

# TAC – Error 500

**Article ID:** KB0011899

**Created:** 2023-05-11 15:10:37

**Updated:** 2023-05-11 15:21:39

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/c3d750f047fa2150c4bfdd3f136d4378',

'value': 'c3d750f047fa2150c4bfdd3f136d4378'}

TAC – 500 error

Purpose: Follow this procedure when a user reports TAC Lite 500 error. This will occur when trying to view access data or attempting to sign off access evaluation.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. The user will report getting a 500 error instead of access data or when attempting to sign off access evaluation.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Please have the user select a different tab, then return to the Access screen, close the application and re-launch.
5. If the issue is still present, please follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Total Access Care (TAC)

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

Escalation Process

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

Assign the Incident to the Following Group

DTI-EUX-Help Desk-Clinical Java Review - L1

Published By: DTI-EUX-Help Desk-Clinical Java Review - L1