



Valida troubleshooting guide

Issues and resolutions – for EMIS & SystemOne practices and Community Providers

In partnership with OneLondon
Hosted by NHS South West London ICB



Valida configuration resources



Resources and troubleshooting guides are on the UCP Website: <https://ucp.onelondon.online/resources/>

- Step 1: EMIS Configuration for EMIS practices
 - EMIS configuration video
 - EMIS credential step by step guide pdf
- Step 2: Smartcard registration
 - Valida Smartcard Activation for EMIS and TPP users
- UCP Valida Support Line: 020 3880 0285

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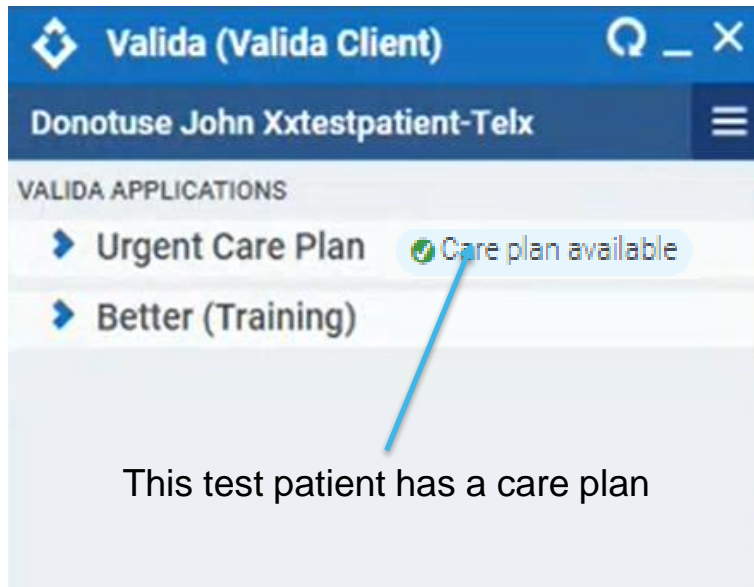


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EMIS & TPP: How to know if I have configured Valida correctly?



A successfully configured Valida tile will look like this:



When in a patient record:

The name of the patient open in the GP record system will appear in the Valida header.

The Valida tile will show “Urgent Care Plan”

- Users will be able to see if an Urgent Care Plan exists for a patient, and create and or edit as appropriate

EMIS & TPP: No Valida client icon on my device



Resolution:

Contact your local IT service desk and request they install the Valida client on your device.

If you are an IT team, please use the Install Guide for IT Teams in the Valida Implementation folder:
www.ucp.onelondon.online/resources



To install locally on a single machine, please use the exe file at the following location <https://ds2-client.care-is.thirdparty.nhs.uk/adminsetup.exe>. **Please ensure that you download the current version of the Client. Older versions may cause problems.**

If the Valia icon was previously installed however has disappeared please follow the steps in the Valida Machine Wide Uninstall Reinstall Files guide on the UCP Resources Page:
www.ucp.onelondon.online/resources

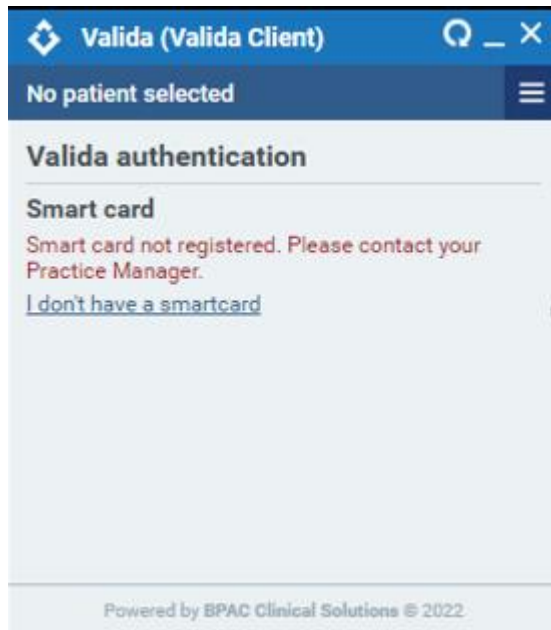
EMIS: No EMIS credentials for configuration



Valida client is present on desktop however I haven't been issued with my practice EMIS Username and Password for configuration:

[Contact](#) the UCP helpdesk and they will check if EMAS details have been issued for your practice.

