

Tech Note on UI which Runs Slow and Crashes

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Introduction

This document describes an issue where the User Interface (UI) runs slow and crashes intermittently.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cloud Center Versions up to 4.7.X.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem: UI Runs Slow and Crashes

There is a known issue affecting 4.6.3 - 4.7.x where the notifications seen on the dashboard (logins and logouts etc) do not get purged from the database, once the database runs out of memory to hold them all, the UI becomes unresponsive and eventually crashes

Verify

Step 1. Verify the CloudCenter build information using this command.

```
cat /usr/local/tomcat/webapps/ROOT/WEB-INF/build.info
```

```
[root@C3-ccm ~]# cat /usr/local/tomcat/webapps/ROOT/WEB-INF/build.info  
tag=release-4.7.1.1-20170206.2  
build_timestamp=9
```

This particular Issue only affects in **4.6.3 - 4.7.X** -- and was resolved in 4.8.0

Step 2. Login to Postgres using Cliqr user.

```
psql -U cliqr -d cliqrdb
```

Enter password for **Cliqr**

Step 3. Enter this command to check the count of notifications from Postgres database.

```
select count(*) from notification;  
[root@C3-ccm ~]# psql -U cliqr -d cliqrdb  
Password for user cliqr:  
psql (9.5.4)  
Type "help" for help.  
  
cliqrdb=> select count(*) from notification;  
 count  
-----  
3958609  
(1 row)
```

Step 4. Note the count of notifications, If number is in the hundred of thousands or millions then issue is present.

Step 5. Quit the Postgres database and list the **/mnt** and **/bak** directory. Ensure that the files are owned by the **cliqruser** in **/bak** directory. If do not, you hit a known bug.

```
\q  
ls -l /mnt  
cd /mnt  
ls -l  
cd /bak/  
ls -l
```

```

[root@C3-ccm ~]# ls -l /
total 32
lrwxrwxrwx    1 root root    7 Oct 17  2016 bin -> usr/bin
dr-xr-xr-x.   4 root root 4096 Oct 17  2016 boot
drwxr-xr-x   19 root root 3080 May 11 17:32 dev
drwxr-xr-x.  85 root root 8192 May 11 10:26 etc
drwxr-xr-x.   3 root root   22 Aug 12  2015 home
lrwxrwxrwx    1 root root    7 Oct 17  2016 lib -> usr/lib
lrwxrwxrwx    1 root root    9 Oct 17  2016 lib64 -> usr/lib64
drwxr-xr-x.   2 root root    6 Aug 12  2015 media
drwxr-xr-x.   3 root root   16 Nov 16 15:27 mnt
drwxr-xr-x.   5 root root   60 Feb 14 04:35 opt
dr-xr-xr-x 147 root root    0 May 11 17:32 proc
dr-xr-x---.   8 root root 4096 May 15 15:23 root
drwxr-xr-x   25 root root   800 May 11 18:24 run
lrwxrwxrwx    1 root root    8 Oct 17  2016/sbin -> usr/sbin
drwxr-xr-x.   2 root root    6 Aug 12  2015 srv
dr-xr-xr-x   13 root root    0 May 11 17:32 sys
drwxrwxrwt.  12 root root 4096 May 15 15:06 tmp
drwxr-xr-x.  14 root root 4096 Oct 17  2016 usr
drwxr-xr-x.  20 root root 4096 May 11 17:32 var
[root@C3-ccm ~]# cd /mnt/
[root@C3-ccm mnt]# ls -l
total 0
drwxr-xr-x 5 root root 51 Feb 14 04:32 bak
[root@C3-ccm mnt]# cd bak/
[root@C3-ccm bak]# ls -l
total 0
drwxr-xr-x 5 root root 75 Nov 16 15:27 20161116
drwxr-xr-x 5 root root 75 Feb  6 04:12 20170206
drwx----- 5 root root 75 Feb 14 04:33 20170214

```

Solution

Step 1. You need to give cliqruser permissions to write to the file location.

```

cd /
chown cliqruser:cliqruser /mnt/
ls -l

```

Step 2. Verify **/mnt** is owned by cliqruser.

```
[root@C3-ccm mnt]# chown cliqruser:cliqruser /mnt/
[root@C3-ccm mnt]# ls -l /
total 32
lrwxrwxrwx    1 root    root    7 Oct 17  2016 bin -> usr/bin
dr-xr-xr-x.   4 root    root   4096 Oct 17  2016 boot
drwxr-xr-x   19 root    root   3080 May 11 17:32 dev
drwxr-xr-x.  85 root    root   8192 May 11 10:26 etc
drwxr-xr-x.   3 root    root    22 Aug 12  2015 home
lrwxrwxrwx    1 root    root    7 Oct 17  2016 lib -> usr/lib
lrwxrwxrwx    1 root    root    9 Oct 17  2016 lib64 -> usr/lib64
drwxr-xr-x.   2 root    root    6 Aug 12  2015 media
drwxr-xr-x.   3 cliqruser cliqruser 16 Nov 16 15:27 mnt
drwxr-xr-x.   5 root    root    60 Feb 14 04:35 opt
dr-xr-xr-x  147 root    root    0 May 11 17:32 proc
dr-xr-x---.   8 root    root   4096 May 15 15:23 root
drwxr-xr-x   25 root    root    800 May 11 18:24 run
lrwxrwxrwx    1 root    root    8 Oct 17  2016 sbin -> usr/sbin
drwxr-xr-x.   2 root    root    6 Aug 12  2015 srv
dr-xr-xr-x   13 root    root    0 May 11 17:32 sys
drwxrwxrwt.  12 root    root   4096 May 15 15:06 tmp
drwxr-xr-x.  14 root    root   4096 Oct 17  2016 usr
drwxr-xr-x.  20 root    root   4096 May 11 17:32 var
```

Step 3. Edit **cliqr-mgmt-scheduler-context.xml** file as shown here.

```
vi /usr/local/tomcat/webapps/ROOT/WEB-INF/classes/spring/web/cliqr-mgmt-scheduler-context.xml
/cronTrigger
```

Step 4. Searches for **cronTrigger** in the file and should bring you to the correct location, as shown in the image:

```
<!-- Every 15 minutes -->
<task:scheduled ref="sshKeyValueCleanup" method="cleanSshKeyValues" cron="0 */15 * * * *" />
</task:scheduled-tasks>

<bean id="cronTrigger" class="org.springframework.scheduling.quartz.CronTriggerFactoryBean">
  <property name="jobDetail" ref="purgeNotificationJob" />
  <property name="cronExpression" value="0 0 2 * * ?" />
</bean>
```

Step 5. Copy the property named **cronExpression** and put the original in comments, change the second value to 0/15 and the third to *, as shown in the image:

```
<bean id="cronTrigger" class="org.springframework.scheduling.quartz.CronTriggerFactoryBean">
  <property name="jobDetail" ref="purgeNotificationJob" />
  <!--property name="cronExpression" value="0 0 2 * * ?" /-->
  <property name="cronExpression" value="0 0/15 * * * ?" />
</bean>
```

Step 6. This makes the purge notification run every 15 minutes to speed up the fix.

Step 7. Stop and start the tomcat service.

```
/etc/init.d/tomcat stop
/etc/init.d/tomcat start
```