

## GIS - Support #13763

### Gisaf not responding

09/03/2022 15:45 - Giulio Di Anastasio

<b>Status:</b>	Resolved	<b>Start date:</b>	09/03/2022
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Philippe May	<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Spent time:</b>	0.00 hour
<b>Description</b> Dear Philippe, I see that Gisaf is not responding right now, it is not connecting and the list of layer is also weird (see screenshot 1 attached). This morning also it did not work, but in a different way: the list of layer was always loading but not showing... I could not take a screenshot because I was not in the office on someone else's laptop...  Sorry but I don't really know how better to explain the issue...			

### History

#### #1 - 11/03/2022 12:39 - Philippe May

Just restarted the Gisaf processes and the web site is responding normally.

Investigating now.

#### #2 - 11/03/2022 13:01 - Philippe May

- Assignee set to Philippe May

- Status changed from New to Resolved

[@Giulio: you can skip below, these are technical notes]

Get errors like this in the logs:

```
Mar 03 10:36:50 gisaf2 python[789]: graphql.error.located_error.GraphQLLocatedError: This connection is already released permanently.
```

```
Mar 03 10:50:54 gisaf2 python[789]: graphql.error.located_error.GraphQLLocatedError: connection was closed in the middle of operation
```

```
Mar 03 10:51:33 gisaf2 python[789]: asyncpg.exceptions._base.InterfaceError: cannot perform operation: another operation is in progress
```

So, it's quite surely a problem with the connection to the database which is closed (released).

It's not easy to know for sure what's the root cause: which other operation is in progress?

One possibility is with ogcap (see [#10948](#)), which is enabled but not fully implemented as async, thus there's a risk that the threads are blocked.

For the time being, I have deactivated ogcap since it's a feature I developed mostly for... collaborative work with other services and mostly TDC grin.png.

#3 - 11/03/2022 13:03 - Philippe May

Note to Giulio: i didn't receive a mail for this ticket because i was not the assignee.

Files

Screenshot_1.jpg	56.5 KB	09/03/2022	Giulio Di Anastasio
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