

# 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 a search results page for 'gecdoc-search.solvay.com'. The search criteria include 'text=&advanced=0&sort=globalrelevance.desc&aftersourcedatettime1=&beforesourcedatettime1=&docformat=&sourcestr17=&sources'. The results are sorted by Relevance and show 1362 answers. The first result is 'PRO0E-INSTE-Rev0 / P&I Identification Method for Instrumentation & Electricity (for existing units)'. Other results include 'GEC-WW-IAE-GDE6-05E-Rev00 / ENGINEERING DESIGN GUIDE - INSTRUMENTED SAFETY GUIDELINE' and 'GEC-WW-IAE-GDE6-05E-APX1-Rev00 / APPENDIX 1 - GLOSSARY'. The page also features a 'DISCIPLINE' sidebar with categories like CONSTRUCTION (95), DOC CONTROL (86), and ENGINEERING DESIGN OFFICE (135). A 'SOURCE' sidebar lists 'GEC harmonized documents', 'RHODIA LEGACY', and 'SOLVAY LEGACY'. A 'DOCUMENT TYPE' sidebar lists '1. ORGANIZATIONAL DOCUMENT', '2. DISCIPLINE DOCUMENT (792)', '3. RELATED DOCUMENTS (381)', '4. LIST (10)', '5. QUICK TIPS (12)', and '6. FEED BACK SHEET (6)'. An 'APPLICATION AREA/COUNT' sidebar lists 'WORLDWIDE', 'FRANCE', 'BELLE-ETOILE', and 'ASIA PACIFIC'.

## After trying to open the document to view:

The screenshot shows a browser window displaying a proxy error message. The URL is 'doclibrary.priv.rhodia.com/FetchDoc/drl.html?objectId=09016635801ad9c6'. The error message is 'Proxy Error'.

# 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**