

## What does "Voyager is not available" message mean?

- **Product:** Voyager
  - **Relevant for Installation Type:** Dedicated-Direct; Direct; Local; Total Care
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### Question

What does the "Voyager is not available" error message mean?

### Answer

"Voyager is not available" appears when a Voyager client is opened, and it connects to a remote port that is open and listening but not sending the data that the client expects.

The client may be connecting to the wrong server, the wrong port, or the Voyager server process may not be able to execute (bad permission settings, Voyager is shutting down on the server, etc.).

Check the following:

- voyager.ini file on workstation receiving message: ensure it is attempting to connect to correct server & port for module
- status of Voyager server

Open a Case with Support if the reason or resolution for this message are not apparent.

### Additional Information

If the port is not listening at all (or blocked by a firewall), the client will display the "Connection refused" message. In that case, the server may be completely down, or the Voyager.ini stanza may have the wrong Server= or Port= value.

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