



Ann Loraine &lt;aloraine@uncc.edu&gt;

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**回复: [JIRA] (HELP-338) IGB not opening saved session**

1 message

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**T J** <jingyitang@live.com>  
To: Ann Loraine <Ann.Loraine@uncc.edu>

Fri, Apr 24, 2020 at 12:56 AM

Hi Ann,

I tried creating an IGB session within the folder with all the bigwig files, gtt file and fasta file, and still could not reload the session...

Please see the attached session xml.

Thank you and I look forward to your reply.

Best regards,  
Jingyi

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发件人: Ann Loraine <Ann.Loraine@uncc.edu>  
发送时间: 2020年4月24日 6:19  
收件人: jingyitang@live.com <jingyitang@live.com>  
主题: Re: [JIRA] (HELP-338) IGB not opening saved session

Hello,

Thank you for getting in touch. I'm sorry to hear about the problem.

One issue might be that the files referred to in the session xml are not available locally. This might cause the problem.

If you are able to send me the session xml, we can take a look. This would help with understanding what the problem may be and hopefully allow us to find a solution.

I look forward to hearing from you and hope we can solve the issue soon!

Warm regards,

Ann Loraine

On Mon, Apr 20, 2020 at 11:35 PM Support (JIRA) <lorainelabuncc@gmail.com> wrote:

Support **created** an issue

User Support / HELP-338

**IGB not opening saved session**

Issue Type: Bug

Assignee: Ann Loraine

Created: 21/Apr/20 3:34 AM

Labels: collector-b04cfbf9

Reporter: Support

Dear Scientist,

Hi! I have saved a IGB session with customer genome, GTT files and Bigwig files. However, I could not open the saved session in xml format, IGB is just not responsive. I have read the issue reports in the pool and found similar issue back in 2016 so am wondering whether this session function is available for customer genome. I did try what the post suggests - open the customer genome first, then load the saved session, but it did not work. I am using mac 10.14.6 and IGB 9.1.4. I am working with Plasmodium falciparum genome version 34 downloaded from PlasmoDB. Thank you and I look forward to your reply!

**Reporter:** Jingyi Tang

**E-mail:** [jingyitang@live.com](mailto:jingyitang@live.com) 

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Ann Loraine, Ph.D.  
Dept. of Bioinformatics & Genomics  
UNC Charlotte  
704-687-0144 (office)  
[Genome Visualization Lab](#)

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 **igbSession-04-24-2020.xml**  
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