

# Error message when accessing PMS data

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## Summary

Patient Communicator uses real time data within your PMS to display on a number of screens such as Schedule Breakdown, Unconfirmed Breakdown, and Patient Details.

## Problem

You see an error message displayed on the Patient Communicator screen (above) you just tried to access.

## Possible Reason 1

Your server isn't connected to the internet.

## Resolution

Check to be sure you have an internet connection at the server and can connect to your Patient Communicator site. Internet at a work station but not at the server may indicate a modem or firewall issue at the server.

## Possible Reason 2

You may have lost power at the office and are trying to connect to Patient Communicator from a remote location.

## Resolution

Since you need power and internet for Patient Communicator to read your PMS data, you'll need to wait until power and internet are restored to access the desired data and to send messaging.

### Possible Reason 3

You have changed servers. Patient Communicator is no longer reading any database.

#### Resolution

Patient Communicator must be installed on the new server.

Contact Customer Support for assistance. You will need to have administrative access your new server.

### Possible Reason 4

Your server is running updates or backups.

#### Resolution

Ideally, backups and updates should be scheduled during hours when access to Patient Communicator is not required and when notifications are not scheduled to be sent. Backups and updates should not be scheduled between 11:30 PM and 12:30 PM Eastern time as we update changes in notification settings at that time. Speak with your IT professional to ensure there is no conflict.

### Possible Reason 5

Our installed component isn't running.

#### Resolution

We have installed a component on your server to read current data and send the information to the cloud where you access the data. Many precautions have been taken to ensure our component stays on, but on rare occasions due to updates or loss of power our component may have been turned off.

If you have an internet connection and still can't access Patient Communicator,

you may check the see if the services are running.

- In the task bar at the lower left of your server, search for Services (Desktop App)
  - scroll down to and click on PCClient
  - click **Start the service** at the top left of the screen
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