Vision / SCI Gateway R20.0 Issues

Version 1.1 7th September 2017

Vision users have reported some issues when using SCI Gateway from within the Vision system. This document gives some details on the issues and the current workarounds for them.

Session Terminated (when opening Referral)

There is a scenario where you can successfully log in to SCI Gateway from a patient consultation however when you try to create a new referral or open a parked referral the referral form opens with a Session Terminated error screen. This scenario is caused by a separate Internet Explorer window, i.e. not within a Vision window, being open somewhere, not necessarily showing anything to do with SCI Gateway. The current workaround is to close all IE windows.

The team at NSS recognise that this is an undesirable and unexpected behaviour and are urgently working on a fix. Timescales for the fix will be communicated as soon as possible.

For explanatory purposes, the steps to re-create this scenario are:

- 1. Open a standalone Internet Explorer window, i.e. outwith Vision (it does not matter what page you display).
- 2. Log in to SCI Gateway from a patient consultation.
- 3. Create a new referral or open a parked referral so that the referral web form is displayed.
- 4. Complete, park or cancel the referral.
- 5. Click the Log off menu option in SCI Gateway.
- 6. Close patient and open a new patient.
- 7. Log in to SCI Gateway.
- 8. Create a new referral or open a parked referral.
- 9. The web form opens with a Session Terminated error.

Steps to clear the error from this point are:

- 10. Close Internet Explorer (All windows).
- 11. Create a new referral or open a parked referral.
- 12. Referral form opens OK.

Note that you can also get the session terminated error when opening other pop-up windows, e.g. clicking the Filter icon in the work list status column or selecting the Set Status and Flags work list option. This is the same basic scenario as above and the workaround to close all IE windows works in these cases as well.

Session Terminated (Standalone gateway or in Vision)

Some users are occasionally reporting getting a session terminated screen, either within Vision or in SCI Gateway standalone.

NHS	Session Terminated	
SCOTLAND NH5 Scotland	For security reasons, your session has been terminated because you have Please close this window, or click the 'Start Over' button to close your curre	subsequently logged on again. ent session then login again.
23 August 2017 © CSA (ISD) 2004	Start Over	

The session terminated screen indicates that the user has logged in to SCI Gateway elsewhere, e.g. logging in to SCI Gateway standalone

Example steps to generate a session terminated screen.

- 1. Log in to SCI Gateway standalone as User A
- 2. Log in to Vision
- 3. Log in to SCI Gateway via Vision (as User A)
- 4. Return to SCI Gateway standalone and try to display a new screen, e.g. referrals work list.

The Session Terminated screen will be displayed at step 4, because User A logged in via Vision on step 3 which terminates the standalone session from step 1.

. A necessary security enhancement in R20.0 prevents a user having multiple SCI Gateway sessions open at the same time. It is now not possible to be logged in to SCI Gateway in two different browser screens or even on two different machines. The solution is to log out of all SCI Gateway Sessions and log in to SCI Gateway again.

You cannot alternate between accessing SCI Gateway via standalone and Vision without logging in each time (NB: Vision logs you in to SCI Gateway for each patient as the mechanism for passing the patient details is via the log in. This has always been the case and is not new in R20.0). You cannot access SCI Gateway from 2 consultations at the same time as each consultation logs in to SCI Gateway separately.

The session terminated screen lets you know that you, or someone else, have subsequently logged in under your username elsewhere.

If you are sure that you have not logged in and have not shared the details of your SCI Gateway account then you should report the issue to your security officer or Help Desk as it indicates that your account may have been hacked.

Browser already in use

Since SCI Gateway R20.0 went live users have reported that they are getting a browser already in use screen when accessing the second or subsequent patient.

Ma Joyce JONES 12/01/1945 (F) (CHI No: 1201456827) Mandela Court, 40 Sholebroke Avenue, Leeds, LS7 3HB - [Copy of Initial View 1]				
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Journal Patient Select History Prevention Therapy Iests Appointments Asthma Attachments Consultations Links Patient Details Problems Timeline SCI Gateway				
Referring GP: Ballard, Mr Neil Logged into instance: uat as username: NeilGP.				
NHS Session Unavailable				
SCOTLAND A browser session is already in use. This can happen in the following situations:				
NHS Scatland				
 An attempt has been made to logon via a separate browser tab, in which case you must close the tab. 				
23 August 2017 a cr u dot storb and An existing session was closed without using the 'Log Off' option,				
in which case you must close this window and all other browser windows before attempting to logon.				