EMIS & TPP: Smart card not registered – please contact your Practice Manager



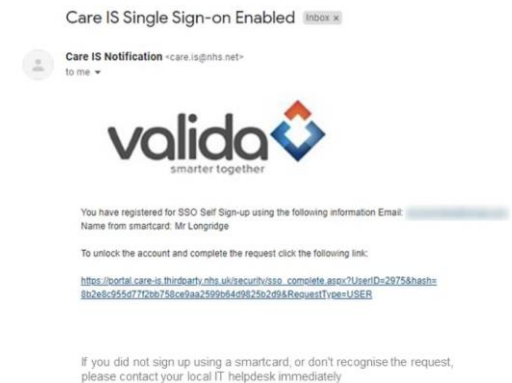
Cause:

Smartcard sign up was not fully completed – link to complete activation may not have reached user's e-mail account or link was not clicked

Resolution:

Contact the UCP Helpdesk:

- UCP team will clear the user from the authentication service so that they can restart the Smartcard sign up process. **The user must ensure they complete the whole process including activating the link sent through to the user's email.**



EMIS: Activate New Partner Product troubleshooting



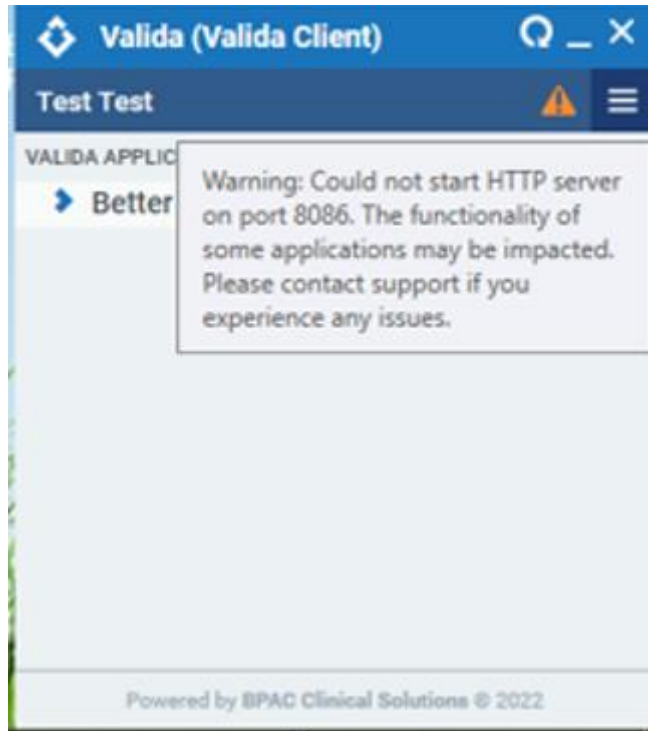
Cause:

This should no longer appear for your organisation. One Time Activation (OTA) has not been enabled in this organisation.

Resolution:

Ask a user with admin rights to enable OTA for your organisation. A guide to enable OTA is available [here](#).

EMIS & TPP: Could not start http server on port 8606



No further action required:

The Valida client has been successfully configured.

This is an informative message rather than an error that needs to be resolved.

The reason this warning may appear is that another piece of Software installed locally on the device is trying to access the same http port (8086) as the Valida software. This Valida functionality is not used by the UCP and has no impact on performance.

When registering smart card in Valida Client – “*SSO is not enabled for your Organisation, please contact your practice manager who can create an account for you.”



SSO is not enabled for your Organisation, please contact your practice manager who can create an account for you.

Causes:

