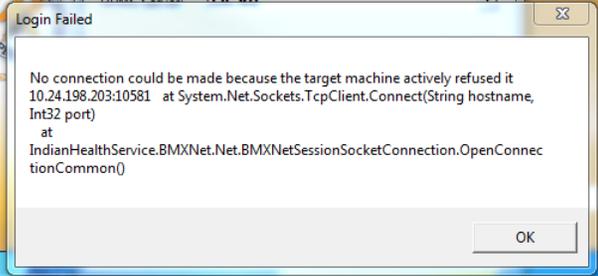
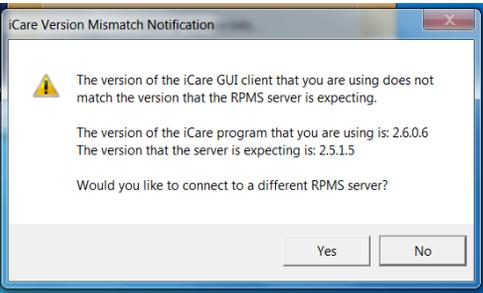


# iCare Troubleshooting/FAQ

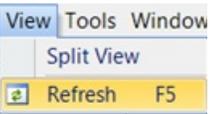
Last Updated: June 2017

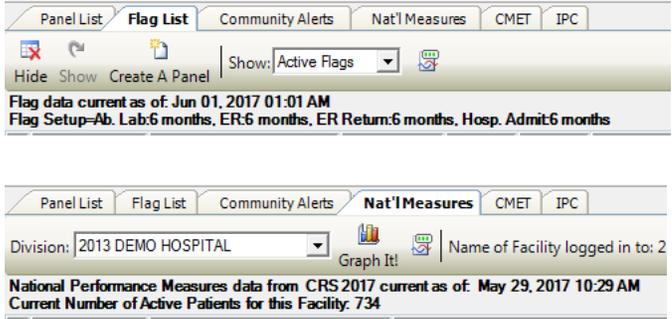
## Connecting to the RPMS Server

Problem	Solution
<p>User receives the message “No connection could be made because the target machine actively refused it” when attempting to connect with the iCare GUI to an RPMS server.</p> 	<p>The BMXNet listener may not be running. Ask the system manager to check BMXNet and restart the listener if necessary for the specific port that the user is trying to connect to. See Appendix A – Checking/Restarting the BMXNet Listener for more detail.</p> <p>Double check the IP address and the port number for the RPMS server. Some RPMS servers may run more than one BMXNet listener, and therefore it is important to enter the port number that applies to the appropriate environment. For example, port number 10501 may be the live system and 10502 may be a training server. Also, other GUI applications may be using the BMXNet listener. Have the site manager check by accessing the View BMX ports option and make sure the other applications are not using the same port number.</p> <pre>View BMX ports  Checking BMX ports..... The following BMX ports have been registered in this namespace...  Port: 10571 Status: RUNNING Description: iCare  Port: 10901 Status: NOT ENABLED Description:  Port: 10903 Status: NOT ENABLED Description:  Port: 10909 Status: NOT ENABLED Description:  Port: 10911 Status: NOT ENABLED Description:</pre>
<p>User received the message “Unable to connect to RPMS. User {Username} does not have access to option BMXRPC.”</p> <p>User receives the message “A problem was encountered while attempting to connect to the RPMS Server: User {Username} does not have access to option BQIRPC.”</p>	<p>All iCare users must have the BMXRPC and BQIRPC menu option assigned to their primary RPMS menu option or at least their secondary RPMS menu option to allow connection with the iCare GUI.</p>

