Infrastructure - Task #2135

ASKLIBREOFFICE - site problem makes it difficult to use

2017-01-05 17:19 - Anonymous

Status: Closed
Priority: Urgent
Assignee: Evgeny Fadeev
Category:
Target version:
Tags:

Description
Since about 01/02/17 noon PST, the site has exhibited multiple problems. Aside from Views not being updated (reported in task #2134), no activity is recorded for users, no notifications are being recorded and no email is being sent. This makes it extremely difficult for people to provide answers to questions (as well as receiving answers) since no notification is present when comments or answers are entered. Tracking more than one or two answers to questions is tedious as best.

BTW - the referred to site is - https://ask.libreoffice.org

History
#1 - 2017-01-07 16:49 - Anonymous
Site now seems repaired as of 1/7/2017 @ 8:20 am PST. Who ever - Thank You!

#2 - 2017-01-09 15:50 - Evgeny Fadeev
Can the server admin install rabbitmq-server package?
I would then configure it, we might also need to coordinate in case a config file needs to be saved in the server build recipe.

Right now it seems that the queue goes out of control after a day or so.
I've set a restart cron job twice per day, but we should have rabbitmq to make the site work better.

#3 - 2017-01-10 09:48 - Florian Effenberger

Can the server admin install rabbitmq-server package?

Should be installed now ;-) 

#4 - 2017-01-15 15:25 - Guilhem Moulin
BTW I also migrated the service to a new Debian 8 VM that day.

#5 - 2017-01-24 14:08 - Anonymous
Once again, have not seen any notifications or email for about a week now. This continues to be a problem.

#6 - 2017-01-29 01:53 - Anonymous
Last few days started getting email and notifications for new or updated answers only. Not on comments - no email or notifications. This is where a lot of communications take place.

Also, Activity is not recording new answers. Only my comments and changes to existing answers.

This is becoming increasingly problematic. While answering dozens (and holding back this past month because of the problems) of questions per month and typically 50% receive no response what-so-ever, one must keep going back over the questions where answers were presented to see if any comments were posted. Must keep my own records to posted answers. No way to trust the site right now.

#7 - 2017-01-30 09:42 - Florian Effenberger
- Assignee set to Evgeny Fadeev

#8 - 2017-01-30 18:45 - Evgeny Fadeev
S Grek, thank you, found source of the issue you've described. Hopefully fixed now.

#9 - 2017-01-31 04:09 - Anonymous
Evgeny thank you for your attention to this. Saw your testing today but unfortunately it is not fixed.

I now get a notification but only in certain cases. Let me explain. When you tested I got a notification (and an email) of the change. Then I was answering questions and just before signing out, I had received three notifications (all from same question) of comments & no email as expected since I was still signed in. Then I signed out and left my email program on. Had answered some more questions so was waiting for answers. After over an hour and no email I signed back in. There was a notification. It was a notification of a changed question, similar to yours but no email. However, upon further searching, I found someone else had also generated a comment in response to my answer and that was nowhere to be seen.

So, the bottom line is there doesn't seem to be any apparent pattern. Also, activity is still not registering new answers I post; only modified answers and comments I submit.

#10 - 2017-02-01 00:37 - Anonymous
Once again, thank you for work done.

Signed in today, had multiple notifications but no emails. There doesn't appear to be any missing notifications which is very good news.

Also of note, posted answers are now showing up in Activity.

Starting to look more like pre January 2nd.

#11 - 2017-02-01 00:44 - Evgeny Fadeev
@s_grek, sure and sorry for the troubles.

Could you please tell what is your account name on the ask.libreoffice site? I'll have a look in more detail.

#12 - 2017-02-01 04:27 - Anonymous
The account is

Thank you for your help.

#13 - 2017-02-06 23:27 - Anonymous
Thank you for all past help. Have not received ANY emails since your testing almost a week ago. I'm certain it is not a problem with just my account. But at this point I give up. I've tried for over a month to assist in getting the site back to where it was prior to January 2 but it seems every time something is fixed, something else breaks. It's not the worst problem in the past two years but near the top.

Please do not respond.

#14 - 2017-02-07 09:01 - Evgeny Fadeev
Just updating that hopefully this is now resolved.

Sorry @s_grek, I am compelled to respond to the ticket, sorry for the inconvenience. If you would like - perhaps unsubscribe from this thread.

One issue might occur that when users make multiple edits within short time - alerts will be sent to each edit. I am working on making the alerts throttled so that only cumulative updates within certain periods are delivered.

#15 - 2018-02-08 15:50 - Cor Nouws
feedback message via askbot:

AskLibO feedback

Ratslinger <https://ask.libreoffice.org/en/users/19488/ratslinger/>
(sgrekow@yahoo.com <mailto:sgrekow@yahoo.com>, ip:172.58.28.79) wrote:

Still no emails. Months since last emails were generated. Doesn't help getting answers to people which in turn doesn't help the product.

Server must be loaded with them by now.

#16 - 2018-02-08 15:59 - Florian Effenberger
Guilhem, Evgeny, any idea? Seems to be a problem still

#17 - 2018-02-08 16:38 - Guilhem Moulin
Florian Effenberger wrote:

Guilhem, Evgeny, any idea? Seems to be a problem still

There are 0 occurrences of that address in the mail.log, so askbot didn't submit them. AFAICT the config didn't change so I suspect an upstream issue like last year.

#18 - 2020-04-27 05:49 - Evgeny Fadeev
I believe missing alerts issue is a duplicate of https://redmine.documentfoundation.org/issues/3019.

IMO this issue can be closed as it contains a number of issues, some being resolved and one duplicate.

#19 - 2020-05-04 16:02 - Florian Effenberger
- Status changed from New to Closed