

# CRC Cell is Unavailable

| ERROR MESSAGES                 |
|--------------------------------|
| <i>CRC Cell is Unavailable</i> |

## 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 | <p>The possible causes for this error message may be one of the following:</p> <ul style="list-style-type: none"><li>• The CRC Cell may not be deployed</li><li>• The CRC Cell may be down; the services are not running</li><li>• The CRC Cell may not be configured correctly in i2b2 Admin</li></ul> | <ul style="list-style-type: none"><li>• Verify the CRC Cell was deployed by looking in the deployments folder located in <i><b>YOUR_JBOSS_DIR</b></i><ul style="list-style-type: none"><li>• If the cell was deployed you will see a file called crc-ds.xml.</li><li>• If it was not deployed you won't see the above file and will need to deploy the crc cell.</li></ul></li><li>• Check your web services to see if <i><b>QueryToolService</b></i> is listed as active. If it is not then you need to restart JBoss.</li><li>• Verify the CRC Cell is configured correctly in i2b2 Admin.<ul style="list-style-type: none"><li>• The Cell Id should be CRC</li><li>• The Cell URL should be the IP or domain name where the cell is located.</li></ul></li></ul> |

## 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                  | <a href="#">Data Repository (CRC) Cell Install</a> | Deployment                         |
| Checking Web Services                   | <a href="#">Data Repository (CRC) Cell Install</a> | Verify CRC Installation            |
| Stop Services                           | <a href="#">Data Repository (CRC) Cell Install</a> | Stop Services                      |
| Start Services                          | <a href="#">Data Repository (CRC) Cell Install</a> | Start Services                     |
| Configuring CRC Cell Data in i2b2 Admin | <a href="#">Data Repository (CRC) Cell Install</a> | Update CRC Cell Data in i2b2 Admin |
| Managing i2b2 Cells in i2b2 Admin       | <a href="#">Initial Setup of i2b2 in Admin</a>     | Managing i2b2 Cells                |