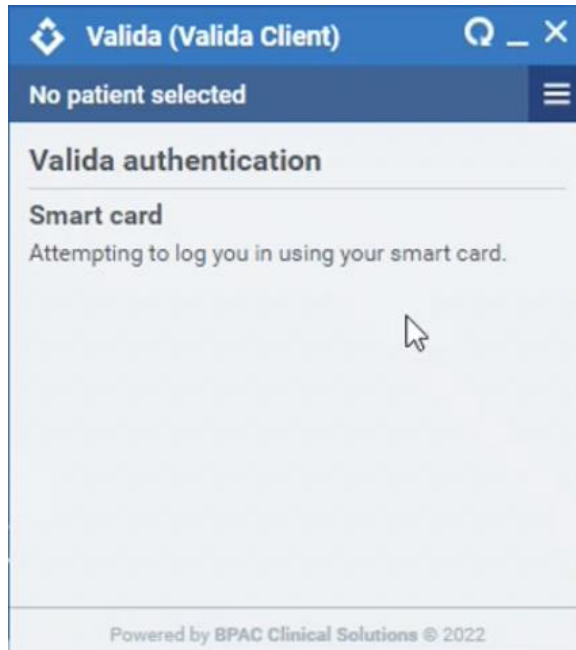
1. The User has selected the incorrect organisation from their Smartcard or;
2. The organisation has not been set up for access to the UCP from Valida
3. Although set up, the organisation has not been configured for Smartcard self-sign-on.

Resolution:

1. Please check that the user is selecting the right role/ODS code from their Smartcard.
2. If the above is correct please [Contact the UCP team](#) who can see if the organisation is set up and enabled in the authentication service.

***SSO Smartcard Self-Sign On**

Attempting to log in using your smart card – appearing for a long time then no connection made



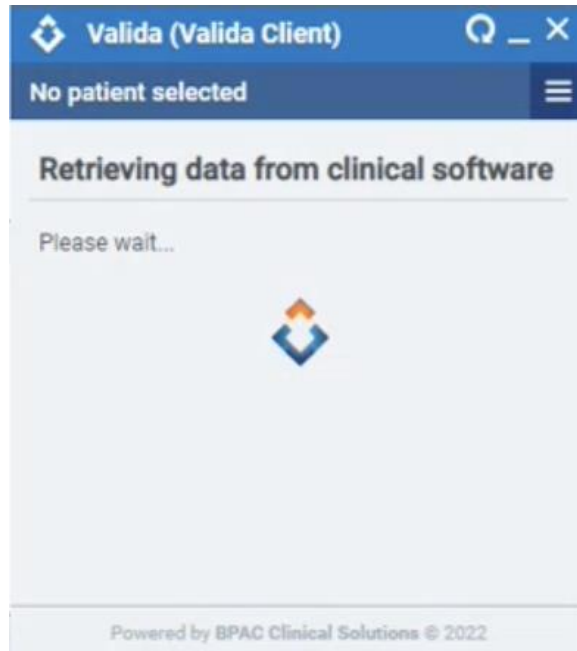
Cause:

1) End user may not have clicked the activation link that was emailed to them or have entered in their email address incorrectly when they registered their Smartcard with the Valida client.

Resolution:

1) Please [Contact the UCP](#) requesting the smartcard user account to be reset so the registration step can be completed again.

SystemOne: Retrieving data from clinical software



Point to note:

If there are other Windows profiles running on the user's machine, the Valida client may have become locked to an instance of SystemOne running on another profile that the user cannot see.

If issue persists, please [Contact the UCP](#).

UCP Valida Support Line: 020 3880 0285

Causes:

1. API blocked in SystemOne
2. Multiple instances of SystemOne are running and no patient is selected in the instance of SystemOne to which the Valida Client is linked.

Resolution:

1. Follow the steps to Unblock the TPP SystemOne API (see next slide):
 - Note: this may need to be done by a user with IT Administrative Rights
2. Reboot the machine and re-open the client and SystemOne, single instance.

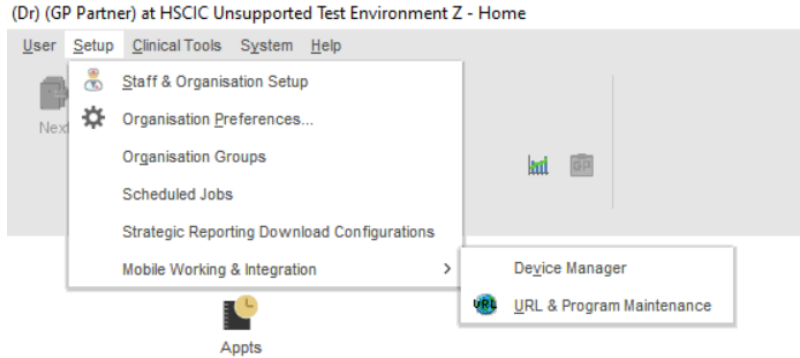
You can have multiple instances of SystemOne open. Valida remains locked to the instance open and active at the point of log-in. Please ensure the patient open in Valida and SystemOne match.

