openSUSE admin - tickets #90230
etherpad.opensuse.org is extremely unstable
2021-03-17 13:00 - lkocman

<table>
<thead>
<tr>
<th>Status:</th>
<th>Resolved</th>
<th>Start date:</th>
<th>2021-03-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority:</td>
<td>Normal</td>
<td>Due date:</td>
<td></td>
</tr>
<tr>
<td>Assignee:</td>
<td>lrupp</td>
<td>% Done:</td>
<td>30%</td>
</tr>
<tr>
<td>Category:</td>
<td>Etherpad</td>
<td>Estimated time:</td>
<td>0.00 hour</td>
</tr>
</tbody>
</table>

**Description**

Hello team,

since today morning we can't really use etherpad.opensuse.org. If it loads its for few seconds and then it’s gone.

Example of problematic page from today (page itself was created a week ago): [https://etherpad.opensuse.org/p/ReleaseEngineering-20210317](https://etherpad.opensuse.org/p/ReleaseEngineering-20210317)

Seems like old pages are loading relatively well. E.g. [https://etherpad.opensuse.org/p/ReleaseEngineering-20210310](https://etherpad.opensuse.org/p/ReleaseEngineering-20210310)

Can you please have a look?

Lubos

**History**

**#1 - 2021-03-17 21:25 - cboltz**
- Category set to Etherpad
- Assignee set to lrupp
- Private changed from Yes to No

**#2 - 2021-03-19 15:06 - lrupp**
- Status changed from New to Feedback

I have to admit that I have currently not really an idea what might go wrong. With the current log level, there is not much in the logs.

I see an exception for 'TypeError: t.dropdowns is undefined' a value in pad_editbar.js, but this is an internal etherpad-lite function.

What has been changed lately is the enabling of the ether-o-meter.

So my first action would be to disable/de-install the plugin above (you can see the output of this plugin if you check first the link below).

If this does not solve the problem, I need to increase logging, which definitively has a huge performance impact.

So I like to ask back if the different behavior of loading old and new pages with different speed is still happening (especially, if you cleared your browsers cache)?

For reference:

- [https://etherpad.opensuse.org/metrics](https://etherpad.opensuse.org/metrics)
- [https://monitor.opensuse.org/grafana/d/YvV2BduWk/base-metrics?orgId=1&from=1593986400000&to=1595195999000&var-hostname=etherpad.infra.opensuse.org&var-command=check_etherpad_pads&var-service=etherpad_stats_url&var-disk=&var-windisk=&var-metric=padsCount](https://monitor.opensuse.org/grafana/d/YvV2BduWk/base-metrics?orgId=1&from=1593986400000&to=1595195999000&var-hostname=etherpad.infra.opensuse.org&var-command=check_etherpad_pads&var-service=etherpad_stats_url&var-disk=&var-windisk=&var-metric=padsCount)

Etherpad version

Version number: 1.8.12
Latest available version: 1.8.12

Installed plugins:
- ep_br_to_p
- ep_delete_empty_pads
- ep_ether-o-meter
- ep_etherpad-lite

2021-05-16 1/3
Right now even opening a brand new page returns error. I’ve had a chance to test it with a brand new install of Leap 15.3 Beta (as I’m reinstalling relatively often). And same issues persists across installations. I don’t see any improvement by using brand new install of firefox.

Not sure if I’m getting the same js traceback as yours https://paste.opensuse.org/78497303 this paste would be from a brand new page generated by etherpad.

Now I got following from visiting our meeting index page https://etherpad.opensuse.org/p/ReleaseEngineering-meeting (doesn’t happen always)

Sorry, api.opensuse.org is in maintenance mode at the moment. If the situation persists, check the opensuse-buildservice@opensuse.org mailinglist or https://status.opensuse.org/.

It might either be related to:

- some database changes (encoding?)
- DNS problems?
- problems with a specific plugin?

I'm sorry, Lubos, I have to admit that I have currently not enough spare time to debug this further. I hope to find some time at the end of next week, but my private schedule is currently filled up with other "high priority" items. Maybe there's another volunteer, who can step in and check in the meantime?

Thank you Lars,

we’ll meanwhile use a replacement

https://pad.riseup.net/p/ReleaseEngineering-meeting

I’m also

lkocman wrote:

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I'm also having issues with etherpad. It has difficulty loading and saving. There are several errors.

#8 - 2021-04-13 20:27 - cboltz
The most interesting error message (which appears in 10 of 10 etherpad session logs) is

```
[ERROR] server - Error: ENOTDIR: not a directory, stat '/srv/www/etherpad-lite/src/static/js/security.js/index.js'
```

/srv/www/etherpad-lite/src/static/js/security.js exists as file, but I have no idea why etherpad appends /index.js.

#9 - 2021-04-15 19:16 - lrupp
- Status changed from Workable to Resolved
- Assignee changed from opensuse-admin to lrupp
- % Done changed from 0 to 30

ok, found some time to debug this further.

- etherpad is now updated again to the latest upstream version (but I doubt that this was the reason)
- I disabled the following plugins now:
  - ep_br_to_p
  - ep_font_family
  - ep_markdownify

The "winner" was ep_markdownify, but I disabled the other two as well, as they were not used that much.

With this: can I ask you to give [https://etherpad.opensuse.org/](https://etherpad.opensuse.org/) a try again and see if the problem still exists?

#10 - 2021-04-16 06:27 - ggardet_arm
It is usable again on my side. Thanks a lot! :)

Files

| Screenshot from 2021-04-13 21-42-00.png | 129 KB | 2021-04-13 | ddemaio |