

# DocMgr – Due to a Configuration error, the OnBase Patient Window is unavailable

**Article ID:** KB0011695

**Created:** 2025-01-24 18:41:06

**Updated:** 2025-01-24 19:33:45

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'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/925d77d08732a11065678a8acebb350e', 'value': '925d77d08732a11065678a8acebb350e'}

eCube® Clinicals DocMgr – Due to a Configuration error, the OnBase Patient Window is unavailable.

Either Master Patient Index or Medical Record Number must be set.

**Purpose:** Follow this procedure when a user reports eCube® Clinicals DocMgr – Due to a Configuration error, the OnBase Patient Window is unavailable. Either Master Patient Index or Medical Record Number must be set. This error usually occurs when user's are attempting to access DocMgr when they are in the census page. In order to access DocMgr a patient record must be open.

**Required Information to be documented in each Incident:**

Contact NumberClinic / Facility NumberDetailed 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. Ask the user if a patient record is open. At that point DocMgr will be available to select and allow access.
5. If the user opens a patient record and can access DocMgr successfully, Follow the resolution process.
6. If the issue is still present, follow the escalation process.

**Classification Requirements**

Category

Software & Applications

Subcategory

Clinical Applications

Service

DocMgr

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

Published By: DTI-ADEX-DigitalPortals-SOP OnBase – L2