

## D4Science Infrastructure - Incident #8258

### Error accessing R studio on FAO Tuna Atlas VRE

Apr 24, 2017 06:23 PM - Paul Taconet

<b>Status:</b>	Closed	<b>Start date:</b>	Apr 24, 2017
<b>Priority:</b>	Urgent	<b>Due date:</b>	
<b>Assignee:</b>	Paul Taconet	<b>% Done:</b>	100%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Data Processing		
<b>Infrastructure:</b>	Production		
<b>Description</b>			
<p>I cannot access R studio on the FAO Tuna Atlas VRE. I get the following error when I clic on the RStudio button of the VRE (see attached):</p> <p>*</p> <p>An error occurred.</p> <p>Sorry, the page you are looking for is currently unavailable. Please try again later.</p> <p>If you are the system administrator of this resource then you should check the error log for details.</p> <p>Faithfully yours, nginx.</p> <p>*</p> <p>It happened after I executed a quite heavy process.</p> <p>Could you fix it?</p> <p>Thanks, Paul</p>			

#### History

##### #1 - Apr 24, 2017 07:00 PM - Pasquale Pagano

- Infrastructure Production added
- Infrastructure deleted (Development)

I have any problem to access RStudio in that environment. Have you retried? just to exclude any temporary error.  
Clearly the fact I access does not ensure that you can do it since there are multiple RStudio servers allocated to that VRE and your workspace could be allocated to the one having problem. I am asking it anyway since I did not get any alert from any of those servers.

##### #2 - Apr 24, 2017 09:14 PM - Paul Taconet

Thanks for the quick answer.  
However I have just logged out, logged in, retried and still got the same error...

##### #3 - Apr 25, 2017 03:15 PM - Paul Taconet

- Status changed from New to Closed

R Studio is now working back. I close the ticket. Thank you

#### Files

Capture du 2017-04-24 18_17_52.png	144 KB	Apr 24, 2017	Paul Taconet
------------------------------------	--------	--------------	--------------