



# How-To Troubleshoot Error: 37000

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## Contact Technical Support

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Contact Plexis Healthcare Systems, Inc. Technical Support

Phone: +1 (877) 475-3947

6:00 a.m. - 5:00 p.m. PST, Monday through Friday

Email: [tech@plexishealth.com](mailto:tech@plexishealth.com)

Internet: <http://www.plexishealth.com/support/>

Please be prepared to provide the following information:

- The version of the **Plexis** Product you use
- The exact wording of any messages that appeared on your screen (if possible, take a screen shot of any message you received and send it via email)
- A description of what you were doing when the problem occurred and what happened
- Whether the problem can be repeated
- A description of any actions taken to correct the problem

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## Adjudication batch processing engine is not installed correctly

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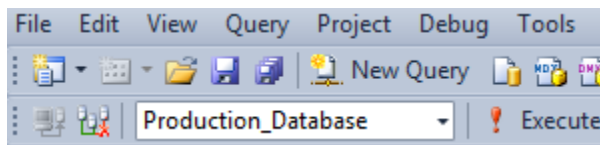
### Suggested Course of Action

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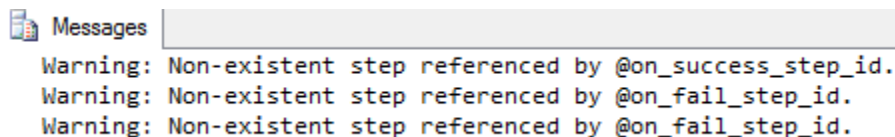
#### Install the Job:

Execute the Plexis provided script "Create Adjudication Job.sql" to install the Job to the server.

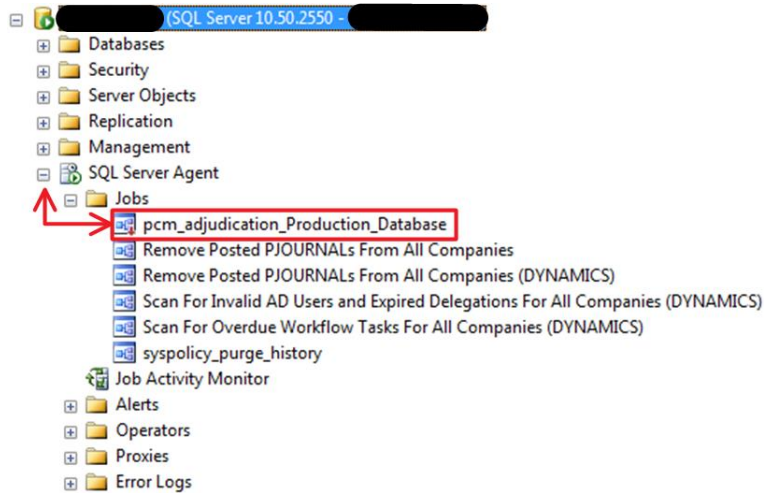
1. Launch **SQL SSMS**.
2. Choose the **Open File** option or press CTRL+O.
3. Find "**Create Adjudication Job.sql**" and choose **Open**.
4. Select the proper database from the **Dropdown List** next to the Execute button.




5. **Execute** the script. The following Messages are normal:



6. You should now see the Job in the **SQL Server Agent Jobs** list.



7. The icon with a Red Arrow facing downwards  means the Job is disabled. **Right click** the Job and choose **Enable** to enable the Job. The error should now be resolved.

Login has not been granted access to check the status of the adjudication job on the server



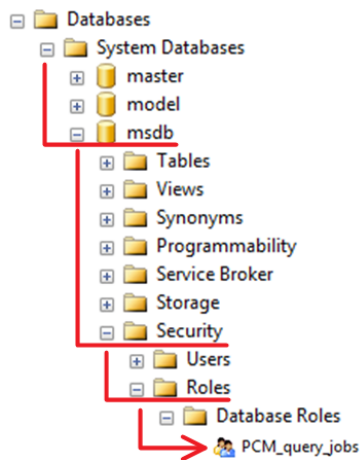
## Suggested Course of Action

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### Grant the User the required permissions in SQL:

Specifically the User is missing pertinent permissions to the MSDB database.

