PM Service is Not Responding

ERROR MESSAGE
PM Service is not Responding

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	PM Cell may be down	Check web services to see if *PMService* is listed as active.

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 is not defined correctly in the i2b2Workbench.properties file.	Revisit the i2b2Workbench.properties file and verify the URL for the PM Cell is entered correctly.
Received the message in one of the following views: • Query Tool • Previous Queries • Timeline	The PM Cell is not configured correctly in the properties file for the CRC Cell or CRC Loader	Revisit the ***crc.properties*** and ***edu.harvard.i2b2.crc.loader.properties*** files and verify the URL for the PM Cell is entered correctly.
Received the message in one of the following views: • Navigation Terms • Find Terms • Edit Terms	The PM Cell is not configured correctly in the properties file for the Ontology Cell	Revisit the ***ontology.properties*** file and verify the URL for the PM Cell is entered correctly.
Received the message in one of the following views: • Workplace	The PM Cell is not configured correctly in the properties file for the Workplace Cell	Revisit the ***workplace.properties*** file and verify the URL for the PM Cell is entered correctly.

Installation Guide Resources:

Note

Multiple chapters and sections are listed for the *Checking Web Services*, *Stop Services*, and *Start Services* resources. You only need to refer to one of them as the process of checking web services is the same regardless of which cell you are checking. The same is true for Stopping and Starting the JBoss services.

Resource For...	**Chapter**	**Section**
Checking Web Services	Project Management (PM) Cell Install Data Repository (CRC) Cell Install Ontology Management (ONT) Cell Install Workplace (WORK) Cell Install	Verify PM Installation Verify CRC Installation Verify Ontology Installation Verify Workplace Installation
Stop Services	Project Management (PM) Cell Install Data Repository (CRC) Cell Install Ontology Management (ONT) Cell Install Workplace (WORK) Cell Install	Stop Services *(PM Chapter)* Stop Services *(CRC Chapter)* Stop Services *(Ontology Chapter)* Stop Services *(Workplace Chapter)*

Start Services	Project Management (PM) Cell Install Data Repository (CRC) Cell Install Ontology Management (ONT) Cell Install Workplace (WORK) Cell Install	Start Services *(PM Chapter)* Start Services *(CRC Chapter)* Start Services *(Ontology Chapter)* Start Services *(Workplace Chapter)*
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
Configuring the PM Cell in the CRC and CRC Loader configuration files	Data Repository (CRC) Cell Install	CRC Properties: Configure PM Cell Properties CRC Loader Properties: Configure PM Cell Properties
Configuring the PM Cell in the Ontology configuration files	Ontology Management (ONT) Cell Install	Ontology Properties: Configure PM Cell Properties
Configuring the PM Cell in the Workplace configuration files	Workplace (WORK) Cell Install	Workplace Properties: Configure PM Cell Properties