# 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:<br><br>• The Workplace Cell may not be deployed<br>• The Workplace Cell may be down; the services are not running<br>• 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**<br> • If the cell was deployed you will see a file called work-ds.xml.deployed<br> • If it was not deployed you won't see the above file and will need to deploy the workplace cell.<br>• Check your web services to see if **WorkplaceService** is listed as active. If it is not then you need to restart JBoss.<br>• Verify the Workplace Cell is configured correctly in i2b2 Admin.<br> • The Cell Id should be WORK<br> • 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 |