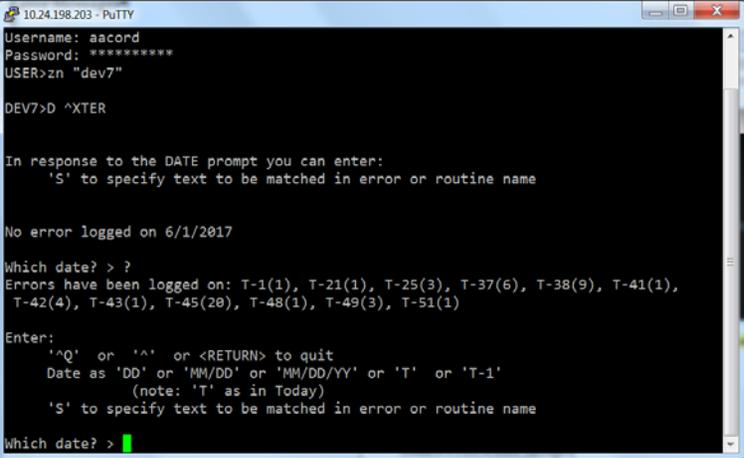
Problem	Solution
<p>User receives a message indicating that their client version does not match the version of iCare installed on the RPMS server.</p> 	<p>The RPMS version is not matching the GUI version. “The version of the iCare program that you are using is:” is the GUI version. “The version that the server is expecting is:” is the RPMS version.</p> <p>The system manager may have installed the RPMS software first and your GUI version does not match. Please contact the system manager to get your GUI version updated. Example: GUI is Version 2.6.0.6 but RPMS is Version 2.5.1.5.</p>

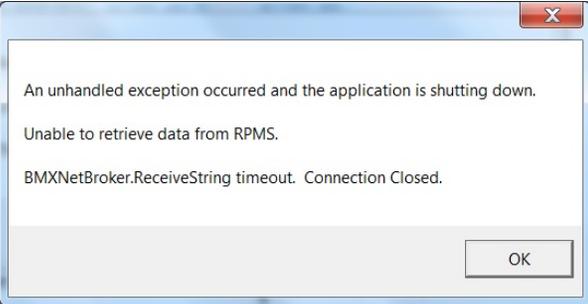
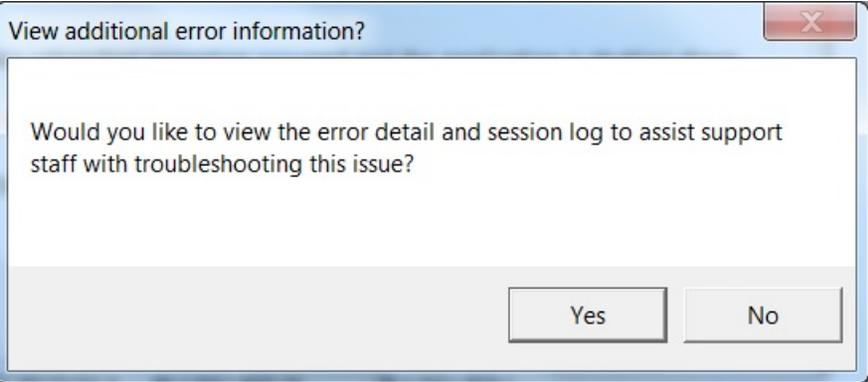
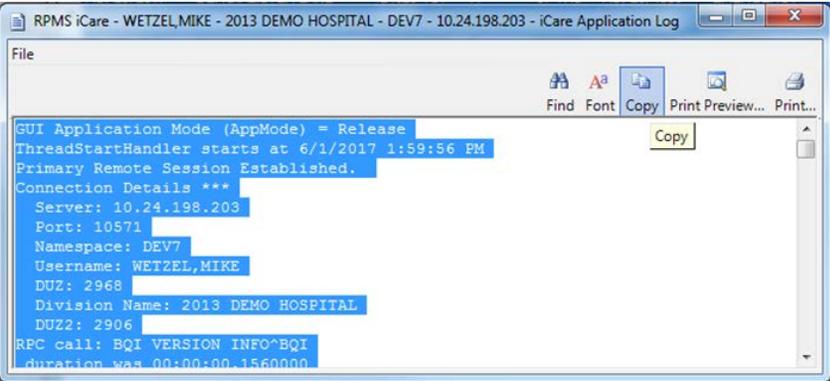
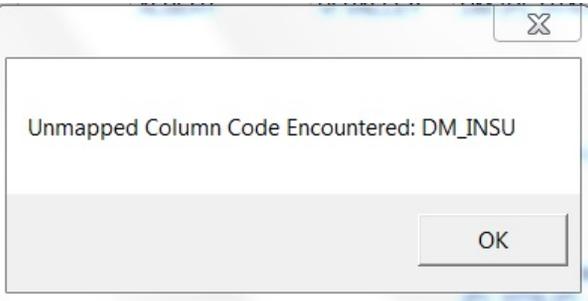
## Using the iCare Application

