

D4Science Infrastructure - Incident #11048

No access Rstudio

Jan 25, 2018 03:50 PM - Chloé Dalleau

Status:	Closed	Start date:	Jan 25, 2018
Priority:	Urgent	Due date:	
Assignee:	_InfraScience Systems Engineer	% Done:	100%
Category:	Other	Estimated time:	0.00 hour
Target version:	EUDAT-D4Science		
Infrastructure:	Development		

Description

Dear Sir or Madam,

I am writing to you about an issue with my "RStudio" online.

I losted my R session. I tried to terminate the current session but it didn't work (pictures error_terminate_r and error_saving).

So I closed my web page, disconnected and reconnected to services.d4science.org. And now I don't have access to Rstudio (picture : no_access)

Thank you in advance for your help.

Best regards,
Chloé Dalleau

History

#1 - Jan 25, 2018 03:55 PM - Chloé Dalleau

- Priority changed from Normal to Urgent

#2 - Jan 25, 2018 03:57 PM - Andrea Dell'Amico

- Status changed from New to In Progress

- % Done changed from 0 to 20

The data center that runs the rstudio instances is under maintenance, they are applying the meltdown and spectre fixes to all the infrastructure.

Ref: [https://en.wikipedia.org/wiki/Meltdown_\(security_vulnerability\)](https://en.wikipedia.org/wiki/Meltdown_(security_vulnerability))

We do not know exactly when the services will be available again, that's not under our control.

#3 - Jan 26, 2018 12:57 PM - Andrea Dell'Amico

- Status changed from In Progress to Feedback

- % Done changed from 20 to 100

All the rstudio server instances should be available again. Can you confirm?

#4 - Jan 26, 2018 01:44 PM - Chloé Dalleau

Yes, it's works.
Thank you.

#5 - Jan 26, 2018 02:01 PM - Andrea Dell'Amico

- Status changed from Feedback to Closed

Files

no_access.png	59.5 KB	Jan 25, 2018	Chloé Dalleau
error_terminate_r.png	257 KB	Jan 25, 2018	Chloé Dalleau
error_saving.png	362 KB	Jan 25, 2018	Chloé Dalleau