

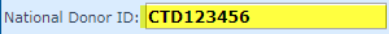
Module 10 – TOTAL Urgent Email Alerts

When there is a failure in data exchange between TOTAL and CTR, an urgent email alert is generated and requires subsequent corrective action. The following table provides a list of email alerts, their meaning, assigned department and required corrective action.

In the event that the error continues after escalation to ServiceDesk, the PRC staff must email **Diana Hallett** (dhallett@giftoflife.on.ca) to notify of the unresolved Data Exchange Error.

CTR Customer Support: 1-855-274-2889 (24/7)

Type of Alert	Email Alert Message	Alert Meaning	Department Responsible for Resolving the Alert	Corrective Action
Missing Donor Information Alerts				
<p>1) Missing serology result in iTransplant:</p> <ul style="list-style-type: none"> • HepBcAb • HepBsAg • HCV 	<p>CBS Error: Method: runHSPMatchOnDonor; SoapLogID: 2132; ErrorID: hsp.missingTest; Msg: Donor Hepatitis B Core Antibody; MsgHtml: Donor Hepatitis B Core Antibody; ErrorID: hsp.missingTest; Msg: Donor Hepatitis B Surface Antigen; MsgHtml: Donor Hepatitis B Surface Antigen; ErrorID: hsp.missingTest; Msg: Donor Hepatitis C; MsgHtml: Donor Hepatitis C;</p>	<p>Triggered by trying to run a Provincial Kidney allocation and potential matching of HSP recipients from CTR. If there are missing donor serology tests in iTransplant (i.e. <u>Hepatitis B Core Antibody</u>, <u>Hepatitis B Surface Antigen</u>, <u>Hepatitis C</u>), TOTAL will not be able to “pull” any HSP matches from CTR into the system.</p> <p>Risk: The Provincial Kidney allocation may be missing HSP patients; potential misallocation</p>	PRC	<p>Step 1: PRC staff to confirm serology test results are in iTransplant.</p> <p>Step 2a: If results <u>ARE</u> in iTransplant, PRC staff to re-push the case to TOTAL. Five minutes after re-pushing case, PRC staff to re-run allocation.</p> <p>Step 2b: If results <u>ARE NOT</u> in iTransplant, PRC staff to advise serology lab to enter required results, or for Out-of-Province donors, PRC to transcribe results into iTransplant. Once all serology test results are entered, PRC staff to re-push case to TOTAL. Five minutes after re-pushing case to TOTAL, PRC staff to re-run allocation.</p>
<p>2) Invalid serology result in iTransplant:</p> <ul style="list-style-type: none"> • HepBcAb • HepBsAg 	<p>CBS Error: Method: runHSPMatchOnDonor; SoapLogID: 118290; ErrorID: hsp.invalidSerologyResult; Msg: Hepatitis B Core Antibody has no value of Positive, Negative or Indeterminate ; MsgHtml: Hepatitis B Core Antibody has no value of Positive, Negative or Indeterminate ; ErrorID: hsp.invalidSerologyResult; Msg: Hepatitis B Surface Antigen has no value of Positive, Negative or Indeterminate ; MsgHtml: Hepatitis B Surface Antigen has no value of Positive, Negative or Indeterminate ;</p>	<p>Triggered by trying to run a Provincial Kidney allocation and potential matching of HSP recipients from CTR. If there are invalid donor serology tests in iTransplant (i.e. <u>Hepatitis B Core Antibody</u>, <u>Hepatitis B Surface Antigen</u>), TOTAL will not be able to “pull” any HSP matches from CTR into the system.</p> <p>Risk: The Provincial Kidney allocation may be missing HSP patients; potential misallocation</p>	PRC	<p>Step 1: PRC staff to confirm serology test results are in iTransplant.</p> <p>Step 2a: If results <u>ARE</u> in iTransplant, PRC staff to re-push the case to TOTAL. Five minutes after re-pushing case, PRC staff to re-run allocation.</p> <p>Step 2b: If results <u>ARE NOT</u> in iTransplant, PRC staff to advise serology lab to enter required results, or for Out-of-Province donors, PRC to transcribe results into iTransplant. Once all serology test results are entered, PRC staff to re-push case to TOTAL. Five minutes after re-pushing case to TOTAL, PRC staff to re-run allocation.</p>

