

## D4Science Infrastructure - Incident #10856

### RStudio online crash

Jan 10, 2018 10:26 AM - Chloé Dalleau

<b>Status:</b>	Closed	<b>Start date:</b>	Jan 10, 2018
<b>Priority:</b>	Immediate	<b>Due date:</b>	
<b>Assignee:</b>	Chloé Dalleau	<b>% Done:</b>	100%
<b>Category:</b>	Other	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	EUDAT-D4Science		
<b>Infrastructure:</b>	Development		
<b>Description</b>			
Dear Sir or Madam,			
I am writing to you about an issue with my "RStudio" online.			
I lost all my working files and I can't use RStudio any more. I enclose two pictures with the following warning messages : "The previous R session was abnormally terminated due to an unexpected crash. You may have lost workspace data as a result of this crash." and "Error occurred during transmission".			
I try to quit the session but it don't work.			
Thank you in advance for your help.			
Best regards, Chloé Dalleau			

### History

#### #1 - Jan 10, 2018 10:55 AM - Roberto Cirillo

- Status changed from New to In Progress
- Assignee changed from \_InfraScience Systems Engineer to Roberto Cirillo

#### #2 - Jan 10, 2018 11:04 AM - Roberto Cirillo

- Status changed from In Progress to Feedback
- Assignee changed from Roberto Cirillo to Chloé Dalleau
- % Done changed from 0 to 100

I've reset your state. Please could you open a fresh browser window and retry?

#### #3 - Jan 10, 2018 11:18 AM - Chloé Dalleau

It's work now and I have all my files.  
Thank you.

#### #4 - Jan 10, 2018 11:48 AM - Roberto Cirillo

- Status changed from Feedback to Closed

### Files

crash1.png	575 KB	Jan 10, 2018	Chloé Dalleau
crash2.png	568 KB	Jan 10, 2018	Chloé Dalleau