Workplace Cell is Unavailable

ERROR MESSAGES
Workplace 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 Workplace Cell may not be deployed
	• The Workplace Cell may be down; the services are not running
	• The Workplace Cell may not be configured correctly in i2b2 Admin
		• Verify the Workplace 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 work-ds.xml. deployed
		  • If it was not deployed you won't see the above file and will need to deploy the workplace cell.
		• Check your web services to see if ***WorkplaceService*** is listed as active. If it is not then you need to restart JBoss.
		• Verify the Workplace Cell is configured correctly in i2b2 Admin.
		  • The Cell Id should be WORK
		  • 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 Workplace Cell	Workplace (WORK) Cell Install	Deployment
Checking Web Services	Workplace (WORK) Cell Install	Verify Workplace Installation
Stop Services	Workplace (WORK) Cell Install	Stop Services
Start Services	Workplace (WORK) Cell Install	Start Services
Configuring Workplace Cell Data in i2b2 Admin	Workplace (WORK) Cell Install	Update CRC Cell Data in i2b2 Admin
Managing i2b2 Cells in i2b2 Admin	Initial Setup of i2b2 in Admin	Managing i2b2 Cells