eCC - Unable to add or close orders

Article ID: KB0022685
Created: 2023-05-25 22:02:35
Updated: 2023-05-25 22:03:42
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b', 'value': '234709da6fb2464070404a950d3ee44b'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/da0634491b476d10e4f7eb10604bcb55', 'value': 'da0634491b476d10e4f7eb10604bcb55'}

eCC – Unable to add or close orders. Error – The system is experiencing an unexpected problem in processing your information. we apologize for the inconvenience however you must be logged off the system.

Purpose: Follow this procedure when a user reports that User unable to add and close the orders. Error – The system is experiencing an unexpected problem in processing your information. we apologize for the inconvenience however you must be logged off the system.

Required Information to be documented in each Incident:

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

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. In eCube Clinicals, Select the correct visit in Visit tab

5. Ask user to add or close the order, if user is getting the system is experiencing error, Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals.

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

eCube Clinicals

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-Clinical Applications Support - L2

Published By: DTI-ADEX-Clinical Applications Support - L2