

Metacat - Bug #7226

Perl Registry hangs on uploads

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

Status:	New	Start date:	11/10/2017
Priority:	Normal	Due date:	
Assignee:	Jing Tao	% Done:	0%
Category:	registry	Estimated time:	0.00 hour
Target version:	2.9.0	Spent time:	0.00 hour
Bugzilla-Id:			

Description

Jeanette has reported an issue where the KNB data registry is hanging when a small file is being uploaded (see attached screenshots).

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:

```
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
```

```
chris [1:15 PM]  
@jeanette which server is that?  
KNB?
```

```
jeanette [1:16 PM]  
yeah, production
```

```
chris [1:16 PM]  
ok
```

```
jeanette [1:16 PM]  
I bailed out after seeing the timeout error
```

```
chris [1:16 PM]  
that's an odd one. i'll look
```

```
jeanette [1:16 PM]  
but still not the easiest thing to figure out from a user perspective
```

```
chris [1:16 PM]  
totally
```

```
jeanette [1:17 PM]  
I think this has happened to me before, and I think it is triggered by  
writing metadata ->  
add a file ->  
accidentally submit before adding all files ->  
go back and edit record ->  
add more files ->  
submit again ->  
page hangs forever  
I also think I have heard of a similar workflow causing an error for ADC users
```

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

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