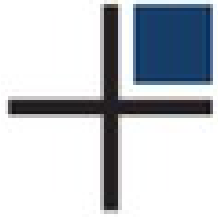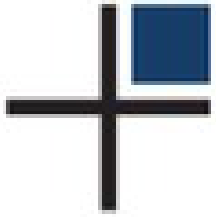**2ndQuadrant** +

Professional PostgreSQL

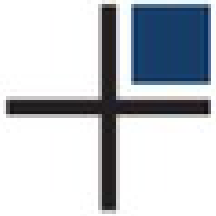# Erfahrungen aus 15 Jahren Community-Support in Mailinglisten, Foren und Facebook

Support? Lästig, oder?

* Community-Support als Ersatz für kommerziellen Support?
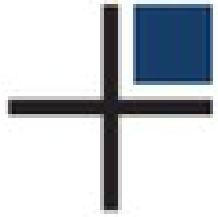* Motivation für Support?
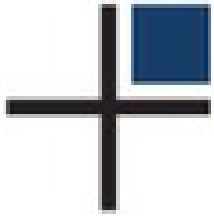* kommerzieller Support, aber for free?

Community-Supportkanäle

- http://www.postgresql.org/community/

Hauptkanal sind Mailinglisten

* diese sind anmelde-pflichtig
* 13 Userlisten, Advocay,
  Announce, ...
* 7 Developer-Listen, Buildfarm,
  Commiters, ...
* 12 regionale Listen, Persian,
  German, ...
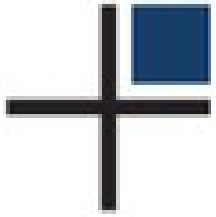* ca. 34 User Groups
* 8 Project Lists, JDBC,
 Distro, ...

IRC-Kanäle

* #postgresql on irc.freenode.net

IRC: PostgreSQL Related Projects:

* pgAdmin - Cross platform
  graphical administration
* PLphp - Procedures and Functions
  in PHP
* PostGIS - Spatial objects
  for PostgreSQL
* Slony - FOSS PostgreSQL replication
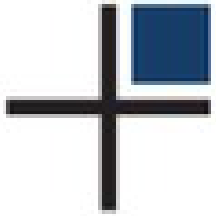* postgresql-eu - European
  PostgreSQL Usergroup

IRC-Cannel in anderen Sprachen

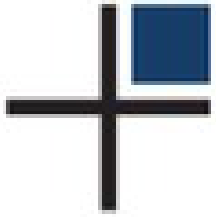* Brazilian Portuguese
* French
* Italian
* Spanish
* German
* Turkish
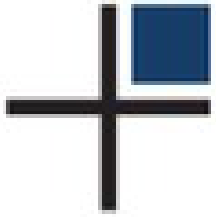
Newsgroups ?

* `comp.databases.postgresql.general`
* `comp.databases.postgresql.hackers`
* `comp.databases.postgresql.doc`
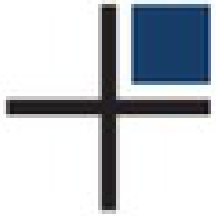* `comp.databases.postgresql.bugs`
* `linux.postgres`

Foren

* https://www.pg-forum.de

   * Beiträge insgesamt 32272
   * Themen insgesamt 5969
   * Mitglieder insgesamt 2457

Portale

* Brasilien http://www.postgresql.org.br/
* China http://postgresql.oss.tw/
* Kuba http://postgresql.uci.cu/
* Spanien http://www.postgresql-es.org/
* Argentinien http://www.arpug.com.ar/
* http://www.postgresqlfr.org/
* Griechenland http://www.postgresql.gr/
* Japan http://www.postgresql.jp/
* Russland http://postgresql.ru.net/
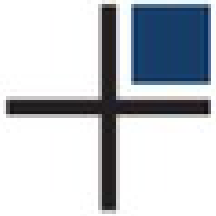* Korea http://www.postgresql.kr/
* Türkei http://www.postgresql.org.tr/

Lokal User Groups

* Argentina
* Australia
* Brazil
* Bulgaria
* Canada
* Cuba
* Czech Republic
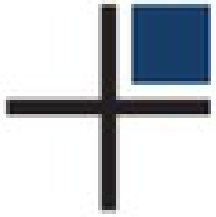* ...
* Switzerland

