

Rank/Frequency	Error Types/origin	Displayed Error (examples)	Next Steps for User
1 - Current Issue	Error 500 codes - originates somewhere in the network	Error 500 Error 505	Wait a few seconds and try again. This is a known issue that the S2C programme is currently investigating. If there seems to be an increase in Error 500 codes, email share2care@alderhey.nhs.uk
2 - Frequent	No Patient Record Was Returned To MIG - originates in source GP system	No Patient Record Was Returned To MIG	This could be for a number of reasons: <ul style="list-style-type: none"> - Patient does not consent - Patient is not currently registered or registration is moving to another practice - Another form of registration issue for the patient Many patients are unaware of their registration status changes, so inform the patient so they can rectify with their practice. If the patient believes none of the above should apply, log with local IT helpdesk
3 - Infrequent	General Technical Exception - originates in shared record system	General Technical Exception	Wait 30 seconds and retry. If error persists, log with local IT helpdesk
3 - Infrequent	Internal Server Error - multiple origins	Internal Server Error : The server was unable to process the request due to an internal error.	Wait 30 seconds and retry. If error persists, log with local IT helpdesk
4 - Fairly infrequent	Error: -1 - originates in the source GP system.	Error: -1 - Could not find stored procedure	EMIS procession error. Wait 30 seconds and retry. If continues to fail, log with local IT helpdesk
		Error: -1 - Patient does not consent	Sometimes patients do not know they haven't consented - it's good practice to let the patient know this is displayed for them to rectify with their GP practice.
		Error: -1 - Patient not found	Check patient is registered with EMIS practice
		Error: -1 – empty patient identifier	If you have entered the details manually, check and re-enter. If continues to fail, log with local IT helpdesk
5 – Rare	Error: -11 - originates in the source GP system.	Error: -11 - Message processing error in remoting sink	Wait 30 seconds and retry. If error persists, log with local IT helpdesk