ecrNow Troubleshooting Guide

This is a document to be used by the Support Team to troubleshoot ecrNow Application hosted by vendors.

**Log Files of Importance:**

1. ecrNow.log file configured per your environment.
   1. Location of the Logfile: //users/<testuser>//ecrNow.log
2. **Launch Error – Bad Request 400**

The following errors will be received upon the invocation of the /systemLaunch API

These should never occur, but if they do occur then the dev team has to be alerted. The error will show up as below.

{

"timestamp": "2021-03-01T07:25:10.633+00:00",

"status": 400,

"error": "Bad Request",

"message": "",

"path": "/api/systemLaunch"

}

**Root Cause for the Errors:**

* The FHIR Server URL does not exist in the Client Details table. Check for spaces in the FHIR Server URL to make sure it is a valid FHIR Server URL.
* The Patient Id does not exist in the EHR indicated by the FHIR Server URL.

1. **Launch Error – Conflict 409**

This error occurs when the combination of EHR FHIR Server Url, patientId and encounterId have already been launched once. The error will show up as below.

Check the software that is launching the app via /systemLaunch is correct and ensure it is not invoking the /systemLaunch API multiple times errorneously.

{

"timestamp": "2021-03-02T06:35:16.805+00:00",

"status": 409,

"error": "Conflict",

"message": "",

"path": "/api/systemLaunch"

}

1. **Launch Error – 500 (Internal Server Error)**

This would occur due to an unhandled null pointer exception which is not desirable. The development team should be alerted immediately for this issue.

{

"timestamp": "2021-03-02T14:35:18.971+00:00",

"status": 500,

"error": "Internal Server Error",

"message": "",

"path": "/api/systemLaunch"

}

1. **404 Not Found Errors in the Log file**
   1. These happen whenever a resource is not found.
   2. For example, if the Patient resource does not exist for the Patient Id passed, you will see the following error.
   3. When these occur, typically it is a known issue , but the dev team should be alerted.

HTTP 404 Not Found

2021-03-01 02:26:13.329 INFO 32407 --- [http-nio-8081-exec-4] c.d.sof.utils.FhirContextInitializer : {"resourceType":"OperationOutcome","issue":[{"severity":"error","code":"not-found","details":{"text":"Resource not found"}}]}

2021-03-01 02:26:13.329 ERROR 32407 --- [http-nio-8081-exec-4] c.d.sof.utils.FhirContextInitializer : Error in getting Patient resource by Id: 122540

1. 403 Errors Location Not supported / Scopes not appropriate
   1. These occur when the Resource being retrieved from the EHR is not supported.
   2. It can also occur when the right scopes are not registered for the Client Id who is trying to access the EHR data.
   3. For example the following error occurs because Location Resources is not supported by the EHR.
   4. When these occur, typically it is a known issue , but the dev team should be alerted.

HTTP 403 Forbidden: Bearer realm="fhir-ehr-code.cerner.com", error="insufficient\_scope"

2021-03-01 02:33:45.213 INFO 32407 --- [db-scheduler-pool-2-thread-4] c.d.sof.utils.FhirContextInitializer : {"resourceType":"OperationOutcome","issue":[{"severity":"error","code":"forbidden","diagnostics":"Bearer realm=\"fhir-ehr-code.cerner.com\", error=\"insufficient\_scope\"","expression":["http.Authorization"]}]}

2021-03-01 02:33:45.213 ERROR 32407 --- [db-scheduler-pool-2-thread-4] c.d.sof.utils.FhirContextInitializer : Error in getting Location resource by Id: 29598629

1. Schema Errors
   1. These occur when the resulting eICR document is having errors due to CDA schema non-compliance.
   2. When these occur, typically it is a data issue , but the dev team should be alerted.

Message: Error validating XML Data at Line: 110 Column: 44; Message: cvc-datatype-valid.1.2.3: '5.5.5.5.5.5.' is not a valid value of union type 'uid'.

2021-03-01 02:34:35.103 ERROR 32407 --- [db-scheduler-pool-2-thread-4] c.drajer.cda.utils.ValidateErrorHandler : Message: Error validating XML Data at Line: 110 Column: 44; Message: cvc-attribute.3: The value '5.5.5.5.5.5.' of attribute 'root' on element 'id' is not valid with respect to its type, 'uid'.

2021-03-01 02:34:35.115 ERROR 32407 --- [db-scheduler-pool-2-thread-4] c.drajer.cda.utils.ValidateErrorHandler : Message: Error validating XML Data at Line: 475 Column: 44; Message: cvc-datatype-valid.1.2.3: '5.5.5.5.5.5.' is not a valid value of union type 'uid'.

2021-03-01 02:34:35.115 ERROR 32407 --- [db-scheduler-pool-2-thread-4] c.drajer.cda.utils.ValidateErrorHandler : Message: Error validating XML Data

1. Schema Errors
   1. These occur when the resulting eICR document cannot be sent to the Direct HISP.
   2. When these occur, typically it is a transient issue , but the dev team should be alerted.

**Error in completing the Execution:::::Unable to send Direct Message**

* Unable to send direct message

1. **Timers and Timer Scheduling:**

Database Table: db\_scheduled\_tasks is where the timers are stored.

**Correlation between Timers and Launch Details:**

* Each Timer is created with a task instance name of
  + <Timer Name> + Launch Details Id + Guid
  + For e.g PERIODIC\_UPDATE\_EICR\_1011\_328568ac-60d6-4816-ba22-900addc60cc1
    - Where “PERIODIC\_UPDATE\_EICR” is the timer name
    - 1011 is the id of the Launch Details Table
    - 328568ac-60d6-4816-ba22-900addc60cc1 is the unique GUID
  + Using the Launch Details Id , you can figure out which Patient / Encounter is the Timer been created for.

Please refer to Timer Logic and Scheduling diagrams.