
From: "Girish Karachiwala @ Compassites" <girish.karachiwala@compassites.net>
Sent: Mon 8/25/2008 4:36:58 AM (UTC-07:00)
To: "iCharts | Tyron Montgomery" <tyron.montgomery@icharts.net>
Cc: "Hans-Bernd Dreis" <hans-bernd.dreis@icharts.net>, <seymour.duncker@icharts.net>, <s.badrinarayanan@compassites.net>, <mukund.krishnamurthy@compassites.net>, <swati.premkumar@compassites.net>
Subject: RE: iCharts Portal: Serious access and performance problems

Hello Tyron,
We have done the analysis on this and have identified two major bottlenecks with this respect.

1. The way we are storing and fetching the thumbnails for the charts from database.
2. Some memory leak at service layer in portal.

Both have been worked upon and show very good results. We will be putting the new version with these changes on the dev server.

Regards,
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-----Original Message-----

From: iCharts | Tyron Montgomery [mailto:tyron.montgomery@icharts.net]
Sent: Monday, August 25, 2008 2:08 PM
To: girish.karachiwala@compassites.net; s.badrinarayanan@compassites.net; mukund.krishnamurthy@compassites.net; swati.premkumar@compassites.net
Cc: Hans-Bernd Dreis; 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]

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