SystemOne: Unblock TPP SystemOne API

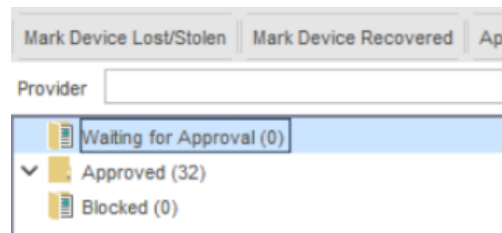


Resolution:

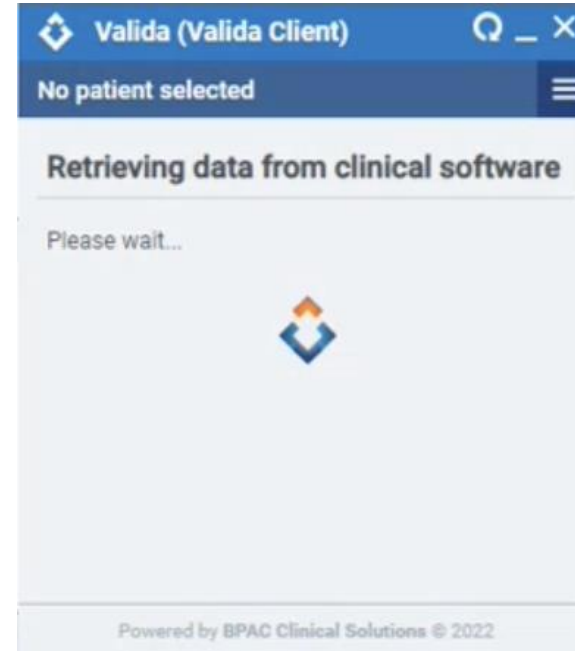
1. In SystemOne go to set-up
2. Go to Mobile Working and Integration. Click on device manager:



3. Click on 'Blocked':



4. Find the device 'Valida client Better LTD'
5. Right click the latest dated version of this device and select 'Approve device'
6. Refresh the Valida client (press the white circle on the top right hand corner of the Valida client, to refresh it).
7. It should now show the Patient name and a link to the Urgent Care Plan, when in a patient's record.



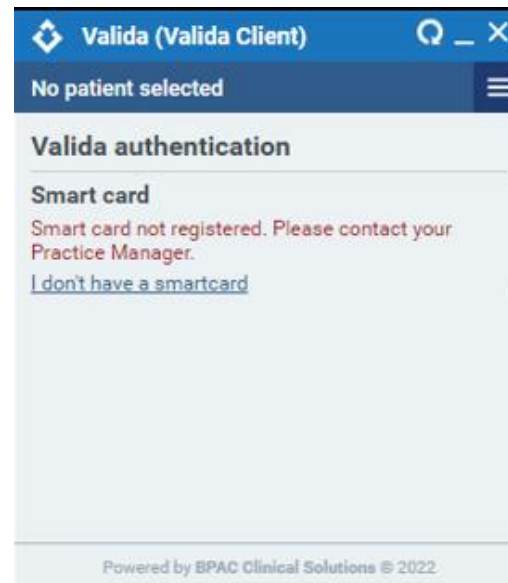
EMIS & TPP: User registered Smartcard with wrong email address



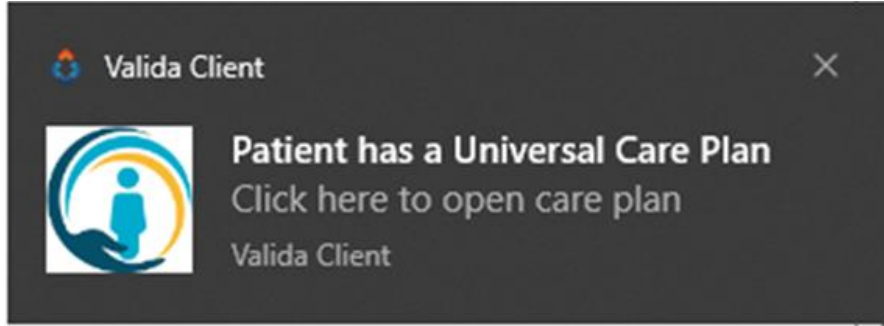
Resolution:

As long as the user can access the email account to activate the link, the email address does not need to be changed.

