CRC Cell is Unavailable

ERROR MESSAGES
CRC Cell is Unavailable

Possible Problems and Solutions:

The following table is designed to assist you with troubleshooting this error.

When The Error Message Was Received	Possible Problem(s)	Possible Solution(s)

Received while logged into the i2b2 Web Client or Workbench	The possible causes for this error message may be one of the following:
	• The CRC Cell may not be deployed
	• The CRC Cell may be down; the services are not running
	• The CRC Cell may not be configured correctly in i2b2 Admin
		• Verify the CRC Cell was deployed by looking in the deployments folder located in ***YOUR_JBOSS_DIR***
		  • If the cell was deployed you will see a file called crc-ds.xml. deployed
		  • If it was not deployed you won't see the above file and will need to deploy the crc cell.
		• Check your web services to see if ***QueryToolService*** is listed as active. If it is not then you need to restart JBoss.
		• Verify the CRC Cell is configured correctly in i2b2 Admin.
		  • The Cell Id should be CRC
		  • The Cell URL should be the IP or domain name where the cell is located.

Installation Guide Resources:

The following resources address configuring deploying and configuring cells as well as checking web services.

Resource For...	Chapter	Section
Deploying the CRC Cell	Data Repository (CRC) Cell Install	Deployment
Checking Web Services	Data Repository (CRC) Cell Install	Verify CRC Installation
Stop Services	Data Repository (CRC) Cell Install	Stop Services
Start Services	Data Repository (CRC) Cell Install	Start Services
Configuring CRC Cell Data in i2b2 Admin	Data Repository (CRC) Cell Install	Update CRC Cell Data in i2b2 Admin
Managing i2b2 Cells in i2b2 Admin	Initial Setup of i2b2 in Admin	Managing i2b2 Cells