

Software Procedure

SWP-0020 Troubleshooting tConsult Server v5.2 and above

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Alaska Native Tribal Health Consortium
Division of Health Information & Technology
4000 Ambassador Drive
Anchorage, AK 99508
Tel: (907) 729-2260

Fax: (907) 729-2269



Contents

Purpose	3
Audience	3
Scope	3
Additional Resources	3
Cannot log into tConsult Cart software – Time Service	3
Cannot log into tConsult Cart or tConsult Web software – Security MSDTC	3
Existing cases not accessible via tConsult Web after upgrade	4
“Server Error in ‘/’ Application” Received when running Reports in Web Client	4
Missing Date Parameter Textbox when Preparing to Run a Report from tConsult Web	5

Purpose

The purpose of this document is to provide a resource tool for troubleshooting tConsult Server software versions 5.2 and above.

Audience

This document is written for IT technicians and system administrators who are responsible for building, configuring, or maintaining an AFHCAN tConsult Server. It is assumed readers are familiar with intermediate-level computer terms and concepts.

Scope

This document attempts to address issues that may be encountered after upgrading a tConsult Telehealth server from earlier versions to v5.2.x.x. Because of differences in server builds that may exist depending on the IT resource, this document will be continually revised. Contact AFHCAN or your distributor to verify the latest revision.

Additional Resources

SWP-0005 How to Establish an Authoritative Time Source for tConsult Servers

SWP-0015 Setting Up and Maintaining MSDTC

Cannot log into tConsult Cart software – Time Service

tConsult software now uses Windows Communication Foundation (WCF) to authenticate users using Kerberos. WCF depends on the time service. The Windows Time on tConsult Server and tConsult Cart cannot be different greater than five minutes.

Verify that the tConsult Server and the tConsult Cart client are using an authoritative time source and that the Windows time is within five minutes of each other.

Cannot log into tConsult Cart or tConsult Web software – Security MSDTC

To promote data integrity, the tConsult software employs MSDTC (Microsoft Distributed Transaction Coordinator) to track all parts of the transaction process.

Verify that MSDTC has been enabled and configured as per SWP-0015 Setting Up and Maintaining MSDTC.

Existing cases not accessible via tConsult Web after upgrade

Created Date values cannot be Null within the tables of a tConsult database. During the upgrade, the DateCreated function did not run against the blob table.

Run the following SQL Script via Query Analyzer to the tConsult database:

```
Update
Blob
Set
DateCreated = dbo.fn_ConvertToDate(createddate)
Where
DateCreated Is Null
GO
```

“Server Error in '/' Application” Received when running Reports in Web Client

In version 5.2 only, site names that contain a single quote (for example Site's, St. Elias') will cause a Server Error in '/' Application error when a Report is run from System Administration in the Web Client.

Server Error in '/' Application.

*Line 6: Incorrect syntax near 's'.
Unclosed quotation mark before the character string '
order by c.createdDate desc'.*

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.Data.SqlClient.SqlException: Line 6: Incorrect syntax near 's'.
Unclosed quotation mark before the character string '
order by c.createdDate desc'.

Source Error:

```
Line 40:         DataSet dsx = new DataSet();
Line 41:         SqlDataAdapter sda = new SqlDataAdapter(sql, sc);
Line 42:         sda.Fill(dsx);
Line 43:
Line 44:         groupGrid.DataSource = dsx.Tables[0];
```

Source File: e:\inetpub\wwwroot\AFHCAN\Consult\admin\Reports\casesummaryby.asp **Line:** 42

Stack Trace:

```
[SqlException (0x80131904): Line 6: Incorrect syntax near 's'.  
Unclosed quotation mark before the character string '  
order by c.createdDate desc'.]  
System.Data.SqlClient.SqlConnection.OnError(SqlException exception, Boolean breakConnection) +1950890  
System.Data.SqlClient.SqlInternalConnection.OnError(SqlException exception, Boolean breakConnection) +4846875  
System.Data.SqlClient.TdsParser.ThrowExceptionAndWarning(TdsParserStateObject stateObj) +194  
System.Data.SqlClient.TdsParser.Run(RunBehavior runBehavior, SqlCommand cmdHandler, SqlDataReader dataStream, BulkCopySimpleResultSet bulkCopyHandler, TdsParserStateObj  
System.Data.SqlClient.SqlDataReader.ConsumeMetaData() +33  
System.Data.SqlClient.SqlDataReader.get_MetaData() +83  
System.Data.SqlClient.SqlCommand.FinishExecuteReader(SqlDataReader ds, RunBehavior runBehavior, String resetOptionsString) +297  
System.Data.SqlClient.SqlCommand.RunExecuteReaderTds(CommandBehavior cmdBehavior, RunBehavior runBehavior, Boolean returnStream, Boolean async) +954  
System.Data.SqlClient.SqlCommand.RunExecuteReader(CommandBehavior cmdBehavior, RunBehavior runBehavior, Boolean returnStream, String method, DbAsyncResult result) +162  
System.Data.SqlClient.SqlCommand.RunExecuteReader(CommandBehavior cmdBehavior, RunBehavior runBehavior, Boolean returnStream, String method) +32  
System.Data.SqlClient.SqlCommand.ExecuteReader(CommandBehavior behavior, String method) +141  
System.Data.SqlClient.SqlCommand.ExecuteReaderDbDataReader(CommandBehavior behavior) +12  
System.Data.Common.DbCommand.System.Data.IDbCommand.ExecuteReader(CommandBehavior behavior) +10  
System.Data.Common.DbDataAdapter.FillInternal(DataSet dataset, DataTable[] dataTables, Int32 startRecord, Int32 maxRecords, String srcTable, IDbCommand command, Command  
System.Data.Common.DbDataAdapter.Fill(DataSet dataSet, Int32 startRecord, Int32 maxRecords, String srcTable, IDbCommand command, CommandBehavior behavior) +287
```

Figure 1 – Server Error in '/' Application Dialog

To correct this issue, contact AFHCAN or your distributor to receive the necessary files to be placed within the E:\InetPub\AFHCANRoot*\tConsult folder structure.

Always back up any files to be overwritten prior to beginning this procedure.

1. Using Windows Explorer, navigate to E:\Inetpub\AFHCANRoot*\tConsult
2. Rename AttachmentViewer.aspx to AttachmentViewerold.aspx
3. Rename BlobViewer.aspx to BlobViewerold.aspx
4. Copy AttachmentViewer.aspx and BlobViewer.aspx to E:\Inetpub\AFHCANRoot*\tConsult
5. Navigate to E:\Inetpub\AFHCANRoot*\tConsult\admin\Reports
6. Rename current casesummaryby.aspx to casesummarybyold.aspx
7. Copy casesummaryby.aspx to E:\Inetpub\AFHCANRoot*\tConsult\admin\Reports
8. Navigate to E:\Inetpub\AFHCANRoot*\tConsult\xml
9. Rename AttachmentViewer.xsl to AttachmentViewerold.xsl
10. Rename Case.xsl to Caseold.xsl
11. Copy AttachmentViewer.xsl and Case.xsl to E:\Inetpub\AFHCANRoot*\tConsult\xml

**This may be WWWRoot if the server has been in existence pre-v4.8.*

Missing Date Parameter Textbox when Preparing to Run a Report from tConsult Web

The “From” Date Textbox is missing in the dialog box. To resolve this issue, follow the eleven steps from the preceding section.

End of procedure.