

D4Science Infrastructure - Support #12950

Issue with access in SDI_lab VRE RStudio

Nov 27, 2018 10:25 PM - Emmanuel Blondel

Status:	Closed	Start date:	Nov 27, 2018
Priority:	High	Due date:	
Assignee:	Emmanuel Blondel	% Done:	100%
Category:	Application	Estimated time:	0.00 hour
Infrastructure:	Production		
Description <p>Hello, I'm writing this ticket on behalf of a SDI_Lab VRE user @mathias.rouan@univ-brest.fr in, who is facing issue with accessing his RStudio environment. His message (translated):</p> <p>I cannot access anymore my RStudio session in SDI_Lab. It didn't initialize. After some time, I get a message indicating that it is "unresponsive" and suggests to terminate it or to wait. If I terminate it, it attempts to initialize it again but still without success...</p> <p>The user needs to access some key R script that is stored in his Rstudio workspace.</p> <p>I think this is an issue that we faced in different occasions when the RStudio session was stuck or many sessions were left open. Can you please have a look?</p> <p>Thanks in advance for your support.</p>			

History

#1 - Nov 28, 2018 10:04 AM - Roberto Cirillo

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

#2 - Nov 28, 2018 10:14 AM - Roberto Cirillo

- Status changed from In Progress to Feedback
- % Done changed from 0 to 100

Please could you retry now? I've reset @mathias.rouan@univ-brest.fr local state.

#3 - Nov 28, 2018 10:15 AM - Roberto Cirillo

- Assignee changed from Roberto Cirillo to Emmanuel Blondel

#4 - Nov 28, 2018 12:43 PM - Emmanuel Blondel

- Status changed from Feedback to Resolved

Thanks, user can access his Rstudio now.

#5 - Nov 28, 2018 02:15 PM - Roberto Cirillo

- Status changed from Resolved to Closed