



Division of Oral Health

Electronic Dental Record Interfaces

(EDR)

Troubleshooting and How To Guide

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Preface

This document provides information on how to troubleshoot the operation of the Electronic Dental Record Interfaces that are used to exchange data between the Dentrix Enterprise software and the Resource Patient Management System (RPMS). Presented here are the types of commonly found errors/alerts and a step-by-step path that a local IT Specialist can follow to fix problems or refer the problem to the appropriate help desk.

1.0 Troubleshooting Section

1.1 Ensemble/EDR Operations

This section provides guidance for checking Ensemble to see if the EDR Interface is functioning properly.

To view the EDR (BADE) production use the Ensemble Management Portal – Ensemble – Configure – Production as shown in Figure 1 below, or use View details on the right of the window, below Management Portal – Ensemble Productions for the Bade.IHSProduction.

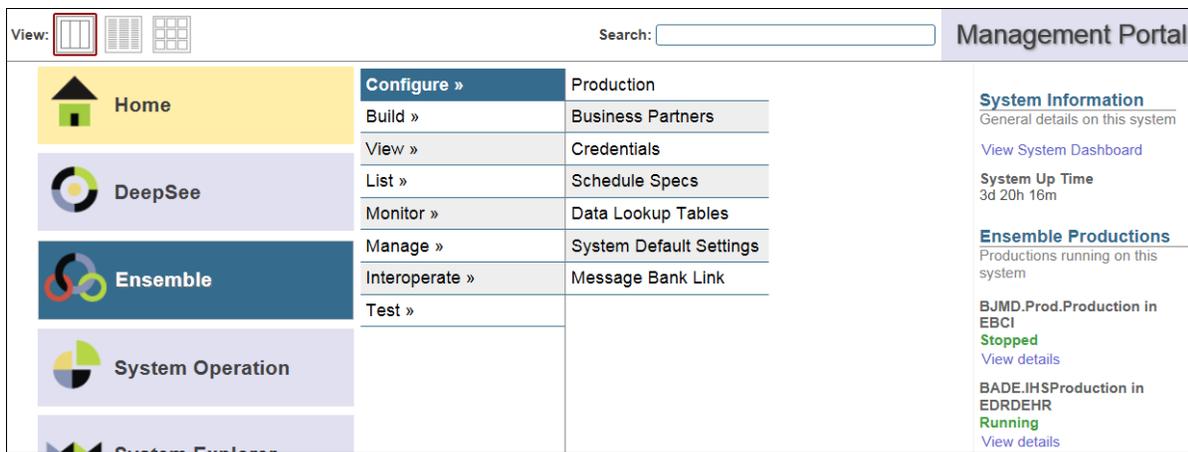


Figure 1 – Viewing the EDR Production

A normal, running EDR production will look like Figure 2 below when viewed using System Management Portal. Note the green indicators throughout the production.

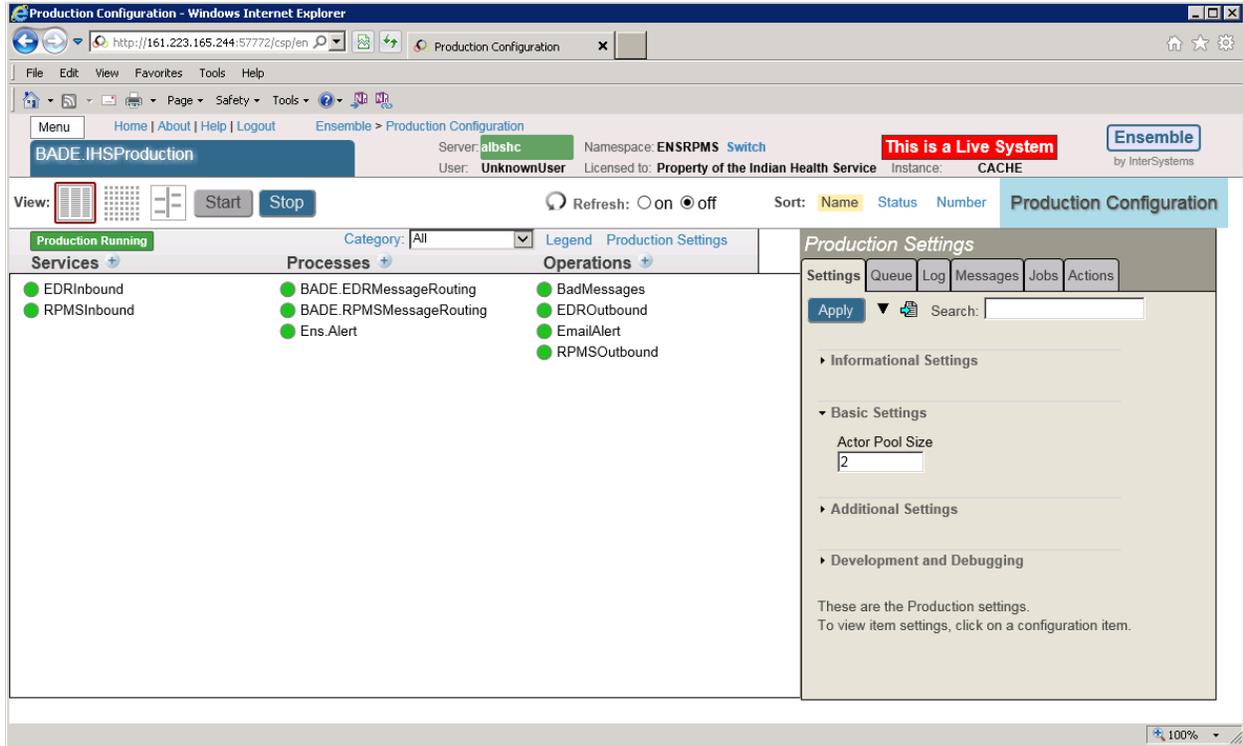


Figure 2- Normal running EDR production.

