AUT UpStage Team <aut.upstage.team@gmail.com>

[Upstage-list] 8083 broken

17 messages

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helen varley jamieson <helen@creative-catalyst.com>   5 November 2014 at 08:13
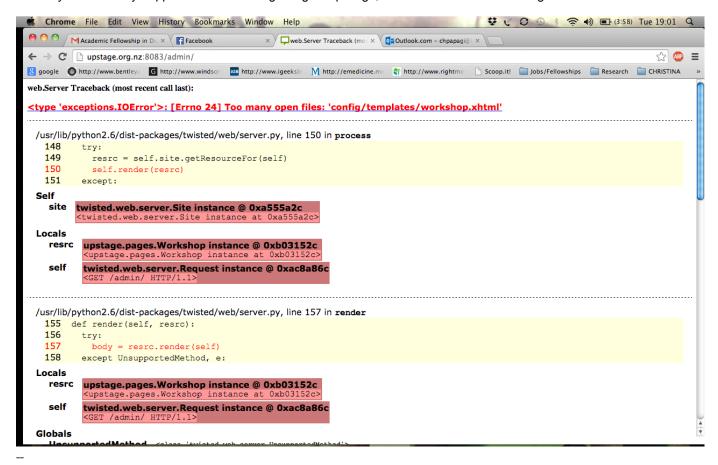Reply-To: helen@creative-catalyst.com, "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: UpStage Developers <upstage-list@lists.sourceforge.net>

hi everyone,
we have been rehearsing on 8083 for a performance this coming sunday, & a couple of times in the last 2 weeks people have reported getting the "too many open files" error message (a whole screen of error message) when trying to enter. this just happened to one person at a time, & on a reload they were able to get in.

however, this morning we are all getting this error message on 8083. we're not able to log in at all - the initial home page at http://upstage.org.nz:8083/ loads, but when you try to log in you get the error message & can't do anything.

this is NOT something that happened with v3 beta, that we used in january for the 10th birthday, but it is something that has very occasionally happened since the beginning of UpStage, so i wonder if it is something to do with our server ... ??

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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

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

Paul Rohrlach <paul.rohrlach@gmail.com>   5 November 2014 at 08:49

Reply-To: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: Helen Varley Jamieson <helen@creative-catalyst.com>, "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>

Hi all,

This happens when connections aren't closed properly. It's a combination of a Linux security feature and poor connection handling in UpStage code.

I CAN increase the limit at the OS level, but the BEST solution is to fix the code - think of it as a memory leak of sorts.

Helen I suggest you log this bug with a high priority.

I'm at work at the moment, but can up the limit in a few hours time and restart the instance for a temporary fix.

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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>   5 November 2014 at 09:32
Reply-To: helen@creative-catalyst.com, "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: upstage-list@lists.sourceforge.net

thanks very much paul. i will log it on github.

we used 8081 for our rehearsal & it worked fine, so we think we might use 8081 for the show. on 8081 the chat persists (you see previous chat there when you enter the stage) & it seems that the backdrop & avatars are also there - which is good.

the main problem on 8081 is the voice-swapping bug, where sometimes avatars speak with the voice and name of a different avatar (e.g. i am holding helen, but in the chat my text shows up as being spoken by vicki & with her avatar's voice). this happened a couple of times this morning, then we all reloaded the stage and rehearsed for about an hour without it happening.

the other worrying problem on 8081 is that we noticed sometimes in different browsers, the wrong backdrops & avatars were showing. now we are all working in firefox or chrome & it seems to be ok, but we won't know if online audience members use a different browser & see the wrong things. but we'll just have to take that risk.

h :)
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https://lists.sourceforge.net/lists/listinfo/upstage-list

Paul Rohrlach <paul.rohrlach@gmail.com>   5 November 2014 at 09:49
Reply-To: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: Helen Varley Jamieson <helen@creative-catalyst.com>, "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>

Okay.

They all sound like bugs rather than server issues.

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helen varley jamieson <helen@creative-catalyst.com>   5 November 2014 at 10:04
Reply-To: helen@creative-catalyst.com, "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: Paul Rohrlach <paul.rohrlach@gmail.com>, "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>

not sure whether that is good or not ;)

i just answered you on skype about the web site. the url for the students' development site is
http://www.upstage.x10.mx/wordpress/

have to run now - my dad is in hospital :(but seems like he is ok, some viral thing ...

thanks for your work!
[Quoted text hidden]

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Paul Rohrlach <paul.rohrlach@gmail.com>   5 November 2014 at 12:44
Reply-To: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: Helen Varley Jamieson <helen@creative-catalyst.com>
Cc: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>

So I've restarted 8083 - the instance is up but stages appear to hang while loading... Log doesn't report any errors though
[Quoted text hidden]
--
Paul Rohrlach BCIS, MedTech Certified Engineer
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helen varley jamieson <helen@creative-catalyst.com>   5 November 2014 at 15:43
Reply-To: helen@creative-catalyst.com, "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: upstage-list@lists.sourceforge.net

yes, they are logged here (in case anyone on the list has time to look at them):
- https://github.com/AUTUpStageTeam/UpStage2013/issues/253 (wrong backdrop displaying)
- https://github.com/AUTUpStageTeam/UpStage2013/issues/228 (avatar voice swap - marked as not reproducible by
AUT, however we have all been experiencing that today on 8081)
- https://github.com/AUTUpStageTeam/UpStage2013/issues/256 (too many open files)

& of course there are plenty of other bugs for anyone who is in need of something to do ;)
h :)
[Quoted text hidden]

