PM Cell is Unavailable

Chapter 7. Troubleshooting Installation Errors · https://i2b2.org/docs/pm-cell-is-unavailable/

ERROR MESSAGES
Project Management Cell is unavailable   ***Project Management Cell is unavailable for login***

Possible Problems and Solutions:

The process of troubleshooting the above error message will depend on when you are receiving it. 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 when attempting to log into the Web Client and Workbench	The PM Cell may not be running	Check your web services to see if ***PMService*** is listed as active. If it is not then you need to restart JBoss
Received when attempting to log into the Workbench but did not receive the message when logging into the Web Client	The location of the PM Cell may not be correctly defined in the i2b2Workbench.properties file.	Revisit the ***i2b2Workbench.properties*** file and verify the URL for the PM Cell is entered correctly.

Installation Guide Resources:

The following resources address how to check web services, stop and start services, configuring the i2b2Workbench.properties file and how to access it on either a Macintosh or Windows machine.

Resource For...	Chapter	Section
Checking Web Services	Project Management (PM) Cell Install	Verify PM Installation
Stop Services	Project Management (PM) Cell Install	Stop Services
Start Services	Project Management (PM) Cell Install	Start Services
Configuring the PM Cell in the i2b2Workbench.properties file	i2b2 Workbench Install	Define Hive Location
Accessing the i2b2Workbench.properties file on a Mac	i2b2 Workbench Install	Access Properties File on a Macintosh
Accessing the i2b2Workbench.properties file on Windows	i2b2 Workbench Install	Access Properties File on Windows