

Support History

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This support request may be viewed, responded to, or closed.

Request details

ID#: 347570

Subject:	Inconsistent Timeouts
Status:	In Progress
Opened By:	Ronald Hoskins
Date opened:	2008/03/03 02:38

Response history

Your response: 2008/03/03 02:38

Invariably over the past several days, when trying to navigate around the site, we're getting timeouts. I thought it may have been just my connection, but I'm starting to get complaints from others as well. sometimes when clicking a link, it will take about 20 seconds or so and finally resolve, other times - timeout. It usually corrects itself the third or fourth time a link is clicked.

Support response: 2008/03/04 10:56

To begin troubleshooting this situation I strongly recommend analyzing the speed of your dynamic pages using one of the many website performance analysis tools available such as; Pingdom Full Page Test and the Firebug browser extension for Firefox. Below I've included links to these resources along with more information on how to use these tools to determine what code on your web pages takes the longest time to load.

Many times calling external javascript includes or using seemingly small website plugins (that may not been written efficiently) can dramatically increase the time it takes your web pages to load. Understanding the time it takes each item on your page to load will help you determine what code is having the biggest impact so you can quickly begin looking at ways to reduce your page load times.

<http://tools.pingdom.com/fpt/>
<http://www.codestore.net/store.nsf/unid/BLOG-20070326>
<http://getfirebug.com>

We've seen many cases where a page may take a long time to load and it turns out the main reason why this is happening has to do with calling an external javascript include or loading an inefficient web application plugin. In these cases the power of the server won't make a difference as the results will be the same anywhere the site is hosted. Eliminating these potential causes of slow loading pages will help us both understand the specific problem so we can help make your pages load quickly again.

Best Regards,

John P.
Customer Support
(mt) Media Temple
<v> 877-578-4000
<f> 310-564-2007

Your response: 2008/03/04 11:52

This seems to be the defacto response when submitting this type of support issue. "The code in your pages". Ladies and gentlemen, if it were "the code in my pages", don't you think that it would have a slow response time... "ALL THE TIME" or "MOST OF THE TIME". C'mon. I'm talking about timeouts that occur invariably and quite frequently (amazingly, hasn't happened much today). If I click a link, any link, and it

times out, do you really, truly believe it's because we're calling an external JavaScript and it's too much of a load, so it times out?

I will get some sort of website monitor. But, why can't you guys ever say that we may have a glitch somewhere and "let US take a look at our logs and other support requests to see if there's an issue". It would be way better BS than telling me it's always "the code in my pages". "The code in my pages" hasn't changed much in 6 months, why would the code be causing problems now??

I truly LOVE the speed of our new host (MT). When it works, it works well. But, when problems arise (that are sometimes hard to reproduce in real time), I don't like the brush off.

Support response: 2008/03/04 12:26

What is attempted here in not to point any fingers or to brush anyone off, not in the least. What is attempted here is just as the statement says, "To begin troubleshooting". If there are any cases of an increase in traffic and such, the code on it's own might not be an issue but when that rises, the code could be the issue. We won't know until we troubleshoot all aspects. I have checked the server and at this particular point in time we are not experiencing any issues with the server. This does not mean there was not an issue but being able to replicate could give us needed answers. I checked your site multiple times but was unfortunately unable to replicate the issue.

Best Regards,

John P.
Customer Support
(mt) Media Temple
<v> 877-578-4000
<f> 310-564-2007

Your response: 2008/03/04 12:33

OK thanks... sorry for the rant.

I have an old fashioned Internet monitor that checks the status of websites every few minutes and logs the activity/inactivity. If it starts happening again, I'll launch it and see if I get anything. Would a log file from something like this be sufficient (the log will indicate timeouts if there are any, so far, like you said, no issues today) for starters?

I'm sure that you can understand how frustrating it can be when you hit a link and nothing happens -- even if it's not your site when it happens.

Thanks again.