If the user cannot access the email address used for registration, then the error below may appear on the Valida Client. If so, please [Contact the UCP](#).



Notification pop-up to show Universal Care Plan exists is not displaying



Cause:

- User has turned notifications off
- Organisation prevents notification on the desktop

Resolution:

1. From the Windows key, go to Notifications and actions: ensure notifications is on

[Edit your quick actions](#)

Notifications

Get notifications from apps and other senders



To control times when you do or don't get notifications, try Focus assist




[Focus assist settings](#)

2. Scroll down the page and ensure Valida is on:

Get notifications from these apps

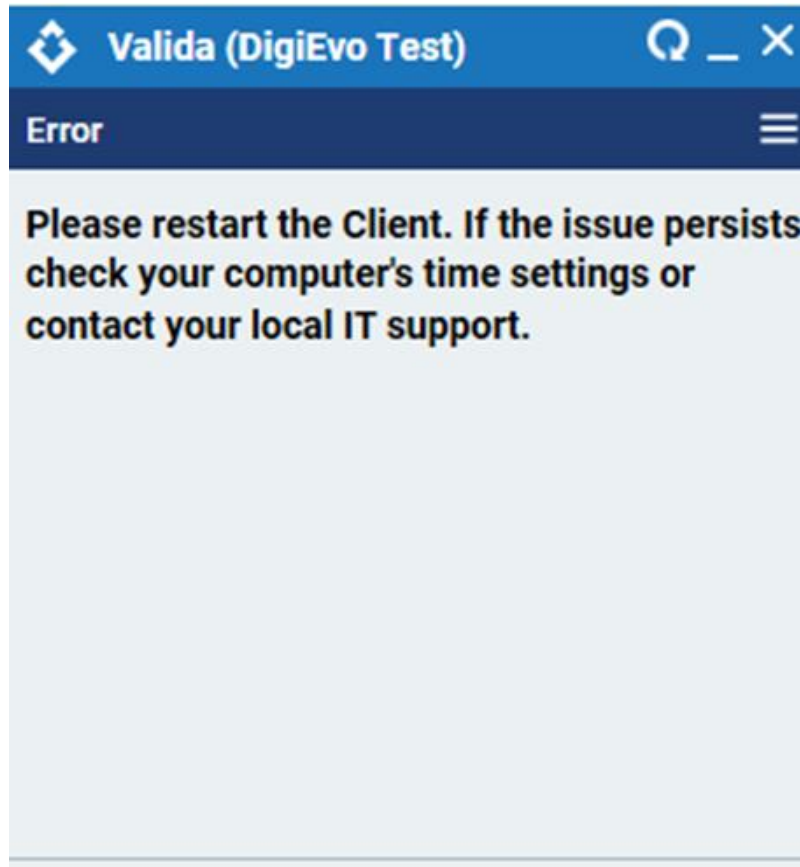
Select a sender to see more settings. Some senders might also have their own notification settings. If so, open the sender to change them.

Sort by: Most recent ▾

	Valida Client On: Banners, Sounds	<input checked="" type="checkbox"/> On
	WhatsApp On: Banners, Sounds	<input checked="" type="checkbox"/> On
	Print Notification On: Banners, Sounds	<input checked="" type="checkbox"/> On

3. If this does not work, there may be an organisation level control on notifications. Please contact desktop support.

Please restart the Client. If the issue persists check your computer's time settings



Resolution:

Please close and re-open the Valida client.

If this does not resolve the issue it is likely due to the device being set to the incorrect time – this affects the Authentication token that is sent to Valida to authenticate access to UCP care plans.

Please check the time on the desktop machine against the BST (<https://time.is/BST>)

If it is not correct, please correct it (you may have to ask local desktop support), and retry logging in with your Smartcard.

Patient not found



Error

Internal server error: PDS system returned response with status You must provide a valid NHSNumber, BirthDate and CallerTxn for request with caller token daa98dcc-8c84-4629-9ada-f1353b28ed55.

Error

Internal server error: PDS system returned response with status You must provide a valid NHSNumber (10 numeric digits, no spaces or formatting) for request with caller token aa7d8618-b731-45f2-80ed-b63e8981ac16.

Cause:

Patient not matched to PDS and record not found

Resolution:

Check if patient has valid NHS number

If so, please retry loading the record as the cause seems to be a failed response from the Spine PDS service.