Check the Ensemble message queue to see if there are any messages waiting to be processed – see Figure 3 below

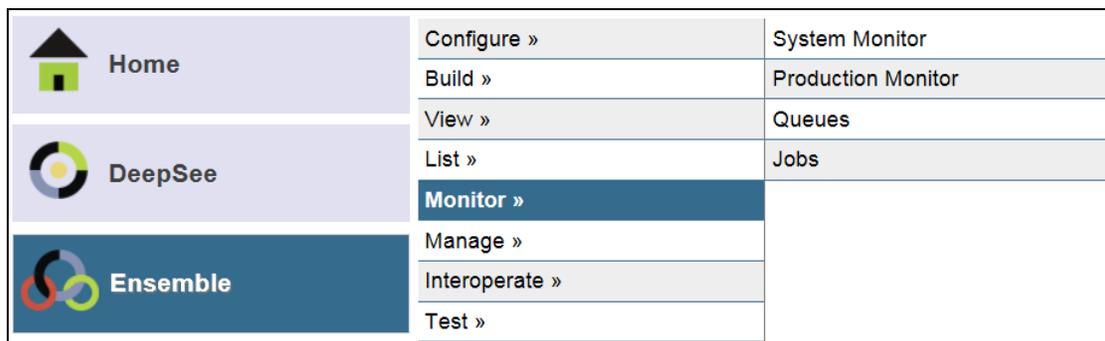
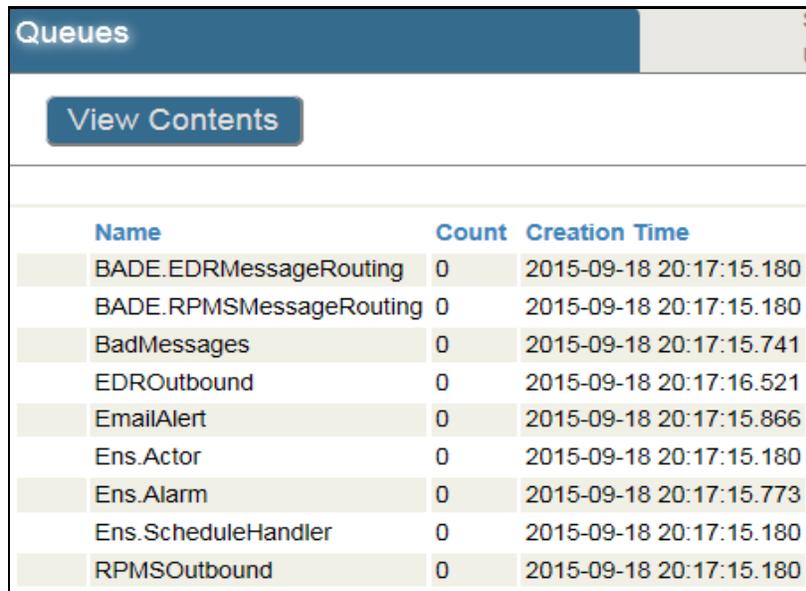


Figure 3– Message Queues

A normal running production queue will not have any messages waiting to be processed - shown below in Figure 4.



The screenshot shows a web interface titled 'Queues'. At the top left, there is a blue header with the word 'Queues' in white. Below the header is a button labeled 'View Contents'. Underneath the button is a table with three columns: 'Name', 'Count', and 'Creation Time'. The table lists ten different queue names, all of which have a count of 0. The creation times are all from September 18, 2015, at approximately 20:17:15.

Name	Count	Creation Time
BADE.EDRMessageRouting	0	2015-09-18 20:17:15.180
BADE.RPMSMessageRouting	0	2015-09-18 20:17:15.180
BadMessages	0	2015-09-18 20:17:15.741
EDROutbound	0	2015-09-18 20:17:16.521
EmailAlert	0	2015-09-18 20:17:15.866
Ens.Actor	0	2015-09-18 20:17:15.180
Ens.Alarm	0	2015-09-18 20:17:15.773
Ens.ScheduleHandler	0	2015-09-18 20:17:15.180
RPMSOutbound	0	2015-09-18 20:17:15.180

Figure 4– Message Queue

Using the Ensemble System Management Portal – Ensemble – View – Event Log, review the log for any production errors, warnings or alerts. They would be similar to the error messages shown in Figure 5.

Type	ID	Time Logged	Session	Job	Source	Text
Info	3403	2015-07-28 12:21:28.745	36000	12451918	EmailAlert	Email sent via smtp.ih.s.gov:25
Alert	3402	2015-07-28 12:21:27.672	36000	18087964	EDRInbound	No Connection made on port 5028 \
Error	3401	2015-07-28 12:21:27.671	36000	18087964	EDRInbound	Alerting at expiration of retry grace p
Warning	3400	2015-07-28 12:21:27.671	36000	18087964	EDRInbound	Rejected connection attempt on por
Error	3399	2015-07-28 12:21:22.670	36000	18087964	EDRInbound	Not Alerting during retry grace pe
Info	3398	2015-07-28 12:21:22.669	36000	18087964	EDRInbound	Re-opening Port 5028 to listen for ir
Info	3397	2015-07-28 12:21:18.639	36000	12451918	EmailAlert	Email sent via smtp.ih.s.gov:25
Alert	3396	2015-07-28 12:21:17.668	36000	18087964	EDRInbound	No Connection made on port 5028 \
Error	3395	2015-07-28 12:21:17.668	36000	18087964	EDRInbound	Alerting at expiration of retry grace p
Warning	3394	2015-07-28 12:21:17.667	36000	18087964	EDRInbound	Rejected connection attempt on por
Error	3393	2015-07-28 12:21:12.666	36000	18087964	EDRInbound	Not Alerting during retry grace perio
Info	3392	2015-07-28 12:21:12.665	36000	18087964	EDRInbound	Re-opening Port 5028 to listen for ir
Info	3391	2015-07-28 12:21:08.496	36000	12451918	EmailAlert	Email sent via smtp.ih.s.gov:25
Alert	3390	2015-07-28 12:21:07.664	36000	18087964	EDRInbound	No Connection made on port 5028 \
Error	3389	2015-07-28 12:21:07.664	36000	18087964	EDRInbound	Alerting at expiration of retry grace p
Warning	3388	2015-07-28 12:21:07.663	36000	18087964	EDRInbound	Rejected connection attempt on por
Error	3387	2015-07-28 12:21:02.662	36000	18087964	EDRInbound	Not Alerting during retry grace perio
Info	3386	2015-07-28 12:21:02.661	36000	18087964	EDRInbound	Re-opening Port 5028 to listen for ir
Info	3385	2015-07-28 12:20:59.469	36000	12451918	EmailAlert	Email sent via smtp.ih.s.gov:25
Alert	3384	2015-07-28 12:20:57.661	36000	18087964	EDRInbound	No Connection made on port 5028 \
Error	3383	2015-07-28 12:20:57.660	36000	18087964	EDRInbound	Alerting at expiration of retry grace p