Facebook

* https://www.facebook.com/groups/postgres/
* Beschreibung vom 24. Dezember 2014
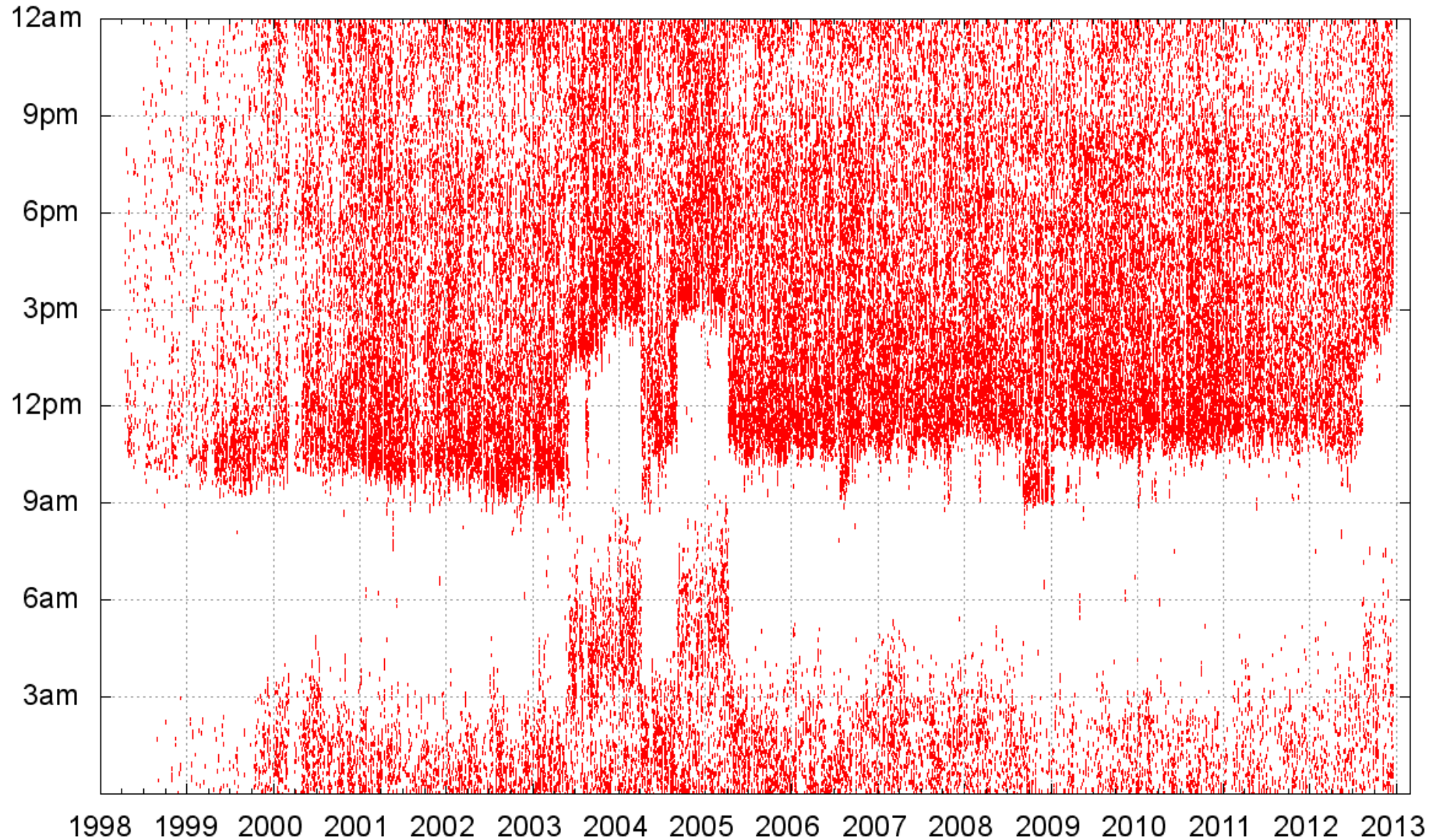* 2944 Milglieder
* 6 Admins
* 47 blockiert

XING, LinkedIN, …
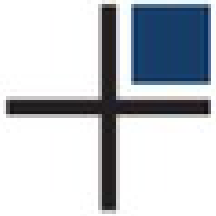
* XING: 831 Mitglieder
* LinkedIn: 3054 Mitglieder