Blank Window launched – UCP content not loading



Occurrence:

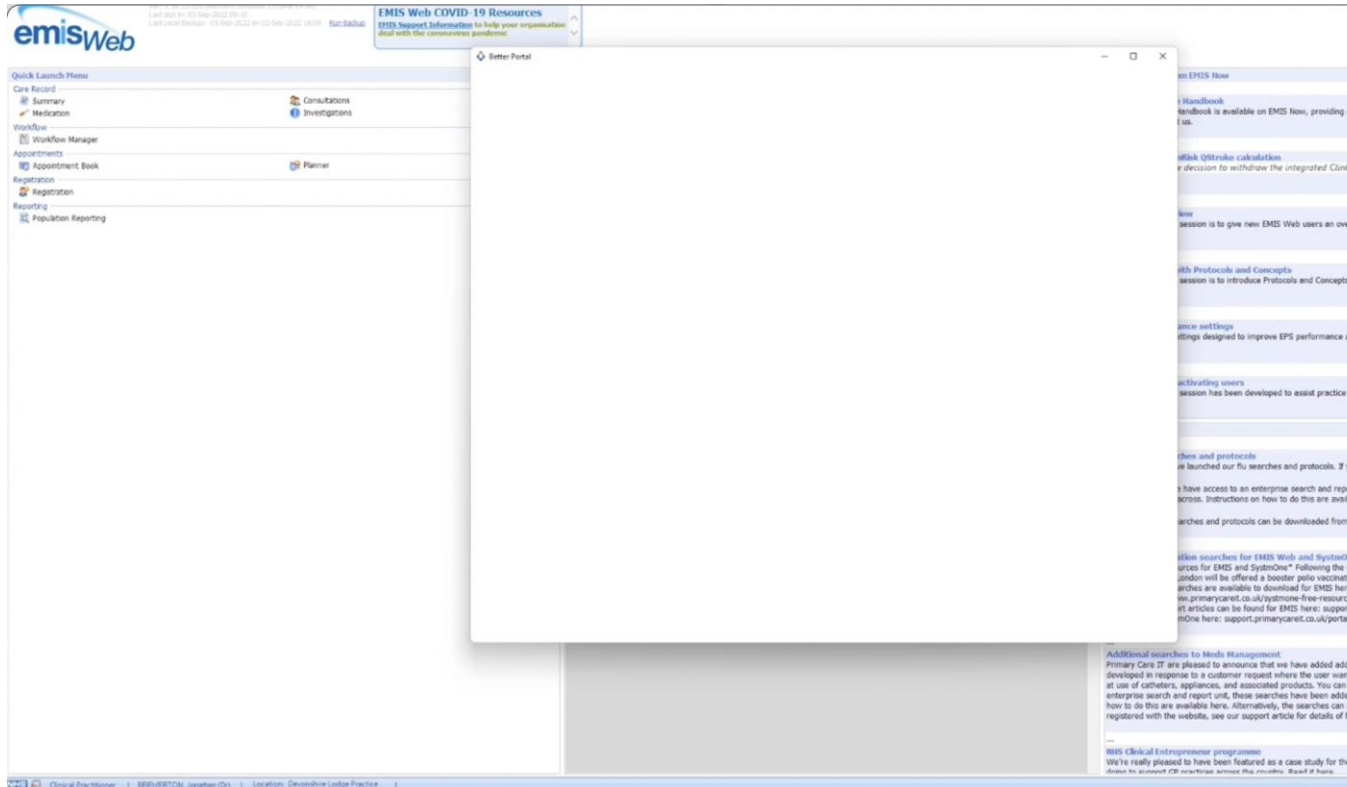
Laptops only

Cause:

The graphics card fails to render the UCP in the CEF browser.

Resolution:

Please [Contact the UCP](#) if this issue occurs.



EMIS: The given key was not present in the dictionary



Cause:

- 1) The username entered when completing the 'Activate Partner API Product' step was **not** 'SCPAXXXX'.
- or
- 2) SCPAXXXX username and password has been entered but the user has not been configured correctly in EMAS Manager against Better SCPA application

Resolution:

Complete the steps in this [guide](#) (note this needs to be completed by a user with Admin EMIS rights)

[Contact the UCP](#) if this is still not working.

