

D4Science Infrastructure - Incident #12756

ShareLatex on VRE CollabResearch crashes very often

Oct 23, 2018 04:50 PM - Carlo Meghini

|                                                                                                                                                                                                                                                                         |                                |                        |              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|------------------------|--------------|
| <b>Status:</b>                                                                                                                                                                                                                                                          | Closed                         | <b>Start date:</b>     | Oct 23, 2018 |
| <b>Priority:</b>                                                                                                                                                                                                                                                        | Normal                         | <b>Due date:</b>       |              |
| <b>Assignee:</b>                                                                                                                                                                                                                                                        | _InfraScience Systems Engineer | <b>% Done:</b>         | 100%         |
| <b>Category:</b>                                                                                                                                                                                                                                                        |                                | <b>Estimated time:</b> | 0.00 hour    |
| <b>Target version:</b>                                                                                                                                                                                                                                                  | No Sprint                      |                        |              |
| <b>Infrastructure:</b>                                                                                                                                                                                                                                                  | Production                     |                        |              |
| <b>Description</b>                                                                                                                                                                                                                                                      |                                |                        |              |
| Nell'ultima ora il sistema è andato in crash (per così dire) almeno dieci volte, ed ogni volta è stato necessario farlo ripartire. Spesso a intervalli di tempo molto brevi. Il messaggio che arriva è "Session expiring. Closing in ten seconds" o qualcosa del genere |                                |                        |              |

History

#1 - Oct 23, 2018 05:06 PM - Andrea Dell'Amico

- Status changed from New to In Progress

I don't see anything strange on the service side. The *session expiring* error could be date related, is your workstation's clock correct?

#2 - Oct 30, 2018 12:29 PM - Andrea Dell'Amico

- Status changed from In Progress to Closed

- % Done changed from 0 to 100

The problem disappeared.