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Q: I spent a long time typing up a document into a text box on Stellar and then received a 'permission denied' error when I clicked submit. Why?

Answer

If you use the text boxes on a class website page to compose long documents or emails, you may exceed the inactivity threshold. The system checks for activity every half hour, so after 30 to 60 minutes of inactivity the system ends your connection.

To avoid this problem, compose long documents or emails in another editor and paste text in the text box or, for a document, browse for the file to add it to your class website.

For Service Desk Consultants:

If this article does not resolve the issue, please use the [Stellar Recon page] to escalate.