Communifire Performance Issues – March 5, 2019 3:21 PM PST

Published 19 days ago by [Tim Eisenhauer](#)

** Not all customers are experiencing issues. This impacts some Communifire Cloud and some On-premise customers.**

March 5, 2019 3:21 PM PST

Recently, some Communifire customers started experiencing slowness in page load times. We are aware of the issue and have been working around the clock for a fix since it was reported.

We sincerely apologize for the inconveniences this has caused our customers.

After an extensive investigation, we have uncovered a Microsoft Windows Server bug that is resulting in an excessive amount of background tasks running at the wrong times. For many customer sites, the background task timer runs fine. However, for a handful of customer sites, it goes haywire for no apparent reason, spikes CPU and memory, and is causing a severe impact on performance.

We have developed a fix. Our QA team is currently running the fix through our testing infrastructure. We are planning on implementing the fix on the affected sites overnight on March 5.

Again, we apologize for the inconveniences. We are doing everything we can to make our customers happy. We will keep you updated on the progress on our support site.

If you experience slowness in page load times, please let us know by [submitting a support case](#).

Thank you. We appreciate your business.

Axero Team

March 8, 2019 1:30PM PST

We have applied our fixes and many customer sites have been updated. Some customers

may experience slowness or intermittent downtime because there is still some code optimization that our engineers are working on.

We had to re-work code so that it bypasses the core Windows API timer method. We are also working on adding extra logging features so that in the future, such issues (related to Windows host operating system) can be detected quickly.

We are confident that the issues will be resolved by the end of this weekend.

Thank you. We appreciate your business.

Axero Team

March 11, 2019 1:30PM PST

We have made great progress over the weekend resolving the issues mentioned in our recent posts. There are a few sites (less than 1%) that are experiencing intermittent slowness. Our engineers are actively working on these sites, and we expect the intermittent slowness to be resolved by the end of the week.

March 13, 2019 10:00AM PST

We have released a fix which addresses a known bug in ASP.NET which caused a silent application reload causing performance issues. This will help customers who are experiencing degraded performance. Please open a private case if your site is still experiencing slowness.