Support response: 2008/03/04 12:43

Yes, and as a courtesy I have checked them for you. You can see the same by logging into the Account Center and clicking Domains > Primary Domain Name > Report Settings and Logs. Here is what is listed recently today:

[Tue Mar 04 10:17:24 2008] [error] [client 70.188.188.180] File does not exist: /home/17643/domains/muvipix.com/html/cpg/albums/previews/progressBar.gif, referer: <http://muvipix.com/cpg/albums/previews/steve18sample.htm>
[Tue Mar 04 10:17:24 2008] [error] [client 70.188.188.180] File does not exist: /home/17643/domains/muvipix.com/html/cpg/albums/previews/blank.gif, referer: <http://muvipix.com/cpg/albums/previews/steve18sample.htm>
[Tue Mar 04 10:17:26 2008] [error] [client 70.188.188.180] File does not exist: /home/17643/domains/muvipix.com/html/cpg/albums/previews/progress2.gif, referer: <http://muvipix.com/cpg/albums/previews/steve18sample.htm>
[Tue Mar 04 10:18:52 2008] [error] [client 202.100.219.165] File does not exist: /home/17643/domains/muvipix.com/html/inc
[Tue Mar 04 10:18:57 2008] [error] [client 202.100.219.165] client denied by server configuration: /home/17643/domains/muvipix.com/html/phpBB3/chat/inc/cmses/aedating4CMS.php
[Tue Mar 04 10:28:37 2008] [error] [client 70.188.188.180] File does not exist: /home/17643/domains/muvipix.com/html/cpg/albums/previews/blank.gif, referer: <http://muvipix.com/cpg/albums/previews/steve11sample.htm>
[Tue Mar 04 10:28:37 2008] [error] [client 70.188.188.180] File does not exist: /home/17643/domains/muvipix.com/html/cpg/albums/previews/progress2.gif, referer: <http://muvipix.com/cpg/albums/previews/steve11sample.htm>
[Tue Mar 04 10:28:37 2008] [error] [client 70.188.188.180] File does not exist: /home/17643/domains/muvipix.com/html/cpg/albums/previews/progressBar.gif, referer: <http://muvipix.com/cpg/albums/previews/steve11sample.htm>
[Tue Mar 04 10:29:18 2008] [error] [client 74.203.196.55] File does not exist: /home/17643/domains/muvipix.com/html/chat

[Tue Mar 04 10:29:18 2008] [error] [client 74.203.196.55] File does not exist: /home/17643/domains/muvipix.com/html/phpBB3/chat/chat
[Tue Mar 04 10:29:53 2008] [error] [client 70.188.188.180] Directory index forbidden by rule:
/home/17643/domains/muvipix.com/html/products/
[Tue Mar 04 10:32:32 2008] [error] [client 75.42.212.89] malformed header from script. Bad header=Not Modified: php4, referer:
<http://muvipix.com/phpBB3/viewtopic.php?f=22&t=2410&p=20124>
[Tue Mar 04 11:01:16 2008] [error] [client 116.50.18.196] File does not exist:
/home/17643/domains/muvipix.com/html/phpBB3/chat/phpbb_login_chat.php
[Tue Mar 04 11:01:16 2008] [error] [client 116.50.18.196] File does not exist: /home/17643/domains/muvipix.com/html/phpbb_login_chat.php
[Tue Mar 04 11:01:17 2008] [error] [client 116.50.18.196] File does not exist:
/home/17643/domains/muvipix.com/html/phpBB3/phpbb_login_chat.php
[Tue Mar 04 11:09:25 2008] [error] [client 212.227.82.216] File does not exist: /home/17643/domains/muvipix.com/html/inc
[Tue Mar 04 11:47:44 2008] [error] [client 75.48.12.172] File does not exist:
/home/17643/domains/muvipix.com/html/cpg/albums/userpics/10181/Animated_Images.smi, referer:
<http://muvipix.com/cpg/displayimage.php?album=lastup&cat=0&pos=0>
[Tue Mar 04 11:59:57 2008] [error] [client 75.48.12.172] malformed header from script. Bad header=Not Modified: php4, referer:
<http://muvipix.com/phpBB3/viewtopic.php?f=38&t=2016&p=20135>
[Tue Mar 04 11:59:57 2008] [error] [client 75.48.12.172] File does not exist:
/home/17643/domains/muvipix.com/html/cpg/albums/userpics/10181/Animated_Images.smi, referer:
<http://muvipix.com/phpBB3/viewtopic.php?f=38&t=2016&p=20135#p20135>
[Tue Mar 04 11:59:58 2008] [error] [client 75.48.12.172] malformed header from script. Bad header=Not Modified: php4, referer:
<http://muvipix.com/phpBB3/viewtopic.php?f=38&t=2016&p=20135>
[Tue Mar 04 12:03:52 2008] [error] [client 24.31.146.148] File does not exist:
/home/17643/domains/muvipix.com/html/cpg/albums/userpics/10210/thumb_thumb_flatstanley.jpg
[Tue Mar 04 12:05:35 2008] [error] [client 68.153.116.56] File does not exist:
/home/17643/domains/muvipix.com/html/phpsecurearea/login/favicon.ico
[Tue Mar 04 12:17:07 2008] [error] [client 75.126.130.198] File does not exist: /home/17643/domains/muvipix.com/html/common.inc.php