Event Log Details (ID: 3399):

- Type: Error
- Text: Not Alerting during retry grace period (5) fo
- Logged: 2015-07-28 12:21:22.670
- Source: EDRInbound
- Session: 36000
- Job: 18087964
- Class: EnsLib.HL7.Service.TCPService
- Method: OnTask
- Trace: (none)
- Stack:
 - \$\$^zGetErrorTrace+3^Ens.Util.Trace.1
 - DO^zLogNoTrace+10^Ens.Util.Log.1 +1
 - DO^zLog+2^Ens.Util.Log.1 +1
 - \$\$^zOnTask+44^EnsLib.HL7.Adapter.TC
 - +1
 - \$\$^zOnTask+29^Ens.BusinessService.1
 - DO^zStart+51^Ens.Job.1 +2

Figure 5– Production Errors, Warnings and Alerts.

If there are serious issues with the Ensemble EDR production, then looking at the actual Bade production configuration using System Management Portal (see Section 1.1) will show something similar to Figure 6 below. **Note the absence of any green indicators** and the presence of red warning indicators. At this point it would be appropriate to contact your Area or OIT support helpdesk for assistance.

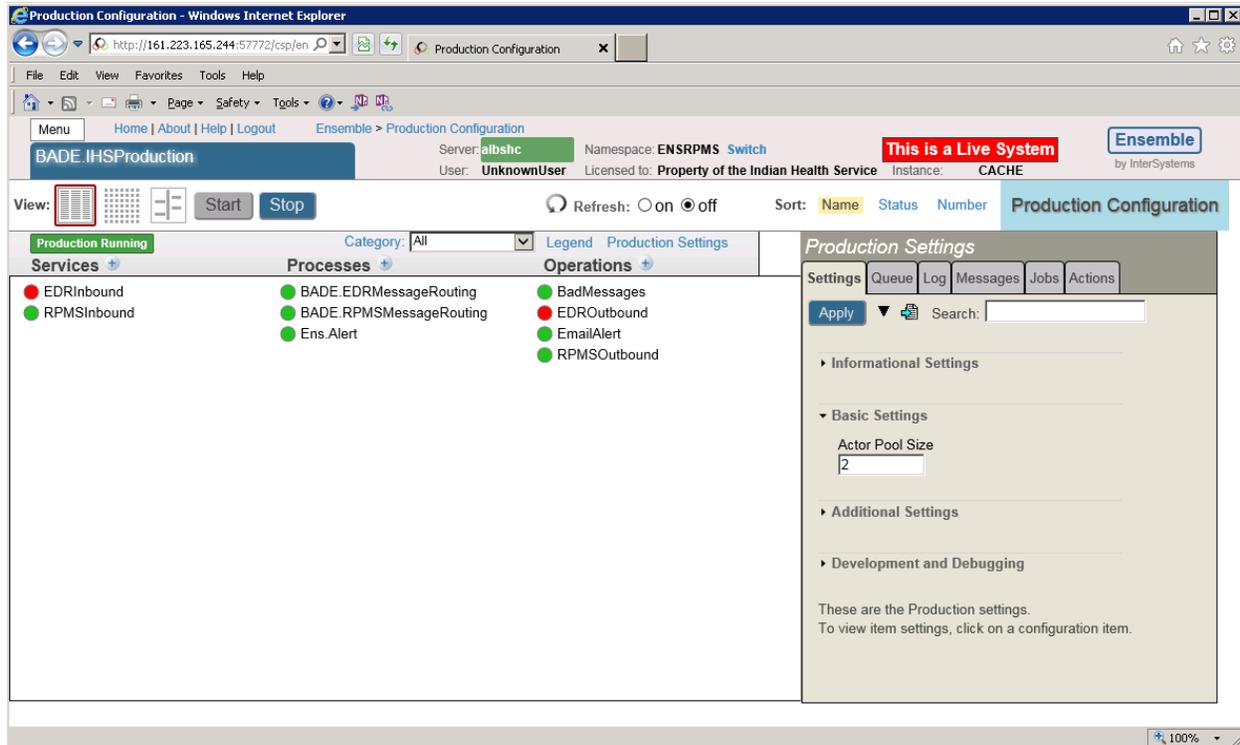


Figure 6 - Serious issues with the Ensemble EDR production, red warning indicators.

1.2 Alert/Error Types

There are four types of alert/errors that are generated whenever there is a problem with the EDR Interface. They are as follows: Dentrix Enterprise Error/Alerts, Ensemble Errors/Alerts, RPMS Errors/Alerts and Functional Errors.

1.2.1 Dentrix Enterprise Errors/Alerts

These error/alerts are only available to the Dentrix Support team specialist.

1.2.2 Ensemble Errors/Alerts

These error/alerts are sent by e-mail to a select group of people that were identified during the EDR implementation to be responsible for maintaining the operation of the EDR production in Ensemble (see Section 2.0 – Ensemble E-mail Notifications).

1.2.2.1 RPMS Business Service Errors

The error is reported by e-mail with “Ensemble alert from sys:RPMSInbound” in the Subject Line and the text of the e-mail states “There was an Error in the RPMS Business Service”.

If your site receives multiple messages like this over a span of more than 3 days you need to contact your Area or OIT support helpdesk for assistance since this is an error that cannot be handled by the local staff.

Let the help desk know that you are calling about EDR and report to them that you are getting the message “There was an Error in the RPMS Business Service”. The Help Desk will then forward the ticket to the appropriate team to examine the error more closely.

