CRV - This Content Cannot be Displayed in a Frame

Clinical Record View (CRV) - This Content Cannot be Displayed in a Frame

Purpose: Follow this procedure when a user reports that in the Clinical Record View (CRV) with they receive an error message stating This content cannot be displayed in a frame. Note: Currently, Clinical Record View only operates in Internet Explorer.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient Name/MRNDate Range of Report being RunDetailed Description of the issue.Screen shot of the Error messages and Report Configuration Details.

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. Verify the browser being used is Internet Explorer. This is the only browser Clinical Record View uses.

5. The "Content cannot be displayed in a frame" message is expected at this time. Direct the user to click on the "Open this content in a new window" link. This should open the report on a different tab/window without issues.

6. Follow the resolution process.

7. If report still fails load follow escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Clinical Record View

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

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