

GIS - Support #13883

Gisaf not responding - Possible issue with tag editing?

07/04/2022 17:42 - Giulio Di Anastasio

Status:	Resolved	Start date:	07/04/2022
Priority:	Urgent	Due date:	
Assignee:	Philippe May	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Description			
This morning Raj was editing some tags for platforms. Selvarani noticed that when Raj works on tags, then Gisaf stops responding. There could be a link between the two things... Thanks			

History

#1 - 07/04/2022 19:34 - Philippe May

- Status changed from New to Resolved

Just restarted the Gisaf server process and it's back to normal.

Basically the connection from the Gisaf process to the database got stuck at some point this morning. I don't think it's directly related to editing tags, but that too many operations ran at the same time and some kind of "race condition" occurred.

Resolving this ticket now, please reopen it if the same symptom happen in the next few days.

~ Technical details below ~

The logs contain few instances of the error as below:

```
Apr 07 10:19:06 gisaf2 python[729]: File "/usr/local/lib/venv/gisaf/lib/python3.9/site-packages/promise/promise.py", line 844, in handle_future_result
Apr 07 10:19:06 gisaf2 python[729]:     resolve(future.result())
Apr 07 10:19:06 gisaf2 python[729]: File "/usr/local/lib/gisaf_src/gisaf/graphql_api.py", line 878, in resolve_featureInfo
Apr 07 10:19:06 gisaf2 python[729]:     feature_info_dict = await registry.get_model_id_params(model, int(id))
Apr 07 10:19:06 gisaf2 python[729]: File "/usr/local/lib/gisaf_src/gisaf/registry.py", line 197, in get_model_id_params
Apr 07 10:19:06 gisaf2 python[729]:     item = await model.load(**model.get_join_with()).query.where(model.id==id).gino.first()
Apr 07 10:19:06 gisaf2 python[729]: File "/usr/local/lib/venv/gisaf/lib/python3.9/site-packages/gino/api.py", line 137, in first
Apr 07 10:19:06 gisaf2 python[729]:     return await self._query.bind.first(self._query, *multiparams, **params)
Apr 07 10:19:06 gisaf2 python[729]: File "/usr/local/lib/venv/gisaf/lib/python3.9/site-packages/gino/engine.py", line 748, in first
Apr 07 10:19:06 gisaf2 python[729]:     return await conn.first(clause, *multiparams, **params)
Apr 07 10:19:06 gisaf2 python[729]: File "/usr/local/lib/venv/gisaf/lib/python3.9/site-packages/gino/engine.py", line 328, in first
Apr 07 10:19:06 gisaf2 python[729]:     return await result.execute(one=True)
Apr 07 10:19:06 gisaf2 python[729]: File "/usr/local/lib/venv/gisaf/lib/python3.9/site-packages/gino/dialects/base.py", line 214, in execute
Apr 07 10:19:06 gisaf2 python[729]:     rows = await cursor.async_execute(
Apr 07 10:19:06 gisaf2 python[729]: File "/usr/local/lib/venv/gisaf/lib/python3.9/site-packages/gino/dialects/asyncpg.py", line 184, in async_execute
Apr 07 10:19:06 gisaf2 python[729]:     result, stmt = await getattr(conn, "_do_execute")(query, executor, timeout)
Apr 07 10:19:06 gisaf2 python[729]: File "/usr/local/lib/venv/gisaf/lib/python3.9/site-packages/asyncpg/connection.py", line 1691, in _do_execute
Apr 07 10:19:06 gisaf2 python[729]:     stmt = await self._get_statement(
Apr 07 10:19:06 gisaf2 python[729]: File "/usr/local/lib/venv/gisaf/lib/python3.9/site-packages/asyncpg/connection.py", line 449, in _get_statement
Apr 07 10:19:06 gisaf2 python[729]:     await self._cleanup_stmts()
Apr 07 10:19:06 gisaf2 python[729]: File "/usr/local/lib/venv/gisaf/lib/python3.9/site-packages/asyncpg/connection.py", line 1424, in _cleanup_stmts
```

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Apr 07 10:19:06 gisaf2 python[729]:      await self._protocol.close_statement(stmt, protocol.NO_TIMEOUT)
Apr 07 10:19:06 gisaf2 python[729]:      File "asynpg/protocol/protocol.pyx", line 557, in close_statement
Apr 07 10:19:06 gisaf2 python[729]: graphql.error.located_error.GraphQLLocatedError: connection was closed in
the middle of operation
Apr 07 10:19:06 gisaf2 python[729]: ERROR:aiohttp.server:Error handling request
Apr 07 10:19:06 gisaf2 python[729]: Traceback (most recent call last):
Apr 07 10:19:06 gisaf2 python[729]:   File "/usr/local/lib/venv/gisaf/lib/python3.9/site-packages/aiohttp/web_
protocol.py", line 422, in _handle_request
```