1.2.2.2 Time Out Error/Alert

The error is reported by e-mail with “Ensemble alert from sys:RPMSInbound” or “Ensemble alert from sys:RPMSOutbound” in the Subject Line and the text of the e-mail states one of following messages:

- TCP Read timeout (10) expired waiting for terminator SegTerminatorAscii=13, on |TCP|5027|2976, data received ="
- TCP Connect timeout period (10) expired for 10.250.185.5:5027
- No Connection made on port 5032 within interval 5

If your site receives multiple messages (greater than 20) like these over a span of a day you should do the following:

1. Contact the Dentrix Support Team at 1-800-459-8067, opt.2, then opt.3 and provide your DENTRIX ENTERPRISE CUSTOMER # and facility name so they can properly identify you. Tell them that you keep getting time out errors and you want them to check the Dentrix Enterprise Interface to be sure it operating correctly.
2. If the Dentrix Support Team states the Dentrix Interface had to be restarted then check to see if you still are getting the time out errors/alerts. If you do not see any more errors/alerts then the problem has been solved.
3. If the Dentrix Support Team reports that their Interface is working properly then you need to stop and restart the Ensemble EDR Interface.

The EDR production can be stopped/started using the Ensemble System Management Portal Choose your EDR namespace from Ensemble – Productions – Configure. Stop or start the production using the appropriate button in your EDR namespace, see [Figure 7](#).

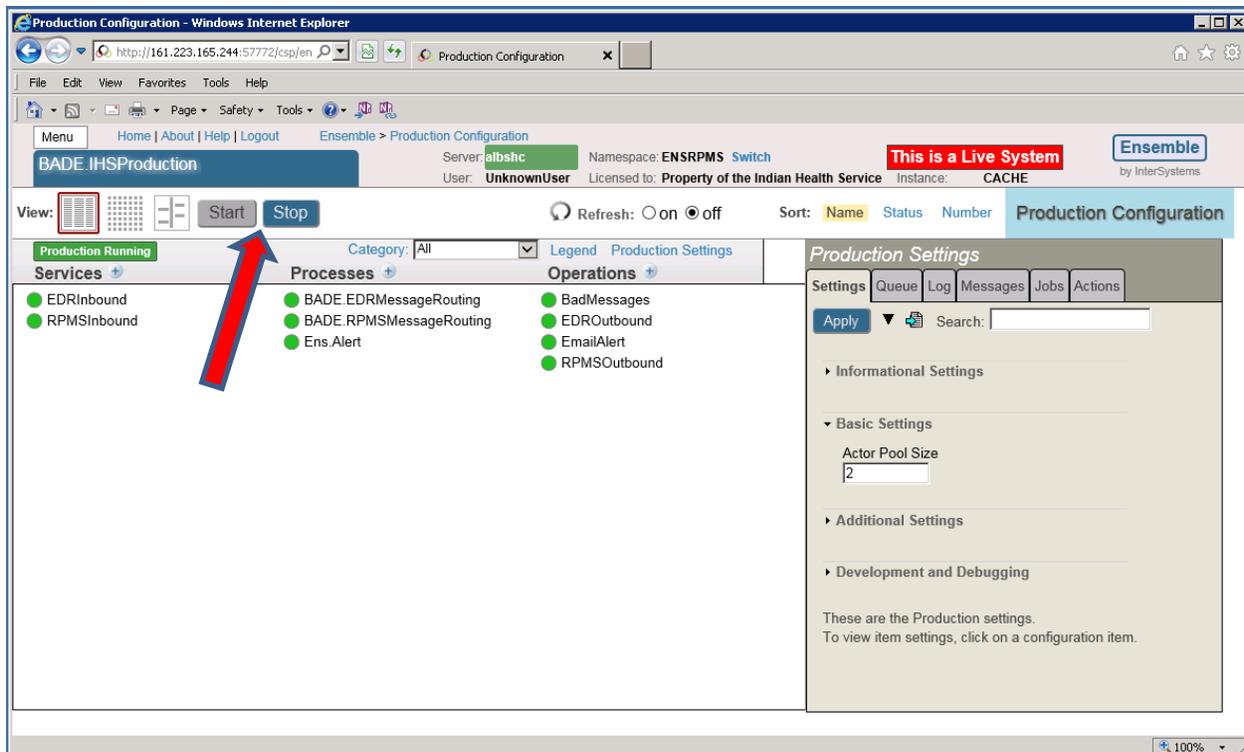


Figure 7– Stop/Start the EDR Production.

If you do not see any more errors/alerts then the problem has been solved.

4. If you continue to see these errors/alerts then contact your Area or OIT support helpdesk for assistance. Tell the Help Desk what you have done and that it has not resolved the error/alerts you are receiving by e-mail from Ensemble. The Help Desk will then open a ticket for the appropriate Team to look into this problem.

1.2.3 RPMS Errors/Alerts

These alerts can be found using ^View Alerts in RPMS and the user must be a member of the RPMS Dental mail group.

- 1.2.3.1 RPMS Outbound ADT-A28, ADT-A31, ADT-A40, and MFN-M02 message alerts/ errors and descriptions.

NOTE: Each message will also contain the name and internal entry number of the Patient or Provider associated with the generated error.

1.2.3.1.1 Unable to build HL7 message. HL7 message could not be created.

All Outbound messages contain a MSH and EVN (Event) segment. If the RPMS HLO application that generates the HL7 message, is able to open and build the MSH segment for a message but cannot create the EVN segment, this error alert is generated. This is a fatal error and indicates a problem associated with the HLO HL7 application and not the EDR application. Most likely cause is an error in installing a new HL7 patch. If this alert is created, the site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.2 Unable to send HL7 message

If the RPMS HLO Messaging application cannot send the message to the holding area for the Ensemble Interface Engine to process this error alert is generated. This is a fatal error and indicates a problem associated with the HLO HL7 application and not the EDR application. Most likely cause is an error in installing a new HL7 patch. If this alert is created, the site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.3 EVN segment could not be created.

