

## BlueBRIDGE - Incident #2144

### Feeds are currently not working

Feb 05, 2016 09:57 AM - Mike Drew

<b>Status:</b>	Closed	<b>Start date:</b>	Feb 05, 2016
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Gianpaolo Coro	<b>% Done:</b>	100%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Infrastructure:</b>			

#### Description

Feeds are currently not being updated in the following VRE [https://i-marine.d4science.org/group/ices\\_tcre](https://i-marine.d4science.org/group/ices_tcre) and main gateway <https://i-marine.d4science.org/group/data-e-infrastructure-gateway>

Error message is

Ops! There were problems while retrieving your feeds!  
Looks like we are not able to communicate with the infrastructure,  
(or your session expired)  
please try again in a short while or refresh the page

I have attached a doc with screenshots. Anna is also experiencing the same issue

#### History

##### #1 - Feb 05, 2016 10:12 AM - Gianpaolo Coro

- Status changed from New to In Progress

The issue is due to a physical network failure that happened at 8.30 am and was independent on our control. Our staff is collaborating with network technicians to solve this incident within the next 30 minutes. Sorry for this inconvenience, I will alert you as soon as everything will be running again.

##### #2 - Feb 05, 2016 10:47 AM - Gianpaolo Coro

- % Done changed from 0 to 100

- Status changed from In Progress to Closed

The issue has been fixed, thank you for the patience.

#### Files

screenshots.docx

426 KB

Feb 05, 2016

Mike Drew