PANELS – 404 or Page Not Found Error

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PANELS – 404 or Page Not Found Error

Purpose: Follow this procedure when a user reports issue with PANELS – 404 or Page Not Found Error.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberEmployee IDDate and time of attempted access.Detailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported and document details in incident.

Data reload message displaying and not going away on the Care Navigation Unit Worklist"Loading" message display and stuck.

2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. HD Agent will generate; email request:

To: #F-OperationsSubject: Restart panels on rwl-pnla-p01Body: http://automation.fmcna.com/jenkins/view/CNU-OPS/job/PANELS-Restart- PROD/build?delay=0sec

5. The ticket should be maintained by you and closed out by:

CNU users: emailing cnu.worklist@FMC-NA-ICG.COM with a subject line "PANELS Issue resolved" when #F-Operations responds back that the restart is complete.

6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

PANELS

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

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