

D4Science Infrastructure - Incident #7474

Saving on the WS does not have effect for a SoBigData user

Mar 10, 2017 03:22 PM - Gianpaolo Coro

| | | | |
|--|---------------------------|------------------------|--------------|
| Status: | Closed | Start date: | Mar 10, 2017 |
| Priority: | Normal | Due date: | |
| Assignee: | Valentina Marioli | % Done: | 100% |
| Category: | High-Throughput-Computing | Estimated time: | 0.00 hour |
| Target version: | TabMan | | |
| Infrastructure: | Production | | |
| Description | | | |
| User Daniele Regoli has reported that his saving of scripts on the Workspace are not having effect. | | | |
| Is it possible to investigate? | | | |
| His note can be found here, https://support.d4science.org/issues/3123#note-53 | | | |
| where he reports: "yesterday i made some modifications in the main script and this morning were lost, though i am pretty sure i have saved the code. This morning i re-made the changes and saved, and now, after some time away from the page, the changes are gone again. Now i am going to write the changes again, but maybe there is some problem of synchronization?" | | | |
| Thanks | | | |

History

#2 - Mar 13, 2017 10:15 AM - Valentina Marioli

- Status changed from New to In Progress

#3 - Mar 13, 2017 04:57 PM - Valentina Marioli

The file has been updated more times 3 days ago:

```
[[ user:daniele.regoli, date:2017-03-10 10:18:38 ] [UPDATE]] --> size 4994 bytes
[[ user:daniele.regoli, date:2017-03-10 10:51:00 ] [UPDATE]] --> size 5132 bytes
[[ user:daniele.regoli, date:2017-03-10 14:28:27 ] [UPDATE]] --> size 5134 bytes
[[ user:daniele.regoli, date:2017-03-10 14:40:11 ] [UPDATE]] --> size 4640 bytes
[[ user:daniele.regoli, date:2017-03-10 14:43:23 ] [UPDATE]] --> size 4792 bytes
[[ user:daniele.regoli, date:2017-03-10 14:45:09 ] [UPDATE]] --> size 4881 bytes
[[ user:daniele.regoli, date:2017-03-10 14:46:35 ] [UPDATE]] --> size 4763 bytes
[[ user:daniele.regoli, date:2017-03-10 14:53:17 ] [UPDATE]] --> size 4718 bytes
[[ user:daniele.regoli, date:2017-03-10 14:55:40 ] [UPDATE]] --> size 4720 bytes
[[ user:daniele.regoli, date:2017-03-10 15:00:45 ] [UPDATE]] --> size 4745 bytes
[[ user:daniele.regoli, date:2017-03-10 15:33:24 ] [UPDATE]] --> size 4715 bytes
```

The file size is available when the file has already been saved in the storage, so I don't think it is a synchronization issue. Is it possible that the file has been modified externally in a programmatic way?

#4 - Mar 13, 2017 05:04 PM - Gianpaolo Coro

No it is not possible, but I will check.

#5 - Mar 14, 2017 01:06 PM - Gianpaolo Coro

- Status changed from In Progress to Closed

- % Done changed from 0 to 100

The user declares the issue is now solved. Thanks.