

I have problem opening the document in Sinequa?

This problem is related to the source of the document and NOT Sinequa. For example you are opening a document from **Documentum** server and the service on **Documentum** is problematic. Thus you are able to search and find the result, but you are not able to open/download the document. You can identify this problem by observing the URL (if the URL does not contains "-search", this mean that the service from the document source is having issue).

Contact [SBS Support](#) stating on which source of document you are having issue accessing with the URL of the document.

Example of the screen expected:

The screenshot shows the GECDOC search interface. The browser address bar displays the search URL: `gecdoc-search.solvay.com/search?text=&advanced=0&sort=globalrelevance.desc&aftersourcedatettime1=&beforesourcedatettime1=&docformat=&sourcestr17=&sources`. The page header includes the SOLVAY logo and navigation links like 'NEW SEARCH...', 'Advanced Search', 'Bookmarks', 'Saved Queries', 'Help', 'GECDOC Contents', 'Training', 'Forum', 'WeLink GEC', 'WeLink Industrial', and 'Material Code'. The main content area shows search results for 'ANSWERS 1 - 50 OF 1362'. The first result is 'PRO0E-INSTE-Rev0 / P&I Identification Method for Instrumentation & Electricity (for existing units)' with source 'SOLVAY LEGACY'. The second result is 'GEC-WW-IAE-GDE6-05E-Rev00 / ENGINEERING DESIGN GUIDE - INSTRUMENTED SAFETY GUIDELINE' with source 'GEC harmonized documents'. The third result is 'GEC-WW-IAE-GDE6-05E-APX1-Rev00 / APPENDIX 1 - GLOSSARY' with source 'GEC harmonized documents'. The left sidebar contains filters for 'REFINE SEARCH BY LISTED DOCUMENTS', 'SEARCHED KEYWORDS', and 'DISCIPLINE' (listing categories like CONSTRUCTION, DOC CONTROL, etc.). The right sidebar shows 'SOURCE' (GEC harmonized documents, RHODIA LEGACY, SOLVAY LEGACY), 'DOCUMENT TYPE' (Organizational Document, Discipline Document, etc.), and 'APPLICATION AREA/COUNT' (Worldwide, France, etc.).

After trying to open the document to view:

The screenshot shows a proxy error message in a browser. The address bar displays the URL: `doclibrary.priv.rhodia.com/FetchDoc/drl.html?objectId=09016635801ad9c6`. The browser interface includes navigation buttons and a search bar.

Proxy Error

The proxy server received an invalid response from an upstream server.
The proxy server could not handle the request [GET /FetchDoc/drl.html](#).

Reason: **Error reading from remote server**