All Outbound messages contain a MSH and EVN (Event) segment. If HLO is able to open and build the MSH segment for a message but cannot create the EVN segment, this error alert is generated. This is a fatal error and indicates a problem associated with the HLO HL7 application and not the EDR application. Most likely cause is an error in installing a new HL7 patch. If this alert is created, the site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.4 Can't create PID for XXXX: Missing Patient information prevents the PID Segment from being created.

DFN is the Internal Entry Number of the patient data location in the ^DPT and ^AUPNPAT globals. Every ACTIVE patient must have a name, date of birth, sex and other demographic data to make the Patient ID segment in HL7. The demographic data is required to create an ADT-A28 or ADT-A31 message. Some patient data is required and some is optional. Only missing required data will generate this error. Registration allows you to enter this data. Some RPMS databases have corrupt or missing patient data required for the message. If this alert is created, the site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.5 No HRN, Can't create PID: No health record number is found for the patient internal entry number or DFN, Patient identified does not have a health record number.

DFN is the Internal Entry Number of the patient data location in the ^DPT and ^AUPNPAT globals. Every ACTIVE patient must have a Health Record Chart Number (HRCN) associated with

each Location/Institution where the patient is registered. Both the location (ASUFAC) and HRCN are required to create an ADT-A28 or ADT-A31 message. Patient Registration allows you to enter this data. The error is unrelated to the EDR application. If this alert is created, the site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.6 No ASUFAC, Can't create PID No ASUFAC record number for – DFN, An ASUFAC record could not be created for the patient.

DFN is the Internal Entry Number of the patient data location in the ^DPT and ^AUPNPAT globals. Every ACTIVE patient must have a Health Record Chart Number (HRCN) associated with each Location/Institution where the patient is registered. Both the location (ASUFAC) and HRCN are required to create an ADT-A28 or ADT-A31 message. Patient Registration allows you to enter this data. The error is unrelated to the EDR application. If this alert is created, the site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.7 No name, Can't create PID, No name for _DFN_, Patient has no name.

DFN is the Internal Entry Number of the patient data located in the ^DPT and ^AUPNPAT globals. There is a ^DPT(DFN,0) node where the .01 (first piece) of the node does not have the patient name data. The error indicates that the data is corrupt for this DFN and the error is unrelated to the EDR application. If this alert is created, the site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.8 No Date of Birth, Can't create PID, No DOB for _DFN_, Patient has no date of birth.

DOB is Date of Birth. DFN is the Internal Entry Number of the patient data location in the ^DPT and ^AUPNPAT globals. There is a ^DPT(DFN,0) node where the .03 (third piece) of the node does not have the patient DOB data. The error indicates that the data is corrupt for this DFN and the error is unrelated to the EDR application. If this alert is created, the site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.9 Can't create PD1 HL7 segment for additional patient demographics.

The Patient Registration application or corrupt data shows that this patient has incomplete, missing, or corrupt data that is required for the PD1 segment. This can usually be deleted/fixed through the Registration application or using Fileman. If this alert is created, the site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.10 Can't create NK1, HL7 segment for Next of Kin Data

The Patient Registration application or corrupt data shows that this patient has incomplete, missing, or corrupt data that is required for the NK1 Next of Kin segment. This can usually be deleted/fixed through the Registration application or using Fileman. If this alert is created, the

site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.11 Can't create MRG.

The HL7 message ADT-A40 did not properly create the MRG segment associated with the merge process. The message contains the DFN of the patient that caused the problem. The user can go into Dentrax and merge the two patients or If this alert is created, the site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.12 Can't create ZP2, HL7 segment for IHS specific data.

The ZP2 segment contains locally defined data not specifically defined by the HL7 standard. Data associated with this segment is missing or corrupt. This can usually be deleted/fixed through the Registration application or using Fileman. If this alert is created, the site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.13 Can't create IN2, Can't create Medicaid IN1, Medicaid segment could not be created, Insurance segment could not be made.

The Patient Registration application or corrupt data shows that this patient has a Medicaid Insurance entry that is incomplete or missing. This can usually be deleted/fixed through the Registration application or using Fileman.

1.2.3.1.14 Can't create IN1, Medicare segment could not be created.

The Patient Registration application or corrupt data shows that this patient has a Medicare Insurance entry that is incomplete or missing. This can usually be deleted/fixed through the Registration application or using Fileman.

1.2.3.1.15 Can't create IN1, Insurance segment could not be created.

The Patient Registration application or corrupt data shows that this patient has a Third Party Insurance entry that is incomplete or missing. This can usually be deleted/fixed through the Registration application or using Fileman.

1.2.3.1.16 Can't create Railroad IN1, Railroad insurance could not be created.

The Patient Registration application or corrupt data shows that this patient has a Railroad Insurance entry that is incomplete or missing. This can usually be deleted/fixed through the Registration application or using Fileman.

1.2.3.1.17 Can't create ZP2, ZP2 segment could not be created.

The ZP2 segment contains locally defined data not specifically defined by the HL7 standard. Data associated with this segment is missing or corrupt. If this alert is created, the

site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.18 Can't create MFE, Unable to build MFE segment.

The MFE (Master File Entry) Segment is part of the MFN-M02 Provider Update message. MFE identifies the type of update for the provider entry. If this segment is corrupt, the HLO message creation software is corrupt. If this alert is created, the site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.19 No NPI, Can't create STF, Provider _IEN_ does not have NPI, Dentists need an NPI.

IEN is Internal Entry Number and identifies where the provider data is stored in the ^VA(200 global. NPI is National Provider Identifier. If a Provider does not have a NPI then the MFN-P03 for this provider will not be created. Use the AVA PROVIDER ADD/EDIT (Add/Edit Providers) MENU and the Adding a New Dental Provider document to correct the problem and to add the provider's NPI correctly.

1.2.3.1.20 Can't create MFI, Unable to create the MFI segment.

The MFI (Master File Identification) Segment is part of the MFN-M02 Provider Update message. MFI contains the identifier that defines the person being entered is a provider or staff. If this segment is corrupt, the HLO message creation software is corrupt. If this alert is created, the site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.21 Can't create STF, Unable to build STF segment.