I hope this helps.

Best Regards,

John P.
Customer Support
(mt) Media Temple
<v> 877-578-4000
<f> 310-564-2007

Your response: 2008/03/04 14:01

I understand that I have to clean up some image paths - certainly wouldn't cause timeouts.

These errors, I'm told, are a server issue:

[Tue Mar 04 11:59:57 2008] [error] [client 75.48.12.172] malformed header from script. Bad header=Not Modified: php4, referer:
<http://muvipix.com/phpBB3/viewtopic.php?f=38&t=2016&p=20135>

As the errors don't happen on every host. If it happens to be our problem, can you tell me what it is?

And some of those errors are people (or bots) snooping around, I can't control that. The IPs originate in Russia, Germany, Hong Kong etc. 99% of our customers are Canada/UK/US.

Support response: 2008/03/05 08:57

Now just to make sure I can test the best possible, would you be able to let me know where on the site you saw the timeouts? Any particular link itself? The more information we could get the better. Please let us know.

Best Regards,

John P.
Customer Support
(mt) Media Temple
<v> 877-578-4000
<f> 310-564-2007

Your response: 2008/03/05 11:21

When it occurs (hasn't happened today yet), it doesn't matter what link(s). It could be during posting forms, it could be clicking on an existing topic in a discussion - and more-so when I see it, it's when I'm simply hitting a bookmark to the site. One of my Admins this morning said that it timed out when simply trying to log in. So, it's not any one link or page.

I realize that there's not much you can do if it isn't happening all the time. I assumed that there may be logs that would give you actual output for these timeouts. I've had a website monitor running since this morning (7:00 AM EST) and only had one time it took 21 seconds to resolve - didn't timeout.

And, when it happens, I immediately check another website on the same Grid and it too would be either slow to respond or timeout, so that's why it's a 99% chance that it's a server issue (not code in my pages), wouldn't you think?

Support response: 2008/03/05 12:33

I would like to apologize for the performance issues you have been experiencing with your (gs) Grid-Service. This intermittent latency has been a known issue that has affected our customers at varying times. We do appreciate your concern and that this has caused you to lose productivity in developing and running your sites.

We are currently beta testing a new storage solution that will greatly improve performance for our customers, including providing a more "consistent" experience. This will eventually lead up to our new incarnation of the Grid known as (cs) which you can read about at <http://mediatemple.net/labs/cs/>.

Unfortunately until we go "live" with some of these changes you might continue to see this intermittent latency. Please note that we will gradually be introducing a lot of these changes to our customers before offering some of the other features displayed on our (cs) product page. These will usually, but not always, take the form of "Scheduled Maintenance" updates like the one we had several weeks ago.

Ultimately your satisfaction is what we strive for. I would like to once again apologize on behalf of (mt) Media Temple for not being able to live up to our high standard so far with your hosting service.

Best Regards,

John P.
Customer Support
(mt) Media Temple
<v> 877-578-4000
<f> 310-564-2007

Your response: 2008/03/06 13:32

OK, here you go. I had a Website monitor running today. These are the timeouts that occasionally happen. Can you check your logs and find out why this occurs?

