

CS Error - An Unrecoverable Error

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'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

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Category: {'link':

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CHAIRSIDE® Error - An Unrecoverable Error

Purpose: Follow this procedure when a user reports An Unrecoverable Error has occurred within the CHAIRSIDE® System. Please review the entire article for the scenario that applies to your incident.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNCLinic ProdDetailed Description of the issue.Screen shot of the ErrorScreenshot of signature screen showing credential listed in ChairsideView Page Source of error page in a txt or word document.

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 document the required information and troubleshooting details in the Incident.
4. Confirm with the user the signature used in CHAIRSIDE®. There is a 25-character limit on names in CHAIRSIDE®. Document ticket if signature exceeds 25-characters. Note the number of characters in the ticket.

If username exceeds 25-character limit, follow the escalation.

5. Confirm the user is using a Firefox. Currently, this is the only browser that supports CHAIRSIDE®.
6. If the issue is present for a particular user for multiple patients, please capture a screenshot of the credential listed in the signature screen.

If the credentials show a variation of "Pre-LicensedStaff/" or "Pre-LicensedNurse", relate to PARENT Incident INC0234230, follow the escalation process.

7. If the issue is present for a particular user for one or two patients, please document the steps the user takes leading up to the error. Capture a screenshot of the source code, place it in a word document and attach it to the incident.

Remote into the PC and right click on the CHAIRSIDE® screen displaying the error. Select View source.

8. Scroll down and look for The cause of the exception:
9. Take a screenshot of the exception source code and attach it to the ticket.
10. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside

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

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