The STF (Staff Identification) Segment is part of the MFN-M02 Provider Update message. STF contains the Provider demographic data. Some of the data for this provider is missing or corrupt. This can usually be corrected by using the AVA PROVIDER ADD/EDIT (Add/Edit Providers) menu. If this alert is created, the site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.1.22 Can't create PRA, Unable to build PRA segment.

The PRA (Practitioner Detail) Segment is part of the MFN-M02 Provider Update message. PRA contains the Provider class information. The specialty for this provider is missing or corrupt. This can usually be corrected by using the AVA PROVIDER ADD/EDIT (Add/Edit Providers) menu.

1.2.3.1.23 No provider name, Can't create STF, Provider _IEN_ does not have a name, Provider must have a name.

IEN is the Internal Entry Number of the provider data located in the ^VA(200 global. There is a ^VA(200,IEN,0) node where the .01 (first piece) of the node does not have the provider name

data. The error indicates that the data is corrupt for this DFN and the error is unrelated to the EDR application. If this alert is created, the site should seek technical assistance by contacting your Area or OIT support helpdesk for assistance.

1.2.3.2 RPMS Inbound DFT-P03 message errors and descriptions

NOTE: Each message will also contain the internal entry number of the message being processed. This message IEN is associated with the HLO HLB and HLA globals.

1.2.3.2.1 *Missing PID segment, PID segment not found in message.*

This means the message coming over did not have any data to identify the patient because the PID segment is missing. This error should be trapped in the Ensemble EIE and never generate an alert. If this alert is created, the site should seek technical assistance by contacting the DENTRIX Enterprise helpdesk for assistance.

1.2.3.2.2 *Patient DFN identifier missing in message.*

There was no Medical Record number in the message. If this alert is created, the site should seek technical assistance by contacting the DENTRIX Enterprise helpdesk for assistance.

1.2.3.2.3 *Patient DFN: (Patient internal entry number) not in RPMS, Patient DFN cannot be found in RPMS.*

The DFN in the message does not exist in RPMS. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.4 *Missing ASUFAC in PID, Patient ASUFAC identifier missing in message.*

The ASUFAC number is required and is missing or corrupt. If this alert is created, the site should seek technical assistance by contacting the DENTRIX Enterprise helpdesk for assistance.

1.2.3.2.5 *Missing HRCN in PID, Patient HRCN not found for DFN.*

A HRCN for the DFN was sent, but the health record number sent does not have a corresponding HRCN for this patient in RPMS. If this alert is created, the site should seek technical assistance by contacting the DENTRIX Enterprise helpdesk for assistance.

1.2.3.2.6 *Patient merge DFN identifier cannot be found in RPMS.*

The patient merge indicator was set, but there is no merged DFN in RPMS. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.7 *Last names for _DFN_ do not match in message.*

The last name of the patient in RPMS with the DFN in the message does not match the last name of the patient in the message. This alert would occur if RPMS merged a patient with a patient that does not have the same last name. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.8 Birth dates for _DFN_ do not match in message.

The birth dates of the DFN in RPMS and the patient in the message do not match. This alert would occur if RPMS merged a patient with a patient that does not have the same DOB. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.9 Missing FT1 segment, FT1 segment not found in message.

The message coming over from Dentrix did not contain any dental procedure data. This alert usually occurs after a Dentrix update. If this alert is created, the site should seek technical assistance by contacting the DENTRIX Enterprise helpdesk for assistance.

1.2.3.2.10 Missing visit date in FT1, No date of visit in the message.

All visits must have a date. The message visit information coming from Dentrix could not be converted to a proper internal date format required by RPMS. If this alert is created, the site should seek technical assistance by contacting the DENTRIX Enterprise helpdesk for assistance.

1.2.3.2.11 Missing Dentrix ID in FT1, No unique ID found in message.

The unique ID from the EDR is for look up and must be in the message to identify the procedure. It is the transaction ID in Dentrix. If the message type coming from Dentrix is an update or delete message, there must be a corresponding message EXTERNAL KEY in the VDental file to update or delete. If there is no corresponding EXTERNAL KEY then this alert will be generated. The most common cause is that the original procedure was not properly filed and also created an alert. If this alert is created, the site should seek technical assistance by contacting the DENTRIX Enterprise helpdesk for assistance.

1.2.3.2.12 Can't Add Dentrix ID (Dentrix system External Key) already exists, Unique id (Dentrix system External Key) already exists as No add in message.

The message type was "add," but the unique identifier (EXTERNAL KEY) is already being used in PCC Dental. Only a message type of update or delete can process an existing VDental entry. This frequently occurs when support re-sends a block of messages from Dentrix. If this alert is created, the site should seek technical assistance by contacting the DENTRIX Enterprise helpdesk for assistance.

1.2.3.2.13 Can't update Dentrix ID (Dentrix system External Key) doesn't exist, Dentrix procedure not in the file so cannot be updated.

The unique ID sent over in an update message and does not exist in the PCC V DENTAL file. This usually occurs when a block of messages are resent from Dentrix. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.14 Can't delete Dentrix ID (Dentrix system External Key) doesn't exist, Dentrix procedure not in the file, so cannot be deleted.

The unique ID sent over in an update message and does not exist in the PCC V DENTAL file. This usually occurs when a block of messages are resent from Dentrix. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.15 Missing ADA code in FT1, No dental code in message.

The HL7 DFT message coming from Dentrix did not contain an ADA code. If this alert is created, the site should seek technical assistance by contacting the DENTRIX Enterprise helpdesk for assistance.

1.2.3.2.16 ADA code (Dentrix system ADA Code) not in RPMS, Unable to find code _ADA CODE_ in message.

The ADA code sent in the HL7 DFT message does not exist in RPMS. The ADA Code file in RPMS does not match the ADA Code file in Dentrix. This usually occurs after an ADA update has been added in Dentrix without installing the ADA RPMS Patch. Another cause is if someone in RPMS has modified the ADA entry. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.17 Warning: Location not found for Clinic, No location found in the message.