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helen varley jamieson <helen@creative-catalyst.com>   5 November 2014 at 15:53
Reply-To: helen@creative-catalyst.com, "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: Paul Rohrlach <paul.rohrlach@gmail.com>
Cc: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>

thanks very much paul. i have just now tried & was able to enter the stage without problem - it didn't seem to take any longer than usual :)

we're going to put all our media on both 8081 and 8083 in the meantime, & will rehearse again on friday morning nz time, so we'll see how it goes then & make a decision for the performance on sunday ...

h :)

On 5/11/14 12:44 PM, Paul Rohrlach wrote:

> So I've restarted 8083 - the instance is up but stages appear to hang while loading... Log doesn't report any errors though

--
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Douglas Bagnall <douglas@halo.gen.nz>   7 November 2014 at 19:06
Reply-To: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: upstage-list@lists.sourceforge.net

Hi Paul, Helen,

The disk filled up completely the other day, which may or may not have
caused these problems (by e.g., not closing properly sockets in the
case of an IOException). Some obvious big things are

17G   /opt/upstage3-beta/server/src/upstage.log
100G   /home/UpStage Media Backups/

I deleted one of the backups from last year, and now the disk is at
99%. But if this backup occurs automatically and weekly (which seems
to be the case), the disk is likely to fill up again at around 6:52
either this Sunday morning or the next one.

cheers,
Douglas

>>>
>>> This happens when connections aren't closed properly. It's a combination
>>> of a Linux security feature and poor connection handling in UpStage code.
>>>

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Martin Eisenbarth <eyesee@foobarlab.net>   8 November 2014 at 00:50
Reply-To: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>

Hi all,

That does probably also explain why Red5 stopped working...
To prevent these problems mentioned I would suggest the following:
A rotating logfile seems appropriate to limit the produced logfile size
(I guess 17GB logfile in compressed form is probably just a few MBs).
This can easily be done for example with Logrotate.
Also reducing server load with a reverse proxy (like Varnish or Squid)
should allow many more connections at once as the UpStage server spends
most of the time just for serving files. I have done this for my server
and the UpStage server load was reduced by far more than 90%. Of course
all ports should nonetheless be closed properly.
Integrating a reverse proxy also requires to have the HTTP cache headers
set properly. IIRC I had done some header modifications for this in my
fork...

Cheers,
Martin
[Quoted text hidden]
--
Martin Eisenbarth
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http://www.foobarlab.net
Phone +49 821 5679295
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Paul Rohrlach <paul.rohrlach@gmail.com>   8 November 2014 at 08:19
Reply-To: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>

My apologies... I assumed rotation was already happening (don't even remember the last time I manually did that)
anyhow, I'll set that up.

[Quoted text hidden]

_____
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helen varley jamieson <helen@creative-catalyst.com>   8 November 2014 at 11:27
Reply-To: helen@creative-catalyst.com, "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: upstage-list@lists.sourceforge.net

thanks very much, douglas, martin & paul :)

paul - will the setting up of it happen today? & will everything be ok for our show, at 7.30am sunday morning (tomorrow)?
i'll test late tonight ...

h :)
[Quoted text hidden]
--
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helen@creative-catalyst.com
http://www.creative-catalyst.com
http://www.talesfromthetowpath.net
http://www.upstage.org.nz

Paul Rohrlach <paul.rohrlach@gmail.com>   8 November 2014 at 11:50
Reply-To: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: Helen Varley Jamieson <helen@creative-catalyst.com>, "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>

Will have to be tomorrow - I've got a pretty full on schedule today.
[Quoted text hidden]
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Douglas Bagnall <douglas@halo.gen.nz>   8 November 2014 at 13:03
Reply-To: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: upstage-list@lists.sourceforge.net

On 08/11/14 08:19, Paul Rohrlach wrote:
> My apologies... I assumed rotation was already happening (don't even
> remember the last time I manually did that) anyhow, I'll set that up.

It would be more space efficient and probably less error-prone to use
an incremental backup system like rsnapshot rather than snapshot
tarballs. This would be especially good for media files which are
already well compressed (so gzip is ineffective) and never change (so
you get huge near-identical tarballs instead of tiny incremental
changes).

The host system has over three years of rsnapshot backups of the
upstage server (including these media tarballs) that occupy less than
280Gb.

Of course I recognise that there is a time cost to setting something
like that up, and I completely understand if you choose to stick with
tarball rotations.

Douglas
[Quoted text hidden]

Paul Rohrlach <paul.rohrlach@gmail.com>   8 November 2014 at 16:26
Reply-To: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>

I'm not familiar with that one (I spend 99% of my time in an environment where space isn't an issue) but I'll certainly look
into it :)

[Quoted text hidden]

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helen varley jamieson <helen@creative-catalyst.com>   8 November 2014 at 23:38
Reply-To: helen@creative-catalyst.com, "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: upstage-list@lists.sourceforge.net

that does sound like a better option; having multiple back-ups that duplicate the same media is a bit silly, especially if it means we are running out of space. it would be great if you can look into it when you have time, paul :)
[Quoted text hidden]
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http://www.upstage.org.nz

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helen varley jamieson <helen@creative-catalyst.com>   8 November 2014 at 23:52
Reply-To: helen@creative-catalyst.com, "Upstage developers discussion list." <upstage-list@lists.sourceforge.net>
To: upstage-list@lists.sourceforge.net

i'm slightly nervous about the possibility of it filling up again at 6.52am nz time ... that will be 38 minutes before our performance ... i'll go & make some sacrifices to minimise the chances !!!
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