FIRST - Bug #4861

NBII Connectivity Issues

03/02/2010 01:55 PM - Sandeep Namilikonda

Status:	New		**Start date:**	03/02/2010
Priority:	Normal		**Due date:**	
Assignee:	ben leinfelder		**% Done:**	0%
Category:	dataserver		**Estimated time:**	0.00 hour
Target version:	Unspecified		**Spent time:**	0.00 hour
Bugzilla-Id:	4861			

Description

When a user tries to associate a category from NBII vocabulary to an item,
an error message pops-up complaining about not being able to load the vocabulary.
It seems this problem could be reproduced when the user is trying to connect
to the server from a crowded network or at a busy time of the day.

It appears to be a network load issue, which could be confirmed if the
"timeout" or "number of retries" variable were to be extended.

History

#1 - 03/02/2010 03:30 PM - ben leinfelder

are you asking to add a loop that will retry the search if there is a failure?
I've actually never experienced a hiccup with this service - though I know it has to get bogged down or even go down sometimes.
How often are you experiencing difficulties?

#2 - 03/02/2010 05:45 PM - Sandeep Namilikonda

(In reply to comment #1)

I have not encountered this error personally, but a couple of undergrads
who are working on adding metadata to a number of assessments have
encountered multiple times (in fact, showed it to us). But, I should add that
the warning/error pops-up during potentially busy time in terms of network
traffic or slow network (such as weak wireless signal). So, Mark wondered
if the timeout time could be extended to get over the problem.

> are you asking to add a loop that will retry the search if there is a failure?
> I've actually never experienced a hiccup with this service - though I know it
> has to get bogged down or even go down sometimes.
> How often are you experiencing difficulties?

#3 - 03/02/2010 05:53 PM - Mark Urban-Lurain

The students who report this report that it happens sometimes. Most recently during early afternoon in wireless classrooms, or other situations that may have bandwidth/server load issues. This afternoon, one of the students used it with no problems for about an hour before the message popped up, but it only happened once. Other than that, it was very responsive. However, this was after 4 PM and in a non-public wireless network in Diane's office, as opposed to 2 PM in a large lecture classroom with 400 students, many of whom were on the wireless network, where she reports that it happened on each question. Each time it happens, she reports that she had to close morpho and restart to make it work. She reports that it always works for the first question, but if she gets the error and keeps trying without quitting/restarting morpho, it won't work.

Feels like a network load/timeout/retry issue. If there are timeout parameters, making them larger to see what happens or else trapping the error and doing a retry might be useful.

I asked her to keep a log of when/where this happens, but we can't reproduce it more reliably at this time.

#4 - 03/02/2010 06:13 PM - ben leinfelder

1. At what point in the process is the error box popping up? I am assuming it is when you enter a search term and search the service. Correct?
2. What is the actual error message?
3. After dismissing the error message, it sounds like you can still navigate around Morpho but that the search never works? This is perplexing, but hopefully we'll shed some light on it shortly.

#5 - 03/02/2010 06:30 PM - Mark Urban-Lurain

(In reply to comment [#4])

> 1. At what point in the process is the error box popping up? I am assuming it
> is when you enter a search term and search the service. Correct?

Yes.

> 2. What is the actual error message?

Unable to load vocabulary:nbii

> 3. After dismissing the error message, it sounds like you can still navigate
> around Morpho but that the search never works?

That's my understanding. She reports that once she gets the message, if she tries searching again w/o restarting morpho, she gets the error again.

> This is perplexing, but
> hopefully we'll shed some light on it shortly.

#6 - 03/03/2010 04:27 PM - ben leinfelder

In the code, I only see an error message like the one you have phrased as:
"Could not load vocabulary: nbii"
This should only appear if there is a problem loading the NBII search page - somethien that happens before any searching is performed. I don't think it's an NBII or traffic error since the webservice is not being invoked at this point.
I know you said it was when you "searched for a term" - but that doesn't make sense based on what I see. I think it could show up if you were trying to "Add" a term that came from the 'nbii' vocab (one step before searching)

#7 - 06/17/2010 11:36 PM - ben leinfelder

I just tried a search for 'DNA' - and while it was a bit slow, it did connect with NBII correctly and I was able to selected a related term for my keyword selection.
I'm reducing the severity of this bug as it does not seem to be universally blocking.

#8 - 03/27/2013 02:28 PM - Redmine Admin

Original Bugzilla ID was 4861