This error message is related to necessary security features introduced in SCI Gateway R20.0. Vision Users should click the Log Off menu item before closing the patient. You should then be able to open a new patient and go into SCI Gateway without receiving the "browser session is already in use" screen.

NHS SCOTLAND Mr Neil Ballard NeilGP Alistair Acheson Tayside	Last successful login: Wednesday 23 August 2017 13:17 If this is not correct, please contact your local system administrator. Patient Context Click here for information regarding all of your patients.
Home Messages New Message Waiting Times Preferences Security Help Log Off	SCI News R20 Issues List The Issues List for R20 can be found by clicking this link click here for more

Click the Log Off menu option before closing a patient in Vision to avoid the Browser already in use screen.

Closing the patient and logging out of consultation manager and back in should reinstate access to SCI Gateway if you do get the browser already in use screen.

Note that in standalone Internet Explorer you can only open 1 SCI Gateway tab, subsequent tabs will display the browser already in use screen.



Two tabs open, cannot access SCI Gateway in the second tab, the first tab will continue to work.

NOTE: If you close the first tab, the working SCI Gateway one, leaving the second tab open, the second tab will not work and you will have to close ALL Internet Explorer windows to regain access to SCI Gateway.

Session token is empty

When creating a new message, opening a parked message or opening some other pop-up window, the pop-up window opens with a 'Session token is empty screen'.

NHS	SCI Gateway Error	
SCOTLAND	Please report this error to SCI Support attaching details of actions leading to the problem. Please provide a contact telephone number and your GP Practice Code or your site and department name.	
NHS Scotland		
06 September 2017 © CSA (ISD) 2004	User Message: The session token is empty Code: 20112 Detail: The session token is empty	
	 You can do one of the following: Click the 'Back' button on the browser window, if available, to try continuing what you were doing. Click the 'Close' button to close this window. 	
	Close Show Detail	

A known cause of this error is when, after clicking the Log Off menu option, you then manually enter your SCI Gateway username and password to log in again within the same patient.

For explanatory purposes, the known steps to recreate this are:

- 1. Open a patient within a Vision consultation
- 2. Open the Vision SCI Gateway screen (either through Summary or the SCI Gateway tab)
- 3. Create a referral or do whatever you want in SCI Gateway.
- 4. Click the SCI Gateway Log Off menu option
- 5. At the SCI Gateway log on screen, enter your SCI Gateway username and password.
- 6. Create a new referral, when clicking the Create button the referral window will open with the Session token is empty error screen.

To avoid the error do not manually log on after clicking the Log Off menu option. Instead close the patient consultation and then Vision will automatically log you in the next time you access SCI Gateway.

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NHS	Welcome to the SCI Gateway
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If you have not installed the SCI Gateway Client, access the client installation online.	
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NSS are working on a fix for this issue. Timescales for the fix will be communicated as soon as possible.

NSS are currently investigating an issue where the user is getting a session token is empty error when trying to park or preview a referral. This error seems to be occurring for a small number of users who are using Terminal Services and looks to be related to Windows profiles and permissions.

If you are getting the Session token is empty screen within Vision itself and not in a pop-up window or can reliably re-create the issue without clicking the Log Off menu option then please report to the NSS Service Desk, email <u>nss.NISGServiceDesk@nhs.net</u> or telephone 0141 282 2100.

Summary of advice

To prevent or manage these error messages in Vision -

 To avoid the Session Terminated error when opening the referral form: Do not have separate IE windows open when creating and sending referrals or other message types.).

This is temporary advice until NSS can release a fix.

• In order to avoid getting a Browser already in use screen: Click the SCI Gateway Log Off menu option before closing a patient and moving on to the next patient.

This issue can only be addressed by major changes to the way that Vision and SCI Gateway interact and so this advice will stand.

• To avoid the "Session token is empty" error message when creating or opening a SCI Gateway message:

Having clicked the Log Off menu option, do not manually enter your SCI Gateway username and password to re-log on.

This is temporary advice until NSS can release a fix.