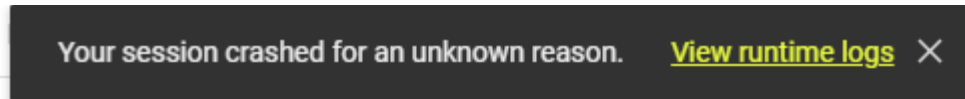


# Problems

## My environment crashed

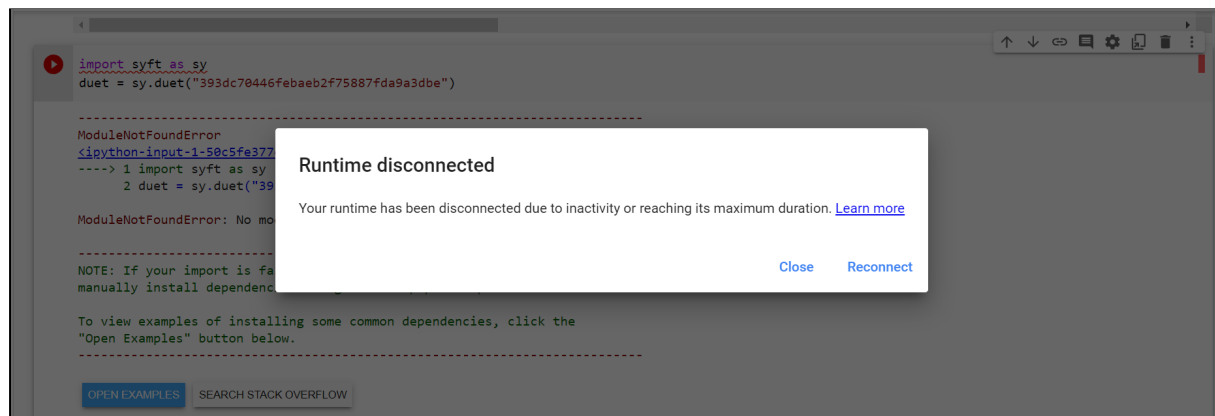
If you are getting this message,



Go to the **Reconnecting/Restoring** section of this tutorial.

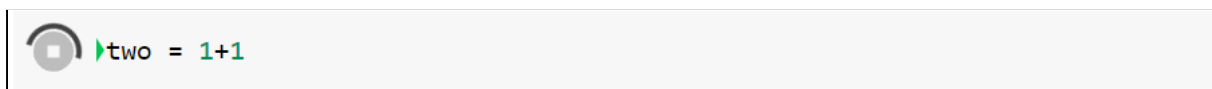
## My environment timed out

If you are getting this popup,



Click **Reconnect** then go to section **Reconnecting/Restoring** of this tutorial.

## A simple operation is taking ages



You are seeing the square (stop) and loading button on a very simple instruction (any other than the actual training loop), go to **Stop a faulty cell**.

# Solutions

## Stop a faulty cell

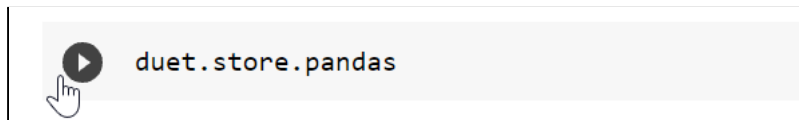
Wait 1 minute.

If still stuck, click the square loading button (you need to see the top of the cell to be able to click it, so scroll up!).

Check if an error popped up at the bottom of your screen. If so, go to **Reconnecting/Restoring**.

## Reconnecting/restoring

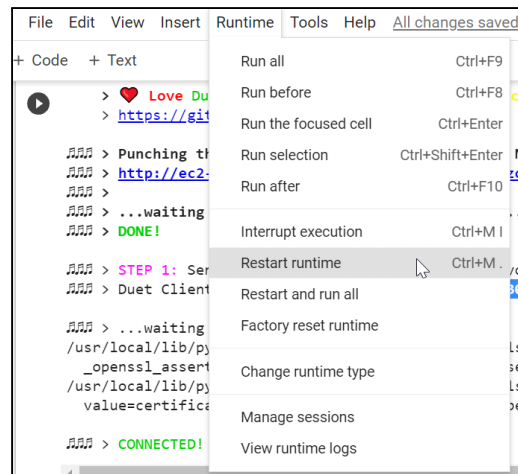
1. Try running **duet.store.pandas** in a new cell. If you are lucky, Colab manages to restart the environment in the same state and everything is still loaded in memory.



