

## Arvados - Bug #6651

### "This website is under heavy load" error causes a parsing error

07/16/2015 07:37 PM - Nico César

<b>Status:</b>	Duplicate	<b>Start date:</b>	07/16/2015
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assigned To:</b>	Nico César	<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Arvados Future Sprints		
<b>Description</b>			
/usr/local/arvados/install-arvados-tokens.rb production			
Error: 757: unexpected token at '<h1>This website is under heavy load</h1><p>We're sorry, too many people are accessing this website at the same time. We're working on this problem. Please try again later.</p>'			
/usr/local/rvm/gems/ruby-2.1.4/gems/json-1.8.2/lib/json/common.rb:155:in `parse'			
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/usr/local/rvm/gems/ruby-2.1.4/gems/arvados-0.1.20150615153458/lib/arvados.rb:214:in `api_exec'			
/usr/local/rvm/gems/ruby-2.1.4/gems/arvados-0.1.20150615153458/lib/arvados.rb:83:in `block (4 levels) in initialize'			
/usr/local/arvados/install-arvados-tokens.rb:81:in `<main>'			
<pre>			
passenger default of overloaded is in HTML not in json			

## History

### #1 - 01/28/2016 01:26 PM - Joshua Randall

I just observed this on our system as well - when the API server is overloaded, workbench ends up putting up a generic error about parsing rather than any message about the heavy load.

### #2 - 01/28/2016 01:55 PM - Joshua Randall

I have worked around this problem with the following nginx config:

in nginx.conf:

```
passenger_request_queue_overflow_status_code 513;
passenger_intercept_errors on;
```

in cond.d/arvados-api.conf, inside the "server { listen 127.0.0.1:8000 ... }" block:

```
error_page 513 =503 /heavyload.json;
```

In /var/www/arvados-api/current/public/heavyload.json:

```
{"errors":["This website is under heavy load (queue full)"]}
```

I change the status code for the "heavy load" situation within passenger from 503 to 513 (since there are other situations that could also cause 503 errors). I then configure nginx to process the 513 status by returning the /heavyload.json file instead of the default handler, and also recodes the status back to 503.

### #3 - 08/05/2017 04:06 PM - Tom Morris

- Assigned To set to Nico César

- Target version set to 2017-08-16 sprint

### #4 - 08/16/2017 07:09 PM - Nico César

- Target version changed from 2017-08-16 sprint to Arvados Future Sprints

this is a duplicate

#5 - 04/24/2019 07:53 PM - Nico César

- Status changed from New to Duplicate