Problem	Solution
<p>User initiates a background panel repopulation, but the clock icon next to the panel does not clear.</p>	<p>The panel may be quick to populate. Refresh to see if the icon disappears.</p>  <p>If the icon is still there, ask the system manager to check that TaskMan is running on the RPMS server.</p> <p>OR:</p> <p>Ask the system manager to check RPMS error log for errors that may have occurred while populating, and report any errors to IHS support.</p>
<p>The master flag list “Retrieving Flag Data” on the main iCare screen does not finish “retrieving.”</p> 	<p>Ask the system manager to check that TaskMan is running on the RPMS server.</p>

Problem	Solution
<p>User notices that the last update date/time is more than 24 hours or 1 week ago for National Measures and Flags.</p> 	<p>Ask the system manager to check the iCare TaskMan jobs to ensure that they are scheduled to run in the future and that it is not stopping with an error. See Appendix B – Checking the iCare Background Tasks for more detail related to checking the status of nightly jobs.</p>
<p>User receives a connection timeout message when opening very large panels.</p>	<p>iCare currently has a limit of 15 minutes that it will wait for the RPMS system to return the data to open panels. Some large panels (&gt;10,000 patients) may exceed this limit for some systems and therefore may experience a timeout while opening. The iCare developers are working to address this limitation in a future version of iCare, but in the meantime, the user may try to open the panel again when the system is under less stress. If iCare still times out, then the panel may need to be divided into smaller panels using different panel search criteria.</p>
<p>What does {D} mean when viewing a patient?</p>	<p>{D} means the patient is deceased.</p>
<p>What does NDA mean when viewing data?</p>	<p>NDA means 'No Data Available.' This means that either the patient has no visits on file in PCC or that they have not had a visit in three or more years.</p>
<p>What does the (*) mean when it is appended to a patient's HRN?</p>	<p>The HRN(*) indicates inactive HRN.</p>
<p>System Slowness</p>	<p>Please submit a HEAT ticket.</p> <p>Examples not related to iCare:</p> <ul style="list-style-type: none"> <li>• Network bandwidth limitation</li> <li>• Not running the latest software version (RPMS and packages)</li> <li>• Incorrect/inefficient system configuration</li> <li>• Not enough memory</li> <li>• RPMS users running MU reports, etc.</li> </ul> <p>iCare activities that may affect RPMS performance:</p> <ul style="list-style-type: none"> <li>• Panels set to Autopopulate. Please limit to panels that benefit from daily updating. Repopulating many panels automatically may cause the nightly background job for repopulation to run into the next day.</li> <li>• Opening iCare panels with more than 3000 patients</li> </ul>

# Error Messages

Problem	Solution
<p>User receives an error message that reads “Recording that an error occurred,” and the iCare application closes.</p>	<p>This message indicates that an error occurred while doing some processing on the RPMS system. Check the RPMS system error log and report the problem to IHS support.</p>  <pre>10.24.198.203 - PuTTY Username: aacord Password: ***** USER&gt;zn "dev7"  DEV7&gt;D ^XTER  In response to the DATE prompt you can enter: 'S' to specify text to be matched in error or routine name  No error logged on 6/1/2017  Which date? &gt; ? Errors have been logged on: T-1(1), T-21(1), T-25(3), T-37(6), T-38(9), T-41(1), T-42(4), T-43(1), T-45(20), T-48(1), T-49(3), T-51(1)  Enter: '^Q' or '^' or &lt;RETURN&gt; to quit Date as 'DD' or 'MM/DD' or 'MM/DD/YY' or 'T' or 'T-1' (note: 'T' as in Today) 'S' to specify text to be matched in error or routine name  Which date? &gt; </pre> <p>Select Programmer Options &lt;TEST ACCOUNT&gt; Option: <b>ERROR Processing</b></p> <pre>P1      Print 1 occurrence of each error for T-1 (QUEUE) P2      Print 2 occurrences of errors on T-1 (QUEUED) SUM     Error Summary Menu ...         Clean Error Trap         Error Trap Display         Interactive Print of Error Messages         Remove a TYPE of error</pre> <p>Select Error Processing &lt;TEST ACCOUNT&gt; Option: <b>Error Trap Display</b></p> <p>In response to the DATE prompt you can enter: 'S' to specify text to be matched in error or routine name</p> <p>No error logged on 6/1/2017</p> <p>Which date? &gt; ? Errors have been logged on: T-1(1), T-21(1), T-25(3), T-37(6), T-38(9), T-41(1), T-42(4), T-43(1), T-45(20), T-48(1), T-49(3), T-51(1)</p> <p>Enter: '^Q' or '^' or &lt;RETURN&gt; to quit Date as 'DD' or 'MM/DD' or 'MM/DD/YY' or 'T' or 'T-1' (note: 'T' as in Today) 'S' to specify text to be matched in error or routine name</p> <p>Which date? &gt;</p>

