D4Science Infrastructure - Incident #13192

VRE Modeler service on ParthenosVO not responding

Jan 21, 2019 12:53 PM - Massimiliano Assante

Status:	Closed		**Start date:**	Jan 21, 2019
Priority:	Urgent		**Due date:**	Jan 21, 2019
Assignee:	Lucio Lelii		**% Done:**	100%
Category:	System Application		**Estimated time:**	0.00 hour
Target version:	No Sprint			
Infrastructure:	Production			

Description

Can someone help? I think it may just need to be restarted. @lucio.lelii@isti.cnr.it since Roberto is not at work can you help?

History

#2 - Jan 21, 2019 01:08 PM - Andrea Dell'Amico

- Assignee changed from Roberto Cirillo to _InfraScience Systems Engineer

Uh? what URL did you try? it's working here: https://services.d4science.org/group/parthenos/x3ml-mapping-tool/

#3 - Jan 21, 2019 02:22 PM - Massimiliano Assante

No Andrea, is not that 3M service. Is the VRE Modeler service, which it is required when creating new VREs. The UI to the service is https://parthenos.d4science.org/group/parthenosvo/vre-manager

The VRE Modeler service is a legacy service, I usually ask @roberto.cirillo@isti.cnr.it to fix it, because it is very often not responding. A restart generally is enough.

#4 - Jan 21, 2019 02:49 PM - Andrea Dell'Amico

Sorry, I got confused. I'll try to restart it.

#5 - Jan 21, 2019 03:37 PM - Andrea Dell'Amico

- Assignee changed from _InfraScience Systems Engineer to Lucio Lelii

The correct host could be node44.p.d4science.research-infrastructures.eu, see #9092. @lucio.lelii@isti.cnr.it can you check and confirm?

#6 - Jan 21, 2019 03:55 PM - Lucio Lelii

- Status changed from New to Closed

- % Done changed from 0 to 100

Yes, that is the correct one. I have restarted it, now it appears on the infrastructure monitor.