

## Backlog Courier - Anomalie #11611

### Occupation CPU > 99% processus soffice.bin

08/29/2019 11:10 AM - Ines MKACHER

<b>Status:</b>	Rejeté	<b>Start date:</b>	08/29/2019
<b>Priority:</b>	1-Majeur	<b>Due date:</b>	
<b>Assignee:</b>	Maarch Courier DEV TEAM		
<b>Category:</b>			
<b>Target version:</b>	Inscription Backlog		
<b>Tags Courier:</b>			
<b>Description</b>			

#### History

##### #2 - 08/29/2019 04:47 PM - Laurent GIOVANNONI

- Target version changed from 20.03 (Support restreint) to 19.04 (Support sécurité)

Il faut ajouter la commande timeout devant le lancement d'unoconv

ex contextuel au lancement d'unoconv dans le compte maarch :

```
export HOME=/tmp && timeout 10 /usr/bin/unoconv -f pdf Documents/100-Documents\ TESTS/convert/test_cloudooo.odt
```

**Il serait également intéressant d'intégrer un mécanisme de retry de la conversion** comme indiqué sur le github d'unoconv :

<https://github.com/unoconv/unoconv#problems-running-unoconv-from-nginxapachephp>

Problems running unoconv from Nginx/Apache/PHP

Some people have had difficulties using unoconv through webservices. Here is a list of probable causes and recommendations:

Use the latest version of unoconv (or GitHub master branch)

Use the most recent stable release of LibreOffice (less memory, more stable, fewer crashes)

Use the native LibreOffice python binary to run unoconv

Hardcode this native python path in the unoconv script shebang (or ensure PATH is set)

Ensure that the user running unoconv has write access to its HOME directory (ensure HOME is set)

Test with SELinux in permissive mode

It is recommended to open the unoconv script and modify the very first line to point directly to your installed LibreOffice python binary, so replace this:

```
#!/usr/bin/env python
```

with something like this:

```
#!/opt/libreoffice4.4/program/python
```

Conversion problems

If you encounter problems converting files, **it often helps to try again**. If you are using a listener, restarting the listener may help as well.

The reason for conversion failures are unclear, and they are not deterministic. unoconv is not the only project to have noticed problems with import and export filters using PyUNO. We assume these are related to internal state or timing issues that under certain conditions fail to correctly work.

If you can reproduce the problem on a specific file, please take the time to open the file in LibreOffice directly and export it to the desired format. If this fails, it needs to be reported to the LibreOffice project directly. If that works, we need to know !

We are looking into this with the LibreOffice developers to:

Collaborate closer to find, report and fix unexpected failures

Allow end-users to increase debugging and improve reporting to the project

**#3 - 09/03/2019 12:03 PM - Emmanuel DILLARD**

- Status changed from *A traiter* to *En cours d'écriture PO*

**#5 - 09/03/2019 12:04 PM - Emmanuel DILLARD**

- Related to *Anomalie #11544: Problème d'accès à la base de données lié à soffice.bin* added

**#6 - 09/04/2019 12:15 PM - Emmanuel DILLARD**

- Status changed from *En cours d'écriture PO* to *Prêt à développer*

**#7 - 09/12/2019 03:34 PM - Florian AZIZIAN**

- Project changed from *Backlog* to *CURRENT SPRINT*

- Status changed from *Prêt à développer* to *En cours de dev (S)*

- Target version changed from *19.04 (Support sécurité)* to *20.03 (Support restraint)*

- Tags *Courrier 19.04.8* added

**#8 - 09/16/2019 10:42 AM - Emmanuel DILLARD**

- Related to *deleted (Anomalie #11544: Problème d'accès à la base de données lié à soffice.bin)*

**#10 - 09/17/2019 12:10 PM - Emmanuel DILLARD**

- Status changed from *En cours de dev (S)* to *Développé / Analysé (S)*

**#11 - 09/17/2019 02:29 PM - Emmanuel DILLARD**

- Project changed from *CURRENT SPRINT* to *Backlog*

**#12 - 09/23/2019 10:14 AM - Emmanuel DILLARD**

- Status changed from *Développé / Analysé (S)* to *Prêt à développer*

- Priority changed from *0-Bloquant* to *1-Majeur*

- Tags *Courrier 18.10.11* added

Pour prise en compte 18.10

**#13 - 10/01/2019 02:36 PM - Emmanuel DILLARD**

- Status changed from *Prêt à développer* to *A étudier*

Attente retours sur les derniers correctifs (19.04) pour poursuivre sur cette voie. (Pour prise en compte 18.10)

**#14 - 10/07/2019 11:10 AM - Emmanuel DILLARD**

- Status changed from *A étudier* to *17*

**#15 - 10/07/2019 11:07 PM - Florian AZIZIAN**

RETEX LGI:

une astuce pour débloquer les process libreoffice qui bloquent toutes les autres conversions et monopolisent le cpu à 100% :  
rajouter dans la crontab de root :  
"/5 8-20 \* 1-5 killall soffice.bin"

#### **Analyse par LGI :**

il y a une solution avec unoconv pour faire du multithread, c'est la même que celle que l'on utilise dans le jnlp si on veut utiliser LO alors qu'il est déjà lancé sur le poste.

il faut lancer LO avec un répertoire utilisateur différent.

ils l'ont implémenté dans la dernière version d'unoconv :

commit 788170020bf67ebbae993e0776608e378bc07de3

Author: Miklos Vajna [vmiklos@vmiklos.hu](mailto:vmiklos@vmiklos.hu)

Date: Fri Aug 10 21:30:44 2018 +0200

Allow using a custom user profile (#451)

This is useful when converting large documents on a machine with many CPU cores/threads. Using a single unoconv server means in fact a single document is converted at a time, given LibreOffice uses a single global lock for remote method invocations.

Starting multiple unoconv servers is not possible by default, as the second one will complain that the user profile is locked. Using a custom user profile is a solution to this.

il faut lancer unoconv avec le paramètre --user-profile  
et mettre une valo aléatoire du type /tmp/timestamp (modifié)

**le souci c'est que c'est dans la branche master**

pas encore dans une branche stable...

#### **#16 - 10/11/2019 03:01 PM - Emmanuel DILLARD**

- Status changed from 17 to A étudiant
- Assignee changed from EDI PO to Maarch Courrier DEV TEAM
- Target version changed from 20.03 (Support restraint) to Inscription Backlog Courrier
- Tags Courrier deleted (18.10.11, 19.04.8)

Contournement indiqué dans la demande.

En attente des versions stables d'unoconv.

#### **#17 - 11/27/2019 03:14 PM - Emmanuel DILLARD**

- Status changed from A étudiant to 17

#### **#21 - 02/03/2020 02:30 PM - Emmanuel DILLARD**

- Status changed from 17 to Rejeté PO

**#22 - 05/19/2021 10:33 AM - Emmanuel DILLARD**

- Status changed from Rejeté PO to Rejeté

**#23 - 06/09/2021 11:33 AM - Emmanuel DILLARD**

- Project changed from Backlog to Backlog Courier

- Target version changed from Inscription Backlog Courier to Inscription Backlog