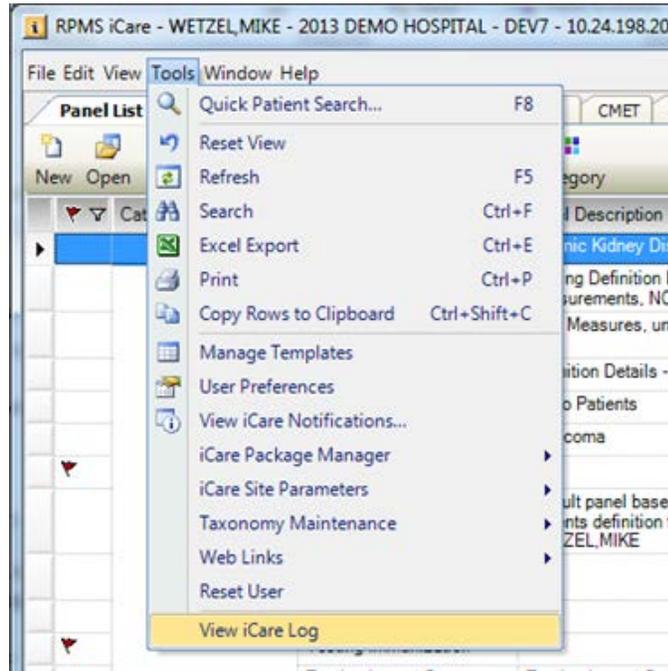
Problem	Solution
<p>User receives an error message indicating that “An unhandled exception has occurred” and the iCare application closes.</p> 	<p>An unexpected error was encountered in the iCare GUI. Please note the action that caused this to happen, view the iCare log, save the error information and report the problem to IHS support.</p>  <p>Click ‘Yes’ and then do Ctrl-A to “Save All,” and copy and include it when reporting the problem.</p> 
<p>User receives other error messages such as “Key not found,” “Null Object Reference,” etc.</p>	<p>An unexpected error was encountered in the iCare GUI. Please note the action that caused this to happen, view the iCare log, save the error information and report the problem to IHS support.</p>
<p>User receives “Unmapped Column Code” message.</p> 	<p>Click “OK” for each one encountered. Note the message and report the problem to IHS support.</p>

### Problem

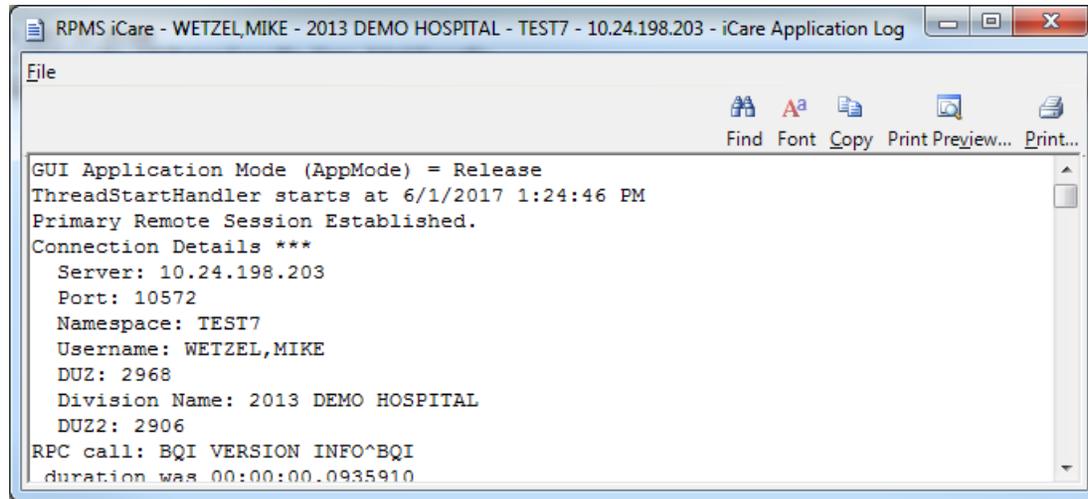
To access iCare log to assist with troubleshooting

