eCF - A Critical Error has Occurred

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eCube® Financials - A Critical Error Has Occurred

Purpose: Follow this procedure when a user reports they have a Workstation Error in eCube® Financials.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient MRN if applicableScreen shot of the Error (For detailed instructions to capture errors see Workstation Error in eCube® Financials)

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

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

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

4. Remote to the customer's computer and have the customer try to get the error to come up again then capture a screen shot of the error and attach to the ticket.

5. After selecting Details button you may have to select the Stack trace link to view the entire error.

6. Copy and paste the error into the ticket.

7. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCF - eCube Financials

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

Refer to SME agent or Team Lead for review