Remote Server is Unavailable

ERROR MESSAGE
Remote server 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 the message in one of the following views: • Query Tool • Previous Queries • Timeline	The services for the CRC Cell may not be running.	Check your web services to see if ***QueryToolService*** is listed as active. If it is not then you need to restart JBoss.
Received the message in one of the following views: • Navigation Terms • Find Terms • Edit Terms	The services for the Ontology Cell may not be running.	Check your web services to see if ***OntologyService*** is listed as active. If it is not then you need to restart JBoss.

Received the message in one of the following views: • Workplace	The services for the Workplace Cell may not be running.	Check your web services to see if ***WorkplaceService*** is listed as active. If it is not then you need to restart JBoss.

Installation Guide Resources:

The following resources address how to verify your web services are running as well as the process for stopping and starting them.

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	Data Repository (CRC) Cell Install Ontology Management (ONT) Cell Install Workplace (WORK) Cell Install	Verify CRC Installation Verify Ontology Installation Verify Workplace Installation
Stop Services	Data Repository (CRC) Cell Install Ontology Management (ONT) Cell Install Workplace (WORK) Cell Install	Stop Services *(CRC Chapter)* Stop Services *(Ontology Chapter)* Stop Services *(Workplace Chapter)*

Start Services	Data Repository (CRC) Cell Install Ontology Management (ONT) Cell Install Workplace (WORK) Cell Install	Start Services *(CRC Chapter)* Start Services *(Ontology Chapter)* Start Services *(Workplace Chapter)*