

Runbook for Qubit x Qubit event (Feb 2023)

- **Workspace deployment failed after you click Create and start the deployment**
When this issue happens, usually you can see “GatewayTimeout” as a sub status. In this case, try to create a workspace within a region other than west us or east us. If the issue persists, try workspace creation after couple minutes.

Create Quantum Workspace ...

Quantum Workspace

Enter a workspace name, then click create. It takes about 5 minutes for workspace creation to complete. [Learn more](#)

Subscription ⓘ AzureQuantum-test

Resource group ⓘ AzureQuantum





Workspace name * ⓘ

Region * ⓘ

West US ▼

Storage Account ⓘ

Providers: included in this workspace
You can make changes after creating your workspace

Name ↑↓	Price
 IonQ	
 Microsoft Quantum Computing	FREE
 Quantinuum	FREE
 Rigetti Quantum	FREE

Central US EUAP

East US

East US 2 EUAP

Japan East

Japan West

North Europe

UK South

UK West

West Central US

West Europe

West US

West US 2

- **UI keeps loading when you open a Notebook page**
 1. If the loading screen says “Preparing Compute”
 - a. If this is your first time trying to open a Notebook, it usually takes some time to load, so just wait for a few minutes. If the loading screen never goes away, try refreshing your page or use a workspace in a different region instead. (Use a different workspace name and append a numerical identifier like myworkspace1)
- **If the notebook file tree is not loading (after ~1 min)**
 1. This is usually due to a broken workspace (storage account is missing, role assignment not propagated, etc.). If this is a new workspace, it may be best to just create a new one and make sure the deployment succeeds with no errors.

- a. If this is brand new workspace, it may also take a minute or two after deployment finishes to be able to use the notebooks feature, due to permissions delays. Refresh the page after few minutes to see if it was just propagation delay.
 2. Try to use a workspace in a different region instead. (Use a different workspace name1)
- **If “Copy to My Notebooks” does not work when clicking on it (nothing happens)**
 1. This can happen in rare instances when student’s networking is preventing file downloads from Github (source of our notebook samples). Usually, having the student set their DNS server to 8.8.8.8 (google’s DNS) or clearing their DNS cache will resolve this odd problem.
- **Notebook cells are not responsive**
 1. This can happen if there is a long running command on the kernel, that is keeping the kernel from being responsive. To get control back, you can restart the kernel and start from the beginning of the notebook.
- **Notebook status bar is yellow and says kernel has been deleted**
 1. This can happen if the kernel has been idle (no activity) for too long (usually more than an hour, and the kernel has been cleaned up). In this case, rerun cells from start of notebook to start again.
- **Notebook status bar is red and says Kernel Error**
 1. If red bar shows up with “Kernel Error” and kernel cannot be restarted, try to refresh the page and come back. This can happen if compute is lost/corrupted because page was left open too long and compute was deleted.