Every message coming from Dentrix must have an associated ASUFAC. The ASUFAC was not in FT1 16.1 or was non numeric. If this alert is created, the site should seek technical assistance by contacting the DENTRIX Enterprise helpdesk for assistance.

1.2.3.2.18 No location associated with ASUFAC, Location does not belong to the ASUFAC number.

The location (ASUFAC) in the message does not have a corresponding location entry in RPMS. The ASUFAC defined in Dentrix is incorrect. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.19 Warning: Clinic "_HOSLOC_" is not valid, Clinic does not exist in RPMS in the message.

If a default clinic has not been defined in the BADE system parameters or the clinic entered is not in the RPMS HOSPITAL LOCATION file, this alert will be generated. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.20 Clinic _HOSLOC_ is not defined for ASUFAC location.

If a clinic was sent with the location, the clinic has not been associated with the proper ASUFAC in the HOSPITAL LOCATION file. The ASUFAC and Clinic name in Dentrix must match the Clinic name and associated ASUFAC in the RPMS HOSPITAL LOCATION file. There must also be a default clinic and ASUFAC defined in the BADE system parameters. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.21 There is no default clinic for this location.

If specific ASUFAC and clinics are not properly defined in RPMS, the location will default to the Default Location defined in the BADE options. Add a proper clinic associated with the location using the BADE setup options.

1.2.3.2.22 *Location, this ASUFAC, and the DEFAULT CLINIC is incorrect*

In the RPMS Hospital Location (File 44), every defined clinic entry must be associated with a station ASUFAC so the PCC can properly create a visit. If not properly defined, this error occurs. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.23 *Missing provider in FT1, No provider for procedure in the message.*

There was no provider for the procedure in the message. If this alert is created, the site should seek technical assistance by contacting the DENTRIX Enterprise helpdesk for assistance.

1.2.3.2.24 *Unable to create visit for message.*

The call to create a visit failed for some unknown reason. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.25 *Unable to create Dental Procedure entry in PCC.*

There is a general PCC VDENT error. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.26 *Multiple visits exist and cannot match.*

The call for visit creation found multiple visits and does not know which visit to add the procedure to. This is a very rare message type. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.27 *Patient in message does not match patient.*

Patient name in the message does not match the patient name associated with the Unique EDR ID in the V dental file. An update or delete message type coming from Dentrix matches to the VDent file entry using the EXTERNAL KEY. If the patient names do not match an alert is filed. Most likely, the name has been changed in RPMS and the ADT-A31 update from Patient Registration never got to Dentrix with the name change. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.28 *Visit to update in message (HL7 internal entry number) does not exist in visit file.*

HLMSGIEN is the IEN of the message in the ^HLB global. The visit found in the update message does not exist in RPMS. The message is trying to update data in a VDent file entry and the Visit entry associated with the VDent procedure is missing. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.29 *Visit to delete in message (HL7 internal entry number) does not exist in visit file.*

HLMSGIEN is the IEN of the message in the ^HLB global. The visit found in the delete message does not exist in RPMS. The message is trying to delete data in a VDent file entry and the Visit entry associated with the VDent procedure is missing. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.30 *Unable to delete V file entry.*

Program was unsuccessful in deleting a V file entry. If this alert is created, the site should seek technical assistance by contacting the Area or OIT support helpdesk.

1.2.3.2.31 *EDR message (message number) did not receive a correct commit acknowledgement.*

When a message is processed in RPMS, an acknowledgement message is generated to notify Dentrix that some action has occurred on the message. Dentrix does not process acknowledgements. This message alert occurs frequently and can be ignored.

1.2.4 Functional Errors

1.2.4.1 Provider does not cross over from RPMS to Dentrix Enterprise

NOTE: Never add a Provider using the Dentrix Enterprise software. Always add the dentist through the established procedures (AVA MENU) in RPMS.

NOTE: Insure that all the steps in the document “Adding a New Dental Provider to RPMS & DENTRIX for EDR” have been followed. If all the steps have been followed and the dental provider still does not show up in Dentrix, then complete the steps outlined below.

1. Contact the Dentrix Support Team at 1-800-459-8067, opt.2, and then opt.3 and provide your DENTRIX ENTERPRISE CUSTOMER # and facility name so they can properly identify you. Tell them that a provider entered in RPMS will not cross over to Dentrix Enterprise and you want them to check the Dentrix Enterprise Interface to be sure it operating correctly.
2. If the Dentrix Support Team states the Dentrix Interface had to be restarted then check in the Dentrix Enterprise software to see if the provider appears. If the provider can be seen in the Dentrix Enterprise software then the problem has been solved.
3. If the Dentrix Support Team reports that their Interface is working properly then you must stop/start the EDR production as shown in [Figure 7](#). Check again to see if the provider shows up in the Dentrix Enterprise software.
4. If the Dental Provider still does not show up in Dentrix then contact your Area or OIT support helpdesk for assistance.

1.2.4.2 Demographic Information does not cross over from RPMS to Dentrix Enterprise

Contact the Dentrix Support Team at 1-800-459-8067, opt.2, then opt.3 and provide your DENTRIX ENTERPRISE CUSTOMER # and facility name so they can properly identify you. Tell them that new patients or updated demographic information entered into RPMS does not cross over to Dentrix Enterprise and you want them to check the Dentrix Enterprise Interface to be sure it operating correctly.

If the Dentrix Support Team states the Dentrix Interface had to be restarted then check in the Dentrix Enterprise software to see if the demographic information appears. If the demographic information can be seen in the Dentrix Enterprise software then the problem has been solved.

If the Dentrix Support Team reports that their Interface is working properly then you must stop/start the EDR production as shown in [Figure 7](#). Check again to see if the demographic information shows up in the Dentrix Enterprise software.

If the demographic information does not show up in Dentrix, then contact the AREA or OIT support helpdesk for assistance. Tell the Help Desk what you have done and that the demographic information entered into RPMS still does show up in Dentrix Enterprise. The Help Desk will then open a ticket for the appropriate Team to look into this problem.