Type of Alert	Email Alert Message	Alert Meaning	Department Responsible for Resolving the Alert	Corrective Action
Missing Donor Information Alerts				
<p>3) Invalid CTD# in the “National Donor ID” field in iTransplant</p> <ul style="list-style-type: none"> OOP HSP Kidney Donors 	<p>Failed to exchange Donor to CBS. Unexpected Exception: Method: getOfferDonorInfo; SoapLogID: 36152; ErrorID: data.error.invalidNationalID; Msg: National patient ID AEH1355 is not valid; MsgHtml: National patient ID AEH1355 is not valid;</p>	<p>Triggered by <u>Out-of-Province donors</u> when trying to run a Provincial Kidney allocation to identify Ontario HSP recipients</p> <p>For OOP donors, the “National Donor ID” data field in iTransplant MUST be entered in the format “CTD123456”, without spaces.</p> <p></p> <p><u>Any deviation from this format (i.e. extra spaces, entering in a UNOS donor number or OPO number) will result in an Alert message.</u></p> <p>This alert may also be triggered if someone tries to enter any value into the “National Donor ID” field for an Ontario donor. PRC should leave this field blank for all Ontario donors.</p> <p>Risk: The Provincial Kidney allocation may be missing HSP patients; potential misallocation</p>	<p>PRC</p>	<p>Step 1: PRC staff to remove the invalid CTD# from the “National Donor ID” field in iTransplant.</p> <p>Step 2a: For OOP HSP kidney donors, PRC staff to enter the CTD# in the “National Donor ID” field in iTransplant <u>in the correct format</u>, and re-push the case to TOTAL.</p> <p>Step 2b: For Ontario Kidney donors, PRC staff to leave the National Donor ID field blank (empty) and re-push the case to TOTAL.</p>
<p>4) Donor information is not being uploaded from TOTAL to CTR</p> <ul style="list-style-type: none"> OOP donors 	<p>Failed to exchange Donor to CBS. Unexpected Exception: Object reference not set to an instance of an object.</p>	<p>Triggered by trying to <u>push an OOP donor from iTransplant to TOTAL</u>. The donor information will not be uploaded to CTR - This is most likely due to the following existing bug that has been reported to CBS. “Object reference not set to an instance of an object.” CBS is working on a fix.</p> <p>Risk: Inaccurate allocation report; potential misallocation</p>	<p>TGLN Application Development</p>	<p>Step 1: TGLN Application Development to check the data exchange log to verify the donor type. If it is a non-kidney donor, they will notify the PRC staff to remove the National Donor ID (CTD#). Once it has been removed, re-push case to TOTAL.</p> <p>Step 2: If this does not resolve the error, TGLN Application Development to investigate the issue with CTR Support, and notify PRC staff if issue is <u>not</u> resolved.</p>

<p>5) Donor serology results were added or changed in iTransplant and pushed to TOTAL, but the added or changed results were not uploaded to CTR</p>	<p>Failed to exchange Donor to CBS. Unexpected Exception: Method: updateDonorSerology; SoapLogID: 883; ErrorID: serology.error.InvalidResultID; Msg: Serology test ID [89032] is not valid or does not belong to [CTD020395].; MsgHtml: Serology test ID [89032] is not valid or does not belong to [CTD020395];</p>	<p>Triggered if any user (PRC or serology lab tech) <u>enters new serology results or updates existing results in iTransplant and pushes to TOTAL</u>, but the added or changed results are not uploaded to CTR.</p>	<p>PRC</p>	<p>PRC staff are aware of this type of alert, which started occurring after the go-live of CTR 2.0 on July 8, 2017. This alert is related to an upload failure for serology data exchange.</p>
<p>6) Incomplete HLA typing in TOTAL</p>	<p>FATAL CaseMgr.DataExchangeSvc.HspMatchOnDonor [(null)] - Unexpected error: Donor #xxxxxx failed to execute runHSPMatchOnDonor on the CTR. Please contact Application Support. CBS Error: Method: runHSPMatchOnDonor; SoapLogID: 500590; ErrorID: vxm.hlaNotComplete; Msg: Kidney HLA Typing NOT Complete; MsgHtml: Kidney HLA Typing NOT Complete;</p>	<p>Triggered by trying to run a Provincial Kidney allocation and potential matching of HSP recipients from CTR. If there is missing donor HLA typing in TOTAL, TOTAL will not be able to “pull” any HSP matches from CTR into the system.</p> <p>Risk: The Provincial Kidney allocation may be missing HSP patients; potential misallocation</p>	<p>PRC</p>	<p>Step 1: PRC to identify the donor TGLN# in the body of the error message and the donor HLA lab.</p> <p>Step 2: PRC to notify the donor HLA lab and request that they verify and enter the missing HLA Typing values into TOTAL.</p>

