

# OnBase - Due to a configuration error, the OnBase Patient Viewer is unavailable.

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'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

**Category:** {'link':

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Due to a configuration error, the OnBase Patient Viewer is unavailable.

Purpose: Follow this procedure when a user reports that when eCC DocMgr Patient Viewer receives "Due to a configuration error, the OnBase Patient Viewer is unavailable."

Required Information to be documented in each incident:

User Account Information

SSO/portal logineCC login

Application Used (this script is only for DocMgr)

DocMgr

Document AlertPatient ViewerScanning

Details of the reported issueSteps to reproduce errorScreenshot of 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. Confirm user is logged into DocMgr  
eCC accessPortal SSO loginIE 8 or IE11InCenter or Home Clinic
5. Configuration error
6. Did user select a patient?  
If no, must select a patient.If yes, follow escalation process.
7. Follow the resolution process.
8. If additional assistance is needed follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

OnBase

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

DTI-ADEX-DigitalPortals-SOP OnBase – L2

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