

## Gisaf - Support #13202

### Gisaf is showing error

12/11/2021 11:27 - Selvarani C

<b>Status:</b>	Resolved	<b>Start date:</b>	12/11/2021
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Philippe May	<b>% Done:</b>	100%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Spent time:</b>	0.00 hour
<b>Description</b>			
Hi Philippe,  when we are selecting the layers under the Minor groups, It's showing a error has below shown. So please check it.  Thanks.			
<b>Related issues:</b>			
Related to GIS - Support #13203: Redis server: fix warning related to memory...		<b>In Progress</b>	<b>12/11/2021</b>

### History

#### #1 - 12/11/2021 12:51 - Philippe May

- % Done changed from 0 to 100

- Status changed from New to Resolved

I just restarted the Gisaf service and it looks OK.

Will investigate further if this error pops up again.

~~ Technical details below ~~

I checked the logs and could not find any obvious reason. Clearly something related to the connection with the redis server:

```
Nov 12 12:39:42 gisaf2 python[3690]: ERROR:graphql.execution.utils:Traceback (most recent call last):
Nov 12 12:39:42 gisaf2 python[3690]:   File "/usr/local/lib/venv/gisaf/lib/python3.9/site-packages/promise/promise.py", line 844, in handle_future_result
Nov 12 12:39:42 gisaf2 python[3690]:     resolve(future.result())
Nov 12 12:39:42 gisaf2 python[3690]:   File "/usr/local/lib/gisaf_src/gisaf/graphql_api.py", line 750, in resolve_mapboxStyle
Nov 12 12:39:42 gisaf2 python[3690]:     ttag = await redis_store.get_ttag(ttag_channel)
Nov 12 12:39:42 gisaf2 python[3690]:   File "/usr/local/lib/gisaf_src/gisaf/redis_tools.py", line 327, in get_ttag
Nov 12 12:39:42 gisaf2 python[3690]:     If no ttag is know, create one as now.
Nov 12 12:39:42 gisaf2 python[3690]:   File "/usr/local/lib/venv/gisaf/lib/python3.9/site-packages/aioredis/commands/string.py", line 85, in get
Nov 12 12:39:42 gisaf2 python[3690]:     return self.execute(b'GET', key, encoding=encoding)
Nov 12 12:39:42 gisaf2 python[3690]:   File "/usr/local/lib/venv/gisaf/lib/python3.9/site-packages/aioredis/commands/__init__.py", line 51, in execute
Nov 12 12:39:42 gisaf2 python[3690]:     return self._pool_or_conn.execute(command, *args, **kwargs)
Nov 12 12:39:42 gisaf2 python[3690]:   File "/usr/local/lib/venv/gisaf/lib/python3.9/site-packages/aioredis/connection.py", line 322, in execute
Nov 12 12:39:42 gisaf2 python[3690]:     raise ConnectionClosedError(msg)
Nov 12 12:39:42 gisaf2 python[3690]: graphql.error.located_error.GraphQLLocatedError: Reader at end of file
```

**#2 - 12/11/2021 12:59 - Philippe May**

Suspecting an issue with redis and low memory, follow up: [#13203](#).

**#3 - 12/11/2021 12:59 - Philippe May**

- Related to Support #13203: Redis server: fix warning related to memory allocation added

**Files**

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Gisaf Error.png	554 KB	12/11/2021	Selvarani C
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