Type of Alert	Email Alert Message	Alert Meaning	Department Responsible for Resolving the Alert	Corrective Action
Missing Recipient Information Alerts				
<p>7) Recipient HLA Typing Error</p> <ul style="list-style-type: none"> • HSP Kidneys • High status hearts (4, 4S) 	<p>Failed to exchange recipient to CBS. Unexpected Exception: Method: updateRecipientHlaTyping; SoapLogID: 58912; ErrorID: hlaTyping.error.invalidHlaTyping; Msg: HLA Typing [{ WSHlaMolecular { WSMolecularType : B_2 { Molecular: 40] contains invalid data.; MsgHtml: HLA Typing [{ WSHlaMolecular { WSMolecularType : B_2 { Molecular: 40] contains invalid data.;</p>	<p>Triggered when trying to upload a recipient's HLA to CTR (for HSP kidney or high status heart recipients), but there is an invalid HLA Typing result (i.e. C_1 Molecular 07). The recipient TGLN# triggering the alert will be identified in the body of the error message.</p> <p>Risk: The recipient is not being uploaded to CTR; potential misallocation.</p>	<p>PRC</p>	<p>Step 1: PRC to identify the recipient TGLN# in the body of the error message and the recipient HLA lab.</p> <p>Step 2: PRC to notify the recipient HLA lab and request that they verify and enter the correct HLA Typing values into TOTAL, noting the allele.</p>
<p>8) A recipient's <u>waitlist status</u> cannot be transmitted from TOTAL to CTR</p> <p>Examples: Recipient Transplanted Medically Unsuitable Recipient death</p>	<p>Failed to exchange recipient to CBS. Unexpected Exception: Method: cannotsetofflistonhold.activeoffersexist</p>	<p>Triggered by updating a recipient's waitlist status in TOTAL. E.g. Entering in a recipient transplant date, placing patient on hold, etc.</p> <p>Risk: The recipient's status is not accurately reflected in CTR – patient may continue to appear on other national waitlists.</p>	<p>PRC</p>	<p>Step 1: PRC to call CTR Support and verify if patient's status is "active" or "off-list"</p> <p>Step 2: If patient needs to be "off-listed", PRC to complete the CTR form "DWL Recipient Record – Urgent Status Update" (for high status recipients) or DWL Recipient Record – New Urgent Status Recipient" (for non-high status patients) located on the ORC</p> <p>Step 3: CTR Support to email a completed copy of the Business Continuity Request Form and PRC to verify patient's status.</p> <p>Refer to OPI-9-103: Business Continuity - Exchanging Recipient and Donor Data with Canadian Transplant Registry Process Instruction</p>

Type of Alert	Email Alert Message	Alert Meaning	Department Responsible for Resolving the Alert	Corrective Action
Missing Recipient Information Alerts				
9) Recipient HLA information could not be uploaded to CTR	Failed to exchange recipient to CBS. Unexpected Exception: Method: updateRecipientHlaSerumTestResult; SoapLogID: 12185; ErrorID: error.unknown; Msg: Unknown Error; MsgHtml: Unknown Error;	Triggered by a recipient HLA lab updating HLA antibody results and an upload failure to CTR. Risk: Incorrect or missing recipient HLA data in CTR may result in the recipient not appearing on an allocation or an incorrect HLA VXM on an allocation.	TGLN Application Development	<p>Step 1: TGLN Application Development to investigate this issue in both TOTAL and CTR. Upon investigation, re-try the recipient HLA information upload to CTR.</p> <p>Step 2: If TGLN Application Development team <u>cannot</u> resolve, the PRC must resolve this manually. The PRC must contact CTR at 1-855-274-2889 and alert them that they require assistance entering HLA data. The PRC will send a copy of the HLA typing to CTR Support by fax or email.</p> <p>Step 3: CTR Support will enter the HLA data to the record and notify the PRC staff that it has been successfully entered.</p> <p>Refer to OPI-9-103: Business Continuity - Exchanging Recipient and Donor Data with Canadian Transplant Registry Process Instruction</p>
10) Recipient HLA information could not be uploaded to CTR	Failed to exchange recipient to CBS. Unexpected Exception: Method: updateRecipientHlaTyping; SoapLogID: 17162; ErrorID: error.unknown; Msg: Unknown Error; MsgHtml: Unknown Error;	Triggered by a recipient HLA lab updating HLA typing results and an upload failure to CTR. Risk: Incorrect or missing recipient HLA data in CTR may result in the recipient not appearing on an allocation or an incorrect HLA VXM.	TGLN Application Development	<p>Step 1: TGLN Application Development to investigate this issue in both TOTAL and CTR. Upon investigation, re-try the recipient HLA information upload to CTR.</p> <p>Step 2: If TGLN Application Development team <u>cannot</u> resolve, the PRC must resolve this manually. The PRC must contact CTR at 1-855-274-2889 and alert them that they require assistance entering HLA data. The PRC will send a copy of the HLA typing to CTR Support by fax or email.</p>

