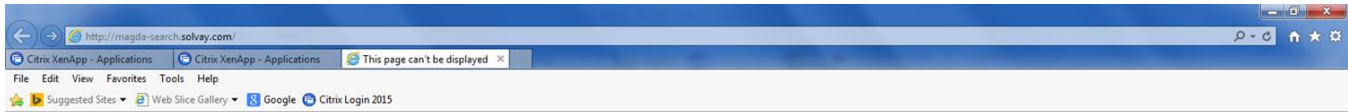


# This page can't be displayed?



## This page can't be displayed

- Make sure the web address <http://magda-search.solvay.com> is correct.
- Look for the page with your search engine.
- Refresh the page in a few minutes.

[Fix connection problems](#)



When you see this page, this can be the following reasons:

- You are not connected to Solvay network.
- Your network is down.
- Sinequa is down.

In order to verify the following issue, perform the following troubleshooting:

1. Try to access intranet sites like <https://one.solvay.com>.
  - a. If you are not able to access the site, it means that you are most likely not connected to Solvay network. Make sure you are connected to the Solvay network.
  - b. If not, proceed to the next step.
2. Try to access other web sites or web applications.
  - a. If you can't access any of the web sites or web applications, contact your Infra service desk for support.
  - b. If not, proceed to the next step.
3. Try to access the search page with another person account.
  - a. If the person is also see the same error, contact [SBS Support](#) to escalate the issue.
4. If none of the steps above help, contact [SBS Support](#) to escalate the issue and shared on the results of the steps taken above.