### Solution

From iCare main window, select Tools, then View iCare Log



iCare Log window:



## Appendix A - Checking/Restarting the BMXNet Listener

You can check to see if BMXNet is running by calling the View BMX ports menu option.

```
Select OPTION NAME: BMX MON
  1  BMX MONITOR EDIT      Add/Edit BMXNet Monitor Entries
  2  BMX MONITOR START     Start All BMXNet Monitors
  3  BMX MONITOR STOP      Stop All BMXNet Monitors
  4  BMX MONITOR VIEW      View BMX ports
CHOOSE 1-4: 4  BMX MONITOR VIEW      View BMX ports
View BMX ports
```

Checking BMX ports.....

The following BMX ports have been registered in this namespace...

```
Port: 10571  Status: RUNNING
Description: ICARE PORT
```

```
Port: 10901  Status: NOT ENABLED
Description:
```

```
Port: 10903  Status: NOT ENABLED
Description:
```

```
Port: 10909  Status: NOT ENABLED
Description:
```

```
Port: 10911  Status: NOT ENABLED
Description:
```

<>

If you find that BMXNet is not running, you can start it as follows:

```
Select OPTION NAME: BMX MON
  1  BMX MONITOR EDIT      Add/Edit BMXNet Monitor Entries
  2  BMX MONITOR START     Start All BMXNet Monitors
  3  BMX MONITOR STOP      Stop All BMXNet Monitors
  4  BMX MONITOR VIEW      View BMX ports
CHOOSE 1-4: 2  BMX MONITOR START     Start All BMXNet Monitors
Start All BMXNet Monitors
```

## Appendix B – Checking the iCare Background Tasks

You can look at the tasks either via FileMan or via the Background Jobs display in iCare.

### FileMan

```
HOME SITE: 2013 DEMO HOSPITAL          CANES EXPORT FORMAT: HL7
MU CQ HOSP: On                         GUI VERSION: 2.6.0.6
RPMS VERSION: 2.6.0.6                  NIGHTLY TASK: 3641664
CONCURRENT CONNECTIONS: 3              ICARE INACTIVITY TIMEOUT: 60
ICARE WARNING TIMEOUT: 59              ICARE SHUTDOWN TIMEOUT: 60
CANES EXPORT TIMEFRAME: 36M            LAB CONFIRMED DISPLAY?: Yes, display
NIGHTLY FLAGS STARTED: JUN 01, 2017@01:00:18
NIGHTLY FLAGS STOPPED: JUN 01, 2017@01:01:22
NIGHTLY DX TAG STARTED: JUN 01, 2017@01:02:02
NIGHTLY DX TAG STOPPED: JUN 01, 2017@01:02:12
NIGHTLY CRS STARTED: JUN 01, 2017@01:02:13
NIGHTLY CRS STOPPED: JUN 01, 2017@01:05:11
NIGHTLY REMINDERS STARTED: JUN 01, 2017@01:05:11
NIGHTLY REMINDERS STOPPED: JUN 01, 2017@01:08:24
NIGHTLY TRMT PROMPTS STARTED: JUN 01, 2017@01:08:24
NIGHTLY TRMT PROMPTS STOPPED: JUN 01, 2017@01:08:24
NIGHTLY COMM ALERTS STARTED: JUN 01, 2017@01:01:22
NIGHTLY COMM ALERTS STOPPED: JUN 01, 2017@01:01:37
NIGHTLY AUTOPOPULATE STARTED: JUN 01, 2017@01:10:41
NIGHTLY AUTOPOPULATE STOPPED: JUN 01, 2017@01:53:46
NIGHTLY CARE MGT STARTED: JUN 01, 2017@01:08:32
```