				<p>Step 3: CTR Support will enter the HLA data to the record and notify the PRC staff that it has been successfully entered.</p> <p>Refer to OPI-9-103: Business Continuity - Exchanging Recipient and Donor Data with Canadian Transplant Registry Process Instruction</p>
<p>11) Failure to upload recipient information from TOTAL to CTR Examples:</p> <ul style="list-style-type: none"> • HLA typing • Status change 	<p>Failed to exchange recipient to CBS. Unexpected Exception: Method: updateRecipientByNationalRecipientId; SoapLogID: 27067; ErrorID: error.unknown; Msg: Unknown Error; MsgHtml: Unknown Error;</p>	<p>Triggered by trying to update recipient information from TOTAL to CTR.</p> <p>Technical meaning: Recipient upload failure to CTR; unknown error returned from CTR when updating updateRecipientByNationalRecipientId</p>	<p>TGLN Application Development</p>	<p>Step 1: TGLN Application Development to investigate this issue in both TOTAL and CTR. Upon investigation, re-try the recipient information upload to CTR.</p> <p>Step 2: If TGLN Application Development team <u>cannot</u> resolve, the PRC must resolve this manually. The PRC must contact CTR at 1-855-274-2889 and alert them that they require assistance entering recipient data.</p> <p>Refer to OPI-9-103: Business Continuity - Exchanging Recipient and Donor Data with Canadian Transplant Registry Process Instruction</p>

Type of Alert	Email Alert Message	Alert Meaning	Department Responsible for Resolving the Alert	Corrective Action
Missing Donor and/or Recipient Alerts				
<p>12) Donor and/or recipient information is not being transmitted from TOTAL to CTR</p>	<p>Failed to exchange recipient to CBS. Unexpected Exception: com.cbs.otd.security.OtdAuthenticationException: <p>Please be advised that the announced interruption of the Canadian Transplant Registry has begun. The Canadian Transplant Registry will be unavailable to users today between 7:00 pm and 10:30 pm ET.</p> <p>Should you be unable to access the Canadian Transplant Registry outside of the timeframe defined above, please contact CTR Customer Support at 1-855-274-2889. If you are calling outside of normal office hours, dial '1' to speak to on-call CTR Customer Support personnel.</p> <p>We will be in contact with you again once access to the Canadian Transplant Registry has been restored.</p> <p>Thank you.</p></p>	<p>CTR system is down. There is no donor and/or recipient information being transmitted from TOTAL to CTR.</p> <p>Note: This is a result of a scheduled CBS maintenance.</p> <p>Risk: Any heart, liver or kidney allocations run when the CTR system is down will be inaccurate. Heart & Liver – Unable to “pull” any high statuses from CTR into TOTAL. Kidney – Unable to “pull” any HSP recipients from CTR into TOTAL.</p> <p>Risk: Any new listings or status changes during this time period will not be uploaded from TOTAL to CTR. Transplant programs should wait until the scheduled CBS maintenance is completed before making the change.</p>	<p>TGLN Application Development</p>	<p>Step 1: ServiceDesk sends out a notice to all TOTAL users when they receive a notice from CTR regarding scheduled maintenance or that the CTR application is down.</p> <p>Step 2: Prior to the scheduled outage, TGLN Application Development to remind PRC staff that the CTR system is unavailable. PRC staff should avoid running allocations during the scheduled downtime.</p> <p>Step 3: ServiceDesk sends out a notice to all TOTAL users, advising them that the CTR application is back online.</p> <p>Note: Any donors without a CTD # will need to be “re-pushed” to CTR. PRC to advise TGLN Application Development of any cases that need to be “re-pushed” (i.e. do not have a CTD# in TOTAL) or, any cases generating an error message related to “failed exchanges to CBS”.</p> <p>Step 4: Application Development will manually trigger a re-run of all “failed exchanged to CBS.”</p> <p>Refer to OPI-9-103: Business Continuity - Exchanging Recipient and Donor Data with Canadian Transplant Registry Process Instruction</p>