2. If it doesn't work, you have to reboot Duet. Go to **Rebooting Duet**.

## Rebooting Duet

1. Click *Runtime* > *Restart Runtime*. This will allow you to start from scratch but will not unload the pip packages (so no need to re-run the very first cell).
  - If the problem occurred in a *Data Owner* notebook, you can do it there only.
  - If the problem occurred in the *Data Scientist* notebook, do it in all notebooks.



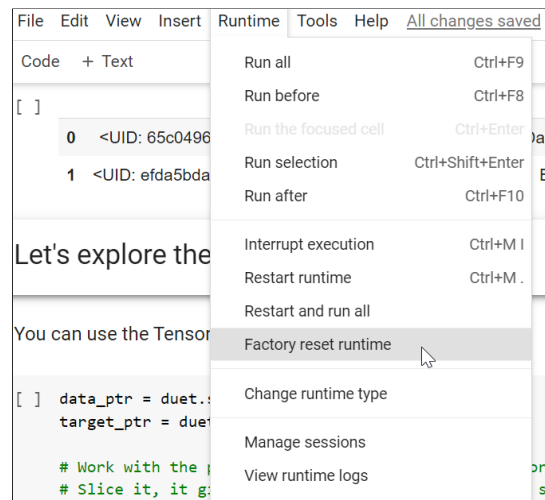
2. Run again the `duet = sy.launch_duet()` cell on the *Data Owner* side (second cell of the notebook). Copy the session ID that appeared in the cell output, exactly as you did in the beginning of the workshop. Use `l`
3. If it didn't work (`ModuleNotFoundError: No module named 'syft'`), go to **Rebooting the Colab environment**. Else go to step 4..
4. Run on the *Data Scientist* notebook, replacing `***` by the copied ID:

```
import syft as sy
duet = sy.duet("***")
```
5. Copy the client ID that appears and paste it back in the *Data Owner* notebook, press enter.
6. Still on the *Data Owner* side, run every cell under this one. The cell containing the accept/deny of the requests will fail but it's alright as long as the next one (defining the handler) is reached (please check it has run).
7. On the *Data Scientist* side, run every cell under cell 2 up to the point where you first encountered a problem. **You can now continue the exercise.**

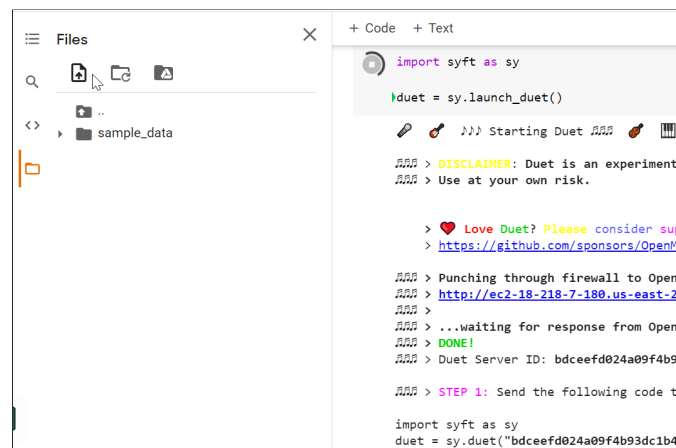
# Rebooting the Colab environment

1. Go to *Runtime > Factory reset runtime*.

- If the problem occurred in a *Data Owner* notebook, you can do it there only.
- If the problem occurred in the *Data Scientist* notebook, do it in all notebooks.



2. Load the dataset again: click the *Files* icon on the left menu, then *Upload*.



3. Run again the very first cell, installing the packages. This might take up to 5 minutes.

4. Go to **Rebooting Duet**, skipping step 1.