Enter RETURN to continue or '^' to exit:

```
NIGHTLY CARE MGT STOPPED: JUN 01, 2017@01:08:44
WEEKLY DX TAG STARTED: MAY 29, 2017@10:05:01
WEEKLY DX TAG STOPPED: MAY 29, 2017@10:29:54
WEEKLY CRS STARTED: MAY 29, 2017@10:29:55
WEEKLY CRS STOPPED: MAY 29, 2017@10:38
WEEKLY REMINDERS STARTED: MAY 26, 2017@19:00:03
WEEKLY REMINDERS STOPPED: MAY 26, 2017@19:27:44
WEEKLY TRMT PROMPTS STARTED: MAY 31, 2017@20:00:03
WEEKLY TRMT PROMPTS STOPPED: MAY 31, 2017@20:13:09
WEEKLY CARE MGT STARTED: MAY 31, 2017@18:00:03
WEEKLY CARE MGT STOPPED: JUN 01, 2017@01:47:52
DM AUDIT STARTED: FEB 06, 2017@09:00:04
DM AUDIT STOPPED: MAR 29, 2017@07:30:32
WEEKLY IPC STARTED: JUN 01, 2017@01:05:12
WEEKLY IPC STOPPED: JUN 01, 2017@01:08:06
```

JOB TOOLTIP: Weekly Job: Preset to run search logic once a week. Applies search logic to all RPMS patients data.

Nightly Job: Preset to run search logic each night on any new RPMS visit data.

Monthly Job: Preset to run every month. Currently this would be around the first of the month and the jobs are started by the Nightly Job.

The Site Manager can change the frequency and time for any background Job

Enter RETURN to continue or '^' to exit:

# iCare

File->Background Jobs

RPMS iCare - Background Jobs

File Edit Tools

Background jobs are scheduled by your Site Manager. It is recommended that they be run both nightly and weekly. Contact your Site Manager if you have any questions.

Job	Type	Start	End	Status	Next scheduled
MONTHLY	IPC Update	May 03, 2017 01:11 AM	May 03, 2017 01:46 AM		Jun 02, 2017 01:00 AM
NIGHTLY	Best Practice Prompts	Jun 01, 2017 01:08 AM	Jun 01, 2017 01:08 AM		Jun 02, 2017 01:00 AM
	Care Mgmt Update	Jun 01, 2017 01:08 AM	Jun 01, 2017 01:08 AM		Jun 02, 2017 01:00 AM
	CMET Data Mining	Jun 01, 2017 01:08 AM	Jun 01, 2017 01:10 AM		Jun 02, 2017 01:00 AM
	Comm Alerts	Jun 01, 2017 01:01 AM	Jun 01, 2017 01:01 AM		Jun 02, 2017 01:00 AM
	Diagnostic Tags	Jun 01, 2017 01:02 AM	Jun 01, 2017 01:02 AM		Jun 02, 2017 01:00 AM
	Flags	Jun 01, 2017 01:00 AM	Jun 01, 2017 01:01 AM		Jun 02, 2017 01:00 AM
WEEKLY	Natl Measures	Jun 01, 2017 01:02 AM	Jun 01, 2017 01:05 AM		Jun 02, 2017 01:00 AM
	Panel Autopopulate	Jun 01, 2017 01:10 AM	Jun 01, 2017 01:53 AM		Jun 02, 2017 01:00 AM
	Reminders	Jun 01, 2017 01:05 AM	Jun 01, 2017 01:08 AM		Jun 02, 2017 01:00 AM
	Best Practice Prompts	May 31, 2017 08:00 PM	May 31, 2017 08:13 PM		Jun 07, 2017 08:00 PM
	Care Mgmt Update	May 31, 2017 06:00 PM	Jun 01, 2017 01:47 AM		Jun 07, 2017 06:00 PM
	Diagnostic Tags	May 29, 2017 10:05 AM	May 29, 2017 10:29 AM		Jun 05, 2017 10:05 AM
	Natl Measures	May 29, 2017 10:29 AM	May 29, 2017 10:38 AM		Jun 05, 2017 10:05 AM
	Reminders	May 26, 2017 07:00 PM	May 26, 2017 07:27 PM		Jun 02, 2017 07:00 PM

RPMS iCare - Background Jobs

File Edit Tools

Background jobs are scheduled by your Site Manager. It is recommended that they be run both nightly and weekly. Contact your Site Manager if you have any questions.