1. Launch **SQL SSMS**.
2. Choose the **Open File** option or press CTRL+O.
3. Find "**CREATE\_ROLE\_PCM\_query\_jobs.sql**" and choose **Open**.
4. **Execute** the script. The script will automatically execute against the MSDB database.
5. You should now see **PCM\_query\_jobs** under **Database Roles**.

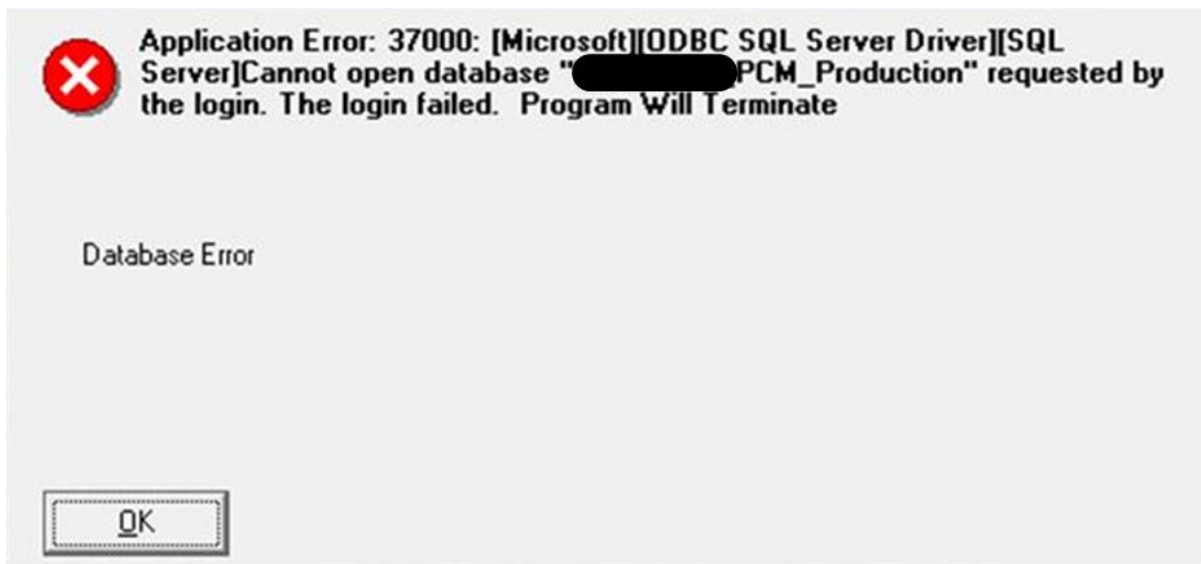


Now you need to assign your User to the Role.

6. Navigate to **Server Security**, right click on the **Login** and click **Properties**.
7. Under **Select a Page** select **User Mapping**.
8. In the top selection box labeled "**Users mapped to this Login**" find the **MSDB** database and **check the box** next to it to map the User to the database.
9. In the bottom selection box labeled "**Database role membership for: msdb**" find the **PCM\_query\_jobs** Role and **check the box**.
10. Choose the **OK** button. The error should now be resolved.

## Cannot Open Database "PCM\_Production". The login failed.

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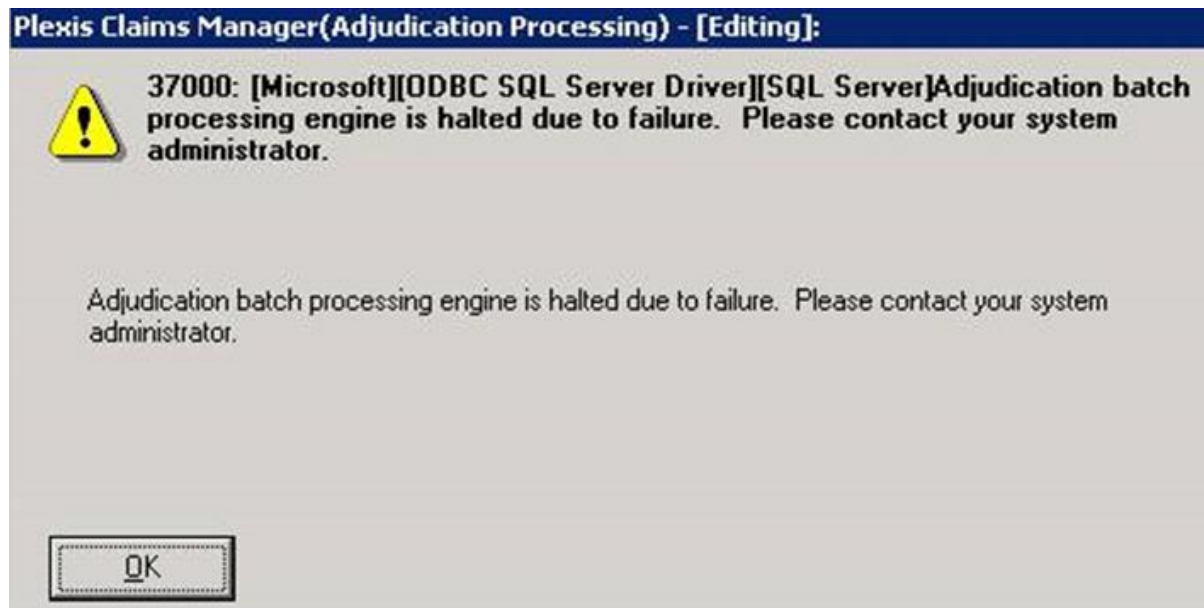
### Suggested Course of Action

