
From: "iCharts | Tyron Montgomery" <tyron.montgomery@icharts.net>
Sent: Mon 8/25/2008 1:38:17 AM (UTC-07:00)
To: <girish.karachiwala@compassites.net>, <s.badrinarayanan@compassites.net>, <mukund.krishnamurthy@compassites.net>, <swati.premkumar@compassites.net>
Cc: "Hans-Bernd Dreis" <hans-bernd.dreis@icharts.net>, <seymour.duncker@icharts.net>
Subject: iCharts Portal: Serious access and performance problems

Hello Compassites-Navigators,

We are all aware of the current development being last last minute. One could also call it insane ;-). That's what I'm least worried about. The only issue that really worries me is the portal performance. I'm not talking about necessary, little optimizations here and there. I'm talking about a serious lag that I have never observed on any other project!

To be precise: While I get instant access to dev.icharts.net (so the server connection and performance is fine) it takes 20 seconds or more for the first data to return from the server when I open dev.icharts.net/ichartPortal/. Having only few charts and users in the system so far, I wonder what the application is doing in those 20+ seconds!?!?

After the first data trickle in, it takes an additional 10 seconds or so for the page to appear. Many of my access attempts even remain unanswered. Today I have only managed to connect to the portal once!

One detail that may help is the following observation: The browser never reaches a connection time-out. Even after half an hour it still displays "Waiting for http://dev.icharts.net/ichartPortal/..." and the little loading circle continues to rotate. Is it possible that your application gets stuck in some kind of loop, e.g. reloading the own URL over and over?

All the answers I received so far are not really satisfactory (not enough RAM, Javascript causing delay, ...) and when I spoke to Girish before the week-end I had the feeling that essential tests, like adding stop-watches to the source code, had not been initiated yet, although the performance issues are known for more than two weeks now.

Please let me know the following: Do you KNOW what is causing the delays? If yes, what is it and when will it be fixed? If no, which actions have you taken / are you taking to find the problems and why does it take so much time to find them?

Please keep us updated on this topic on a daily basis. Also, please don't forget that, beginning this week, we have agreed on daily server updates of the portal and the Studio so that the entire team knows where we are standing.

Thanks,
Tyron

Tyron Montgomery
[founder & CTO]

iCharts, Inc.
440 North Wolfe Road
Sunnyvale, CA 94085
USA

iCharts
Zenettistr. 47 Rgb. EG
80337 Muenchen
Germany

Office: +49 (0)89 7677 4810
Mobile: +49 (0)17 7677 4810
Fax: +49 (0)89 7677 4811

Skype: tyron.montgomery
ooVoo: tyron.montgomery

Internet: <http://icharts.net>

The contents of this message and any files transmitted are confidential and intended only for the addressee named. If you have received this message in error please inform the sender and delete this message from your system. In this case it is strictly prohibited to disclose, copy or distribute this message or parts of it to anyone or to take any action in reliance on the information contained.

This e-mail has been scanned for viruses by Kasperky Internet Security 7 and has been reported virus-free. Nevertheless, e-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain undetected viruses. iCharts therefore cannot accept responsibility for any loss or damage arising from the use of this email or any files transmitted.