Beispiele Mailinglisten

Tom Lane
82,565 emails

konkreter Fall

```
     From:     Tobias Florek <postgres(at)ibotty(dot)net>
       To:     PGSQL-Novice <pgsql-novice(at)postgresql(dot)org>
  Subject:     WHERE clause not used when index is used
     Date:     2016-03-01 11:04:27
```
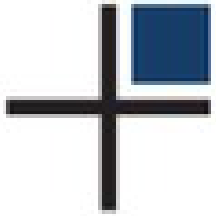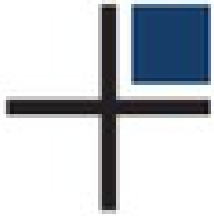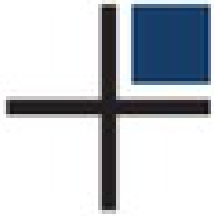
Tabelle

```
postgres=#
CREATE TABLE "index_cond_test" AS
  SELECT
    (10 + random() * 10)::int AS "final_score",
    round((10 + random() * 10)::numeric, 5)
      "time_taken"
  FROM generate_series(1, 10000) s;
SELECT 10000
```

Abfrage

```
postgres=#
SELECT count(*) FROM ( SELECT *
    FROM "index_cond_test"
    WHERE
      (final_score, time_taken) < (20, 11)
    ORDER BY
        final_score DESC, time_taken ASC) q;
count
-------
  9529
(1 row)
```

Index

```
postgres=#
CREATE INDEX "index_cond_test_ranking"
  ON "index_cond_test"
  USING btree
    (final_score DESC, time_taken ASC);
CREATE INDEX
postgres=# set enable_seqscan to off;
SET
```
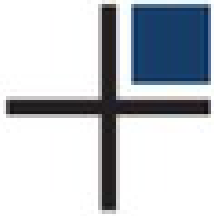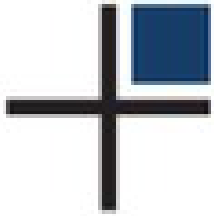
erneute Abfrage

```
postgres=#
SELECT count(*) FROM ( SELECT *
  FROM "index_cond_test"
  WHERE
    (final_score, time_taken) < (20, 11)
  ORDER BY
    final_score DESC, time_taken ASC) q;
 count
-------
 10000
(1 row)
```

erste Reaktion

```
From:       Tom Lane <tgl(at)sss(dot)pgh(dot)pa(dot)us>
To:         Tobias Florek <postgres(at)ibotty(dot)net>
Cc:
  pgsql-hackers(at)postgreSQL(dot)org,
  PGSQL-Novice <pgsql-novice(at)postgreSQL(dot)org>
Subject:
  Re: [NOVICE] WHERE clause not used when index is used
Date:       2016-03-01 15:40:47
```
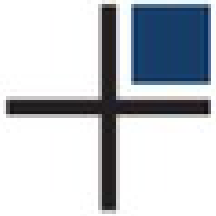
Ugh. That is *badly* broken. I thought maybe it had
something to do with the "abbreviated keys" work, but the
same thing happens if you change the numeric column to
integer, so I'm not very sure where to look. Who's touched
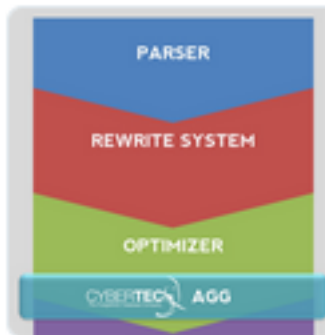btree key comparison logic lately?

AGG by Cybertec

Cybertec
@PostgresSupport

+ Follow

"AGG": Multi-core aggregation extension for #PostgreSQL is out now! Let multiple CPUs do the work! Free download:

Ag...

Up to now PostgreSQL used a single CPU core to perform aggregations. With "agg" multiple cores scale your analytical operations and aggregations!
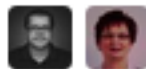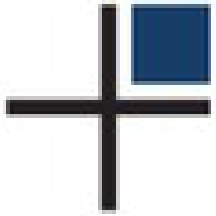
cybertec.at

RETWEET   LIKE
1   1

2:07 AM - 2 Dec 2015

🔁 1   ♥ 1   •••

2ndQuadrant

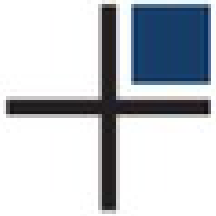https://news.ycombinator.com/item?id=11333961

I am totally impressed by the work 2ndQuadrant is doing:

many of the recent innovations to Postgres have been done
by them and all of that without any obligation for them
to be doing so. The BSD license would allow them to add all
of these things to a proprietary fork that they could be selling.

...