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#### Verify the integrity of the configured ODBC connection:

1. (for a 64-bit OS) Using **Windows Explorer** navigate to:
  - A. For PCM: 'C:\Windows\SysWOW64' and launch **odbcad32.exe**.
  - B. For Code Loader: 'C:\Windows\System32' and launch **odbcad32.exe**.
2. Choose the **System DSN** tab.
3. In the **ODBC Data Source Administrator** dialog box, click **Add**, then select the **SQL Server** driver from the **Installed ODBC Drivers** list and choose **Finish**.
4. In the **Setup** dialog box, the **Name** field needs to begin with "PCM " (a space after PCM is required); e.g.: "PCM Production\_Database". The **Description** you provide will be what you see in the connection dropdown when launching PCM. Fill out the **Server** field with the name of your SQL Server. Choose **Next**.
5. The ODBC credentials will default to Windows Login, if you choose to use a SQL Login you must ensure the login ID chosen has access to the database (Configuring permissions for Users within the database is handled via SQL Security). Choose **Next**.
6. Check the box to change the **Default Database** and choose the correct database from the dropdown.
7. **Uncheck** the checkboxes next to both **ANSI** options. Choose **Next**.
8. **Uncheck** the checkbox to disable **Translation for Character Data**. Choose **Finish**.
9. Choose **Test Data Source** and ensure the results are: TESTS COMPLETED SUCCESSFULLY!

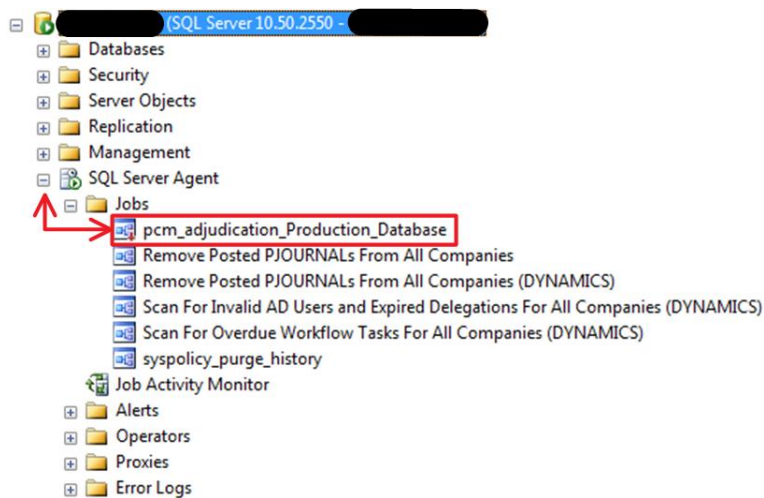
Adjudication batch processing engine is halted due to failure.




## Suggested Course of Action

### Enable the job in SSMS:

1. You should see a job in **SQL Server Agent Jobs** list with the name of the database you are working in.



2. The icon with a Red Arrow facing downwards  means the Job is disabled. **Right click** the Job and choose **Enable** to enable the Job. The error should now be resolved.



(End of How-To Troubleshoot Error: 37000)

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