I took screen shots and uploaded at the links below - you'll notice that when muvipix.com fails, so does afcomponents.com (Grid Cluster 2 as well - so it's not "code in my pages" - it's Grid Cluster 2)

<http://s92220213.onlinehome.us/image1.jpg>

<http://s92220213.onlinehome.us/image2.jpg>

The difference between image1 and image 2 is a few minutes, then the timeouts started occurring again.

This is what I was trying to explain in my original support request. We cannot have this happen, in the middle of the day especially. We lose user's/customer's confidence little by little.

Support response: 2008/03/06 13:48

The issue you have reported has been identified by (mt) Media Temple as possibly being part of a wider problem affecting more than one customer. An internal incident (INC# 360) has been opened to track the issue and to provide you collective updates as progress is made toward a resolution.

Please visit this special incident URL to learn more about the status of the issue:

<http://weblog.mediatemple.net/weblog/category/system-incidents/gs-grid-service-cluster2-service-availability-2008-03-04/>

As progress is made resolving this matter we will update this special URL with more information as it becomes available. Also, periodically we will update you through this support request when there are major updates to the incident. Thank you for your patience in this matter. We hope to provide a timely resolution to this situation. Thank you again.

Best Regards,

John P.
Customer Support
(mt) Media Temple
<v> 877-578-4000
<f> 310-564-2007

Support response: 2008/03/10 18:37

An update to the internal incident (INC# 360) relating to your support request has been posted. Please visit the special incident URL for more information.

<http://weblog.mediatemple.net/weblog/category/system-incidents/gs-grid-service-cluster2-service-availability/>

If you require the assistance of a support agent please update this support request through the AccountCenter:

<https://accountcenter.mediatemple.net/>

Best Regards,

(mt) Media Temple
Hosting Operations

Your response: 2008/03/18 02:46

Any updates? Still receiving timeouts far too often. It's definitely affecting our customer base.

Thanks.

Support response: 2008/03/18 09:48

Friday's maintenance was a step in the right direction, but we are continuing to troubleshoot the greater architectural issue at hand. We will do our best to minimize downtime whenever possible as we continue to improve our hosting experience. We would like to sincerely apologize for the interruptions in service and I assure you that we have done and continue to do everything in our power to improve the stability and availability of our service.

Best Regards,

Rob Hawker
Senior Technical Support
(mt) Media Temple
<v> 877-578-4000
<f> 310-564-2007

Your response: 2008/03/20 14:33

Sorry guys, no updates on this in a while, I'm losing customers and gaining complaints. Constant timeouts. I would appreciate it if this was escalated to management.

We have no choice but to change hosts. This is unsatisfactory - too many problems with your service. I have a website monitor running and the site fails all too often. About once an hour for several minutes. It's not my code, it's the servers as I can check 2 websites at the same time (also on Grid 2) and it fails simultaneously. I don't like the delay tactics, the System Status blog hasn't been updated since March 10 and you're always performing maintenance!! I don't think you guys will be a company for long. I can no longer recommend Media Temple as a host. In the beginning, you guys were great. But, I have to say that in the past few months..... it seems to be getting worse rather than better.

Support response: 2008/03/20 18:12

We understand why you would be frustrated given the information that you have at the time of writing your response and a service level that you have come to expect from us. We are aware there are problems with service drop outs periodically though not nearly as many as every hour.

This must of been a small over sight on your part but our system status was updated today coincidently, a couple of hours before you wrote us.

<http://weblog.mediatemple.net/weblog/category/system-incidents/gs-grid-service-cluster2-service-availability/>

(mt) strives to provide and wants to provide the best service to all of our customers. If we have not met your or your customers service level, then it is understandable why you might seek hosting elsewhere. We are providing a platform that is innovative and relatively new to the hosting industry and this hasn't come with out a few hiccups. Our engineers are working constantly to improve the service as problems arrive and circumvent them as they are able to be foreseen.

As a token of apology for the service level not meeting a standard acceptable to either party we have given you another months free service, available if you stay with us. Again if you decide that you need to move on, we only wish the best to our customers in what ever their decision may be.

Best Regards,

Michael Handa
Customer Support
(mt) Media Temple
<v> 877-578-4000
<f> 310-564-2007

Add a response:

Priority:

Please close this request: No Yes

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