1.2.4.3 Billing office indicates that no new claims are being seen for dental

Contact the Dentrix Support Team at 1-800-459-8067, opt.2, and then opt.3 and provide your DENTRIX ENTERPRISE CUSTOMER # and facility name so they can properly identify you. Tell them that it appears that no patient data (DFTs) is crossing over from Dentrix Enterprise to RPMS and you want them to check the Dentrix Enterprise Interface to be sure it operating correctly.

If the Dentrix Support Team states the Dentrix Interface had to be restarted then check if patient information (DFT) is crossing over to RPMS by checking PCC for new dental entries. If the patient information can be seen in RPMS PCC then the problem has been solved.

If the Dentrix Support Team reports that their Interface is working properly then you must stop/start the EDR production as shown in [Figure 7](#). Check again to see if the provider shows up in the Dentrix Enterprise software.

If patient information still does not show up in RPMS PCC, then contact the Area or OIT support Helpdesk, tell the Help Desk what you have done and that patient information is still not crossing over and is not visible as a dental entry in RPMS PCC. The Help Desk will then open a ticket for the appropriate Team to look into this problem.

2.0 Ensemble E-mail Modifications

2.1 Background

IHS Email Administrators have requested that all Ensemble productions using email alerts relayed through the IHS's SMTP email relay (SMTPRE.IHS.GOV) be modified to use the DONOTREPLY@IHS.GOV address in the FROM field of the EmailAlert operation of the production.

2.2 Guidance

IHS Email Administrators have requested that all Ensemble productions using email alerts relayed through the IHS's SMTP email relay (SMTPRE.IHS.GOV) be modified to use the DONOTREPLY@IHS.GOV address in the **FROM** field of the EmailAlert operation of the production. EDR productions using the Email Alert capabilities should already have the **FROM** field populated, however, the current email address does not meet IHS requirements. To meet the requirements and still be descriptive of the source location of the alert, it should be modified following the examples below:

```
"EDR_SITENAME_RPMS"<DONOTREPLY@IHS.GOV>  
"ENSEMBLE_EDR_PINERIDGE_RPMS"<DONOTREPLY@IHS.GOV>  
"CHEROKEE EDR"<DONOTREPLY@IHS.GOV>
```

"Type whatever you want here. Be sure to include EDR & the site name at a minimum"<DONOTREPLY@IHS.GOV>

Any text (letters, spaces, numbers, etc) between the quotation marks will be shown in the **FROM** address of the email alert, but the actual email address used will be DONOTREPLY@IHS.GOV. There should be no spaces in the entire string **except** if they are within the quotation marks. The left and right arrows on each side of the DONOTREPLY@IHS.GOV address **are required** for the entire string to function correctly.

NOTE: Sites not using the IHS's SMTP email relay server (SMTPRE.IHS.GOV) do not need to modify their EDR production email alert component as outlined above. These non-IHS sites will each have unique smtp relay information specific to their particular site.

If you need assistance updating the FROM e-mail address in Ensemble, please contact your Area or OIT support helpdesk program.

3.0 System Issues

3.1 Background

An issue has been identified that causes the Dentrix server operating system to slow down and occasionally freeze. After reviewing the servers CPU and memory usage the cause was determined to be the Symantec virus scanning software.

3.2 Guidance

The virus scan was causing the Dentrix system to slow down due to minimum resources available. Look at the overall performance on the server and see if the CPU usage increases to the upper regions or reaches 100%.

The site should do the following:

1. Change the scan schedule to occur after hours;
2. Check the CPU usage and memory on the server (Server Manager – Diagnostics - Performance) and continue to monitor performance; if this is an older server an upgrade may be necessary to improve performance.

Figure 8.0 below is an example of a stressed system. Notice the memory spikes to 100% several times and the CPU Usage went up to 1,750 at its highest and remained in the upper regions.

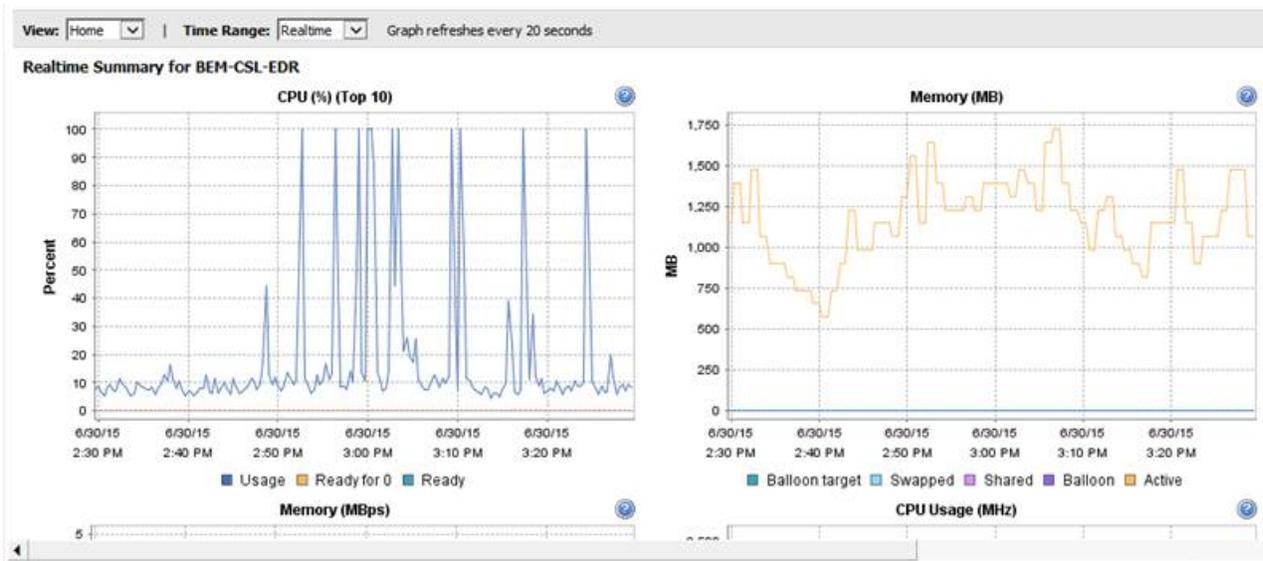


Figure 8– CPU and Memory Usage Chart