

OnBase Error - The given key was not present in the dictionary

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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/330bc9fc47b66150c4bfdd3f136d430c',

'value': '330bc9fc47b66150c4bfdd3f136d430c'}

OnBase Error - The given key was not present in the dictionary

Purpose: Follow this procedure when a user reports OnBase Error - The given key was not present in the dictionary

Required Information to be documented in each incident:

Contact NameContact Number.Clinic / Facility NumberScreen shot of the ErrorDetailed Description of the Issue

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. Follow Escalation Process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

OnBase

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-ADEX-DigitalPortals-SOP OnBase – L2

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