

## Metacat - Bug #7226

### Perl Registry hangs on uploads

11/10/2017 12:56 PM - Chris Jones

<b>Status:</b>	New	<b>Start date:</b>	11/10/2017
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Jing Tao	<b>% Done:</b>	0%
<b>Category:</b>	registry	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	2.9.0	<b>Spent time:</b>	0.00 hour
<b>Bugzilla-Id:</b>			
<b>Description</b>			
<p>Jeanette has reported an issue where the KNB data registry is hanging when a small file is being uploaded (see attached screenshots).</p> <p>In the JavaScript console, she saw a Bad Gateway error. With a quick web search on this, it looks like the Bad Gateway response is usually thrown when Apache calls a sub processor like the perl interpreter and doesn't get a response back (timeout), or some other non-response error. We need to track down what is happening in the Perl code to induce this. Here's the Slack thread:</p> <p>Feeling the "hanging submission page" pain right now. What do I do? Abandon? Wait and hope? According to my local file these files should only be 831KB so I'm not sure why it thinks they are so huge</p> <p>chris [1:15 PM] @jeanette which server is that? KNB?</p> <p>jeanette [1:16 PM] yeah, production</p> <p>chris [1:16 PM] ok</p> <p>jeanette [1:16 PM] I bailed out after seeing the timeout error</p> <p>chris [1:16 PM] that's an odd one. i'll look</p> <p>jeanette [1:16 PM] but still not the easiest thing to figure out from a user perspective</p> <p>chris [1:16 PM] totally</p> <p>jeanette [1:17 PM] I think this has happened to me before, and I think it is triggered by writing metadata -&gt; add a file -&gt; accidentally submit before adding all files -&gt; go back and edit record -&gt; add more files -&gt; submit again -&gt; page hangs forever I also think I have heard of a similar workflow causing an error for ADC users</p>			

### History

#### #1 - 11/16/2017 09:46 AM - Jing Tao

After trying couple times to load different size data files from 2k to 800 M, I can't reproduce the bug. I will try more.

**Files**

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Screen Shot 2017-11-09 at 11.34.13 AM.png	70.5 KB	11/10/2017	Chris Jones
Screen Shot 2017-11-09 at 11.45.11 AM.png	102 KB	11/10/2017	Chris Jones