Job	Type	Start	End	Status	Next scheduled
MONTHLY	IPC Update	Aug 04, 2016 08:06 PM	Aug 04, 2016 08:59 PM		Sep 03, 2016 08:00 PM
NIGHTLY	Best Practice Prompts	Aug 28, 2016 08:12 PM	Aug 28, 2016 08:12 PM		Aug 29, 2016 08:00 PM
	Care Mgmt Update	Aug 28, 2016 08:12 PM	Aug 28, 2016 08:12 PM		Aug 29, 2016 08:00 PM
	CMET Data Mining	Aug 28, 2016 08:12 PM	Aug 28, 2016 08:14 PM		Aug 29, 2016 08:00 PM
	Comm Alerts	Aug 28, 2016 08:01 PM	Aug 28, 2016 08:02 PM		Aug 29, 2016 08:00 PM
	Diagnostic Tags	Aug 28, 2016 08:06 PM	Aug 28, 2016 08:06 PM		Aug 29, 2016 08:00 PM
	Flags	Aug 28, 2016 08:01 PM	Aug 28, 2016 08:01 PM		Aug 29, 2016 08:00 PM
WEEKLY	Natl Measures	Aug 28, 2016 08:06 PM	Aug 28, 2016 08:07 PM		Aug 29, 2016 08:00 PM
	Panel Autopopulate	Aug 28, 2016 08:14 PM	Aug 28, 2016 08:30 PM		Aug 29, 2016 08:00 PM
	Reminders	Aug 28, 2016 08:07 PM	Aug 28, 2016 08:12 PM		Aug 29, 2016 08:00 PM
	Best Practice Prompts	Aug 28, 2016 09:00 AM	Aug 28, 2016 09:00 AM		Sep 04, 2016 09:00 AM
	Care Mgmt Update	Aug 25, 2016 11:35 AM	Aug 25, 2016 12:18 PM		Sep 01, 2016 11:35 AM
	Diagnostic Tags	Aug 27, 2016 02:00 AM	Aug 27, 2016 03:59 AM		Sep 03, 2016 02:00 AM
	Natl Measures	Aug 27, 2016 03:59 AM	Aug 27, 2016 04:09 AM		Sep 03, 2016 02:00 AM
	Reminders	Aug 26, 2016 07:00 PM	Aug 26, 2016 07:42 PM		Sep 02, 2016 07:00 PM

## **iCare Background Jobs**

There are five individual iCare background jobs menu options:

### **BQI NIGHTLY BACKGROUND**

This should be set to run daily and is the most important job. It does a lot of different things. It includes the following:

On the first of the month:

IPC Update

On new visits within the past 24 hours:

Sets up specialized tables used by iCare; Immunizations, Cause of Death, Language, Prenatal Lab tests from taxonomy BQI PRENATAL TAX, and Measurement types

Flags

Community Alerts

Diagnostic Tags

Natl Measures (CRS)

Reminders

Best Practice Prompts

Care Mgmt Update (Asthma, Diabetes, COPD, DM Audit, Hep C, HIV/AIDS, Pediatric and Prenatal)

CMET Data Mining

*Last process:*

Panel Autopopulate

The weekly jobs run on active patients currently registered in RPMS. Active patients are defined as patients who are not deceased, patients who have no active HRNs, and patients who have not had a visit in three or more years.

### **BQI UPDATE ALL REMINDERS**

It calculates the current active reminders for all active patients.

### **BQI UPDATE TASK**

It first calculates the Diagnostic Tag and then the CRS measures for all active patients.

### **BQI UPDATE TREATMENT**

It calculates the Best Practice Prompts for all active patients with CVD, Asthma and Elder.

### **BQI UPDATE CARE MGMT**

It calculates the data for the Care Mgmt tab in Panel view for Asthma, Diabetes, COPD, DM Audit, Hep C, HIV/AIDS, Pediatric, and Prenatal for all active patients.