But that's not how they work. All of their contributions are
pushed upstream which is a very considerable effort
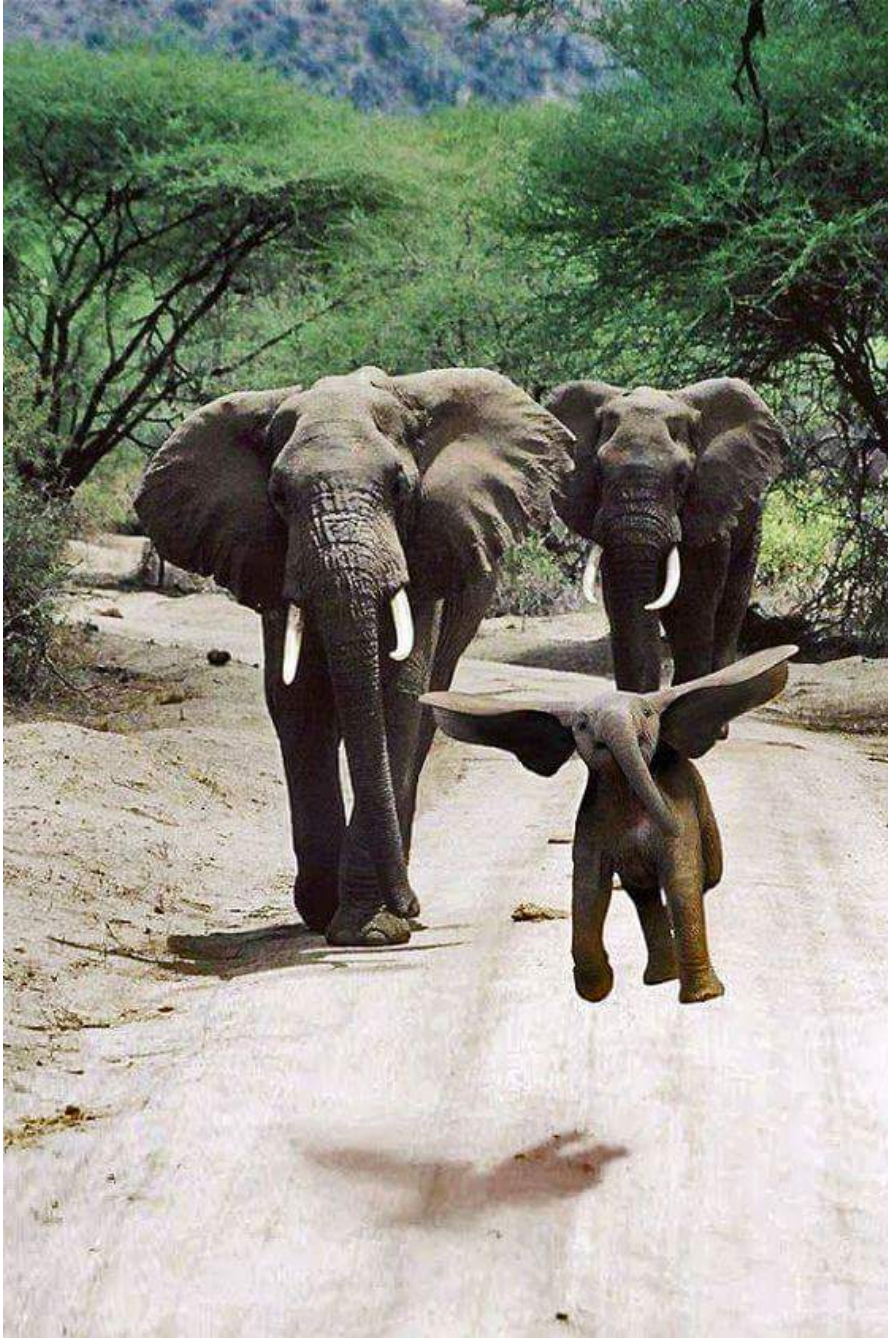with how conservative Postgres is at accepting new functionality.

2ndQuadrant

Aside of that: there are 2ndQuadrant employees in the
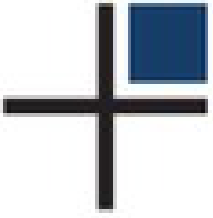#postgres IRC chat room, helping people with daily support issues.

This is their core business and yet they still help people
for free. This is bloody impressive.

If I'm ever at a point when I need help with a Postgres issue,
then they will be very first of the list of companies I would consider.
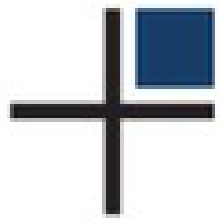
meine Zusammenfassung

Questions?