just posted a comment on github asking if someone can confirm
whether the UpStage server was deployed via Apache Ant, so i thought i would forward it to this list in case
there's anyone out there who can answer that or give any other advice.

meanwhile we are still having recurring problems with the server - everything is down again, for the 3rd time
in about a month :(douglas said "apache went crazy & ate all the memory" but we have not yet worked out
why this has suddenly started happening. so again, if there is anyone out there who can give us a hand with
this, it would be much appreciated!!

h : /
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helen varley jamieson
helen@creative-catalyst.com
http://www.creative-catalyst.com
http://www.talesfromthetowpath.net
http://www.upstage.org.nz

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Upstage-list mailing list
Upstage-list@lists.sourceforge.net
https://lists.sourceforge.net/lists/listinfo/upstage-list

Martin Eisenbarth <eyesee@foobarlab.net>   18 April 2015 at 20:01
Reply-To: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>

hi all,

Am 17.04.2015 um 12:38 schrieb helen varley jamieson:
> hi everyone,
> one of the current AUT team, yue, is working on the problems we have had
> with media not displaying when someone reloads a stage - meaning that if
> someone arrives late for a performance they're not going to see any
> media such as backdrops, avatars etc that are already on the stage. this
> is quite an important problem, & not one that we have previously had.

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> https://github.com/AUTUpStageTeam/UpStage2013/issues/254
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> yue is trying to replicate the bug & has just posted a comment on github
> asking if someone can confirm whether the UpStage server was deployed
> via Apache Ant, so i thought i would forward it to this list in case
> there's anyone out there who can answer that or give any other advice.

>From my point of view it should not make a difference if upstage is run
by ant or by python/bash script. The ant script was originally meant to
be used for development only (as this does display the log messages in
the console to allow better debugging and avoids having to run multiple
scripts for each manual test).

> meanwhile we are still having recurring problems with the server -
> everything is down again, for the 3rd time in about a month :(douglas
> said "apache went crazy & ate all the memory" but we have not yet worked
> out why this has suddenly started happening. so again, if there is
> anyone out there who can give us a hand with this, it would be much
> appreciated!!

That sounds quite bad. If upstage is the cause for the server crash it
must be ensured that it does not consume all server resources. This can
be done by running as a dedicated user (unprivileged, not root!) and
limiting the consumed resources for that user (limits.conf). Also
automatically rotating, deleting and compressing the logs would avoid
full diskspace occupation...

Limits.conf man page: http://linux.die.net/man/5/limits.conf

Example for logrotate:
http://www.rackspace.com/knowledge_center/article/understanding-logrotate-utility

AFAIK currently the python scripts enforce installing and running
upstage as the root user. This is absolutely not acceptable for security
reasons! Any bug or malicious code can crash or compromise the whole
server... Most important all these scripts violate the Debian policy
(https://www.debian.org/doc/debian-policy/).

Another big problem are memory leaks and process handling in upstage.
During hosting upstage on my server I had many times uncontrolled
processes. After I while I also got zombie processes. Although these do
not allocate resources it is a clear sign for indeterministic process
handling. This can only be solved programmatically.

All that is one of the reasons why I can not host the latest (official)
upstage version on my server. If respecting those guidelines the server
would never crash... at least not because of resource allocation by a
single application.

If other reasons are causing the server crash at least limiting the
resource usage (with limits.conf) for the causing program would be
reasonable. Better just the app crashes but not the whole server! ;)

Cheers,
Martin

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Upstage-list mailing list
Upstage-list@lists.sourceforge.net
https://lists.sourceforge.net/lists/listinfo/upstage-list

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helen varley jamieson <helen@creative-catalyst.com>   20 April 2015 at 19:45
Reply-To: helen@creative-catalyst.com, "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: upstage-list@lists.sourceforge.net

hi martin,
thanks very much for this. i hope the ant script info is helpful to yue & the other students working on that.

paul & martin - does this info help at all with our server issues? i believe paul did change the back-up process last year to be rotating (after we had the first problem with the server filling up with redundant identical back-ups) but i don't know whether resources are limited or whether UpStage runs as root or as a dedicated user.

any of these things that we can correct directly on the server, we should do. those that require programming in the UpStage code might be more difficult to do, since we are trying to end work on the current UpStage code so that we can focus on the new. however, since we didn't have this problem before, could it be that it's actually caused by a bug in v3 somewhere ... ??

paul - have you had time to look at the server? i see that everything including the website is still down. is there anything that anyone can do to help get it up again? (the website at least is quite urgent to get back up).

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