

# Getting Support

Thank you for working with tranSMART. We'd be happy to help you with any problems!

Please include as much information as you can when asking support:

- The version of tranSMART you are using (1.2.4, 16.1, 16.2, etc), what operating system, what database, what data loading tool.
- The steps leading to the issue, what happened and what you expected instead. Screenshots are very much encouraged.

There are several channels to get help with any aspect of tranSMART:

- **Community support chat room**
  - Contact tranSMART developers and users directly by chat in the i2b2 tranSMART Slack: <https://i2b2transmart.slack.com>. You can request an account via [support@transmartfoundation.org](mailto:support@transmartfoundation.org).
  - Good for direct feedback on smaller issues.
- **Community support forum/email list**
  - Ask the community on <https://discuss.i2b2transmart.org/> (or on the Google forum [transmart-discuss](#)), wherein questions meet answers and comments grow to discussions.
  - Good for larger questions around installation, data loading, use of the platform, propose new functionality, etc.
- **TranSMART Foundation support helpdesk**
  - Ask the support helpdesk via [support@transmartfoundation.org](mailto:support@transmartfoundation.org) or post directly to the linked [tranSMART Support Google Group](#).
  - Good for requesting an account to access and contribute to this tranSMART Foundation Wiki and the [JIRA issue tracker](#), for logging tranSMART bugs and issues and technical support questions.
  - [Contact the tranSMART Foundation directly](#) for questions about the Foundation itself.
- **TranSMART Foundation trainings and updates**
  - Attend [tranSMART Foundation trainings](#) to get more experienced.
  - Join the monthly [tranSMART Foundation community calls](#) for the bigger picture.
- **Axiomedix Support Platform**
  - Professional support platform for tranSMART, i2b2 and i2b2/tranSMART
  - Free and open support knowledgebase, discussions, chats, etc.
  - Subscription-based professional support (tier I-IV) for on-premise and cloud hosted platforms.
  - See live at [support.axiomedix.com](http://support.axiomedix.com)
- **The Hyve tranSMART and Glowing Bear support**
  - Place a public message at our [community support board](#) or via email at [development@thehyve.nl](mailto:development@thehyve.nl).
  - For full SLA-level support contracts, please contact us via <http://thehyve.nl/contact>

## Frequently Asked Questions

These FAQs cover topics that appear frequently in support discussions.

[Solr](#) is an open source tool for indexing documents and/or database queries for rapid search. It actually enables version complex optimization of the search and results. In our case, it runs as a separate web service on its own port, specifically it is (by default) running on <http://localhost:8983/solr>.

The tranSMART web application uses this web-based tool for its search capabilities: the browse page, the sample explorer page, and portions of the analysis page and GWAS page.

Often blank results or "failure to load" results can be attributed to the fact that Solr is not running. As a "quick and dirty" check, log into your tranSMART host and run the following unix command:

```
$ curl -o check.txt http://localhost:8983/solr/#/
```

You should receive a page, written to check.txt, that contains a comment block, at around line 5 that start with "Licensed to the Apache Software Foundation (ASF) . . .". If you are unable to connect to the port, it means that solr is not running. Also the command:

```
$ grep "title" check.txt
```

should return the line:

```
<title>Solr Admin</title>
```