Type of Alert	Email Alert Message	Alert Meaning	Department Responsible for Resolving the Alert	Corrective Action
Missing Donor and/or Recipient Alerts				
<p>13) Donor and/or recipient information is not being transmitted from TOTAL to CTR</p>	<p>Failed to exchange Donor to CBS. Unexpected Exception: Error creating a reader for the MTOM message</p>	<p>CTR system is down. There is no donor and/or recipient information being transmitted from TOTAL to CTR.</p> <p>Note: This is a result of a scheduled CBS maintenance or the CTR application is down (unscheduled)</p> <p>Risk: Any heart, liver or kidney allocations run when the CTR system is down will be inaccurate. Heart & Liver – Unable to “pull” any high statuses from CTR into TOTAL. Kidney – Unable to “pull” any HSP recipients from CTR into TOTAL.</p> <p>Risk: Any Ontario or Canadian high status recipients trying to be uploaded to CTR will not be uploaded either during this time.</p>	<p>TGLN Application Development</p>	<p>Step 1: Application Development to investigate this issue in CTR and report the issue to CTR support. If the CTR system is down, Application Development to notify PRC staff and ServiceDesk via phone and email.</p> <p>Step 2: ServiceDesk sends out a notice to all TOTAL users, indicating that the CTR application is down.</p> <p>Step 3: PRC staff should avoid running allocations during the downtime. PRC staff to wait until a notice is sent out to all TOTAL users, advising them that the CTR application is back online, before re-pushing a case to CTR.</p> <p>If the system outage is expected to last more than 2hrs and/or allocation cannot wait until the system comes back online, the PRC will need to contact CTR at 1-855-274-2889 to request assistance.</p> <p>Refer to OPI-9-103: Business Continuity - Exchanging Recipient and Donor Data with Canadian Transplant Registry Process Instruction</p> <p>Refer to specific sections on allocating heart, liver and kidney during the planned/unplanned downtime.</p>

Type of Alert	Email Alert Message	Alert Meaning	Department Responsible for Resolving the Alert	Corrective Action
HSP Related Alerts				
<p>14) Unable to enter a “Withdraw” for an HSP kidney recipient because they already have an “Accepted” offer state in CTR (i.e. you cannot “Withdraw” an “Accepted” HSP kidney offer)</p>	<p>Failed to exchange Donor to CBS. Unexpected Exception: Method: makeOfferAgainstHSPMatch; SoapLogID: 2094; ErrorID: offerdwl.error.makeoffer.validation.duplicate; Msg: Recipient CTR024868 already has an active offer for Kidney from Donor CTD026224 for the same organ (type); MsgHtml: Recipient CTR024868 already has an active offer for Kidney from Donor CTD026224 for the same organ (type);</p>	<p>Triggered by entering a “Withdraw” on the HSP tab in TOTAL when the recipient already has an active “Accepted” state in CTR (i.e. they have accepted an HSP kidney from an Ontario or other Canadian OPO donor). The alert was created when the “withdraw” failed to upload to CTR.</p> <p>Risk: The outstanding offer will appear on the TGLN CBS Daily HSP Offer Report and will need to be manually resolved.</p>	<p>TGLN Application Development</p>	<p>Step 1: TGLN Application Development to investigate this issue in both TOTAL and CTR. Upon investigation, and re-try the “Withdraw”.</p> <p>Step 2: If TGLN Application Development team <u>cannot</u> resolve, the PRC will need to contact CTR at 1-855-274-2889 to request assistance for the “Withdraw” action.</p> <p>Refer to OPI-9-103 Business Continuity - Exchanging Recipient and Donor Data with Canadian Transplant Registry Process Instruction.</p> <p>Refer to kidney section in OPI-9-103 which outlines the steps required by the PRC and CTR Customer Support.</p>
<p>15) Unable to enter a “Withdraw” for an HSP kidney recipient</p>	<p>Failed to exchange Donor to CBS. Unexpected Exception: Method: updateOfferState; SoapLogID: 6734; ErrorID: offerdwl.error.cannot.update.state; Msg: Cannot update Offer state to Withdrawn ; MsgHtml: Cannot update Offer state to Withdrawn ;</p>	<p>Triggered by entering a “Withdraw” on the HSP tab in TOTAL. The alert was created when the “Withdraw” failed to upload to CTR.</p> <p>Risk: The outstanding offer will appear on the TGLN CBS Daily HSP Offer Report and will need to be manually resolved.</p>	<p>TGLN Application Development</p>	<p>Step 1: TGLN Application Development to investigate this issue in both TOTAL and CTR. Upon investigation, re-try the “Withdraw”.</p> <p>Step 2: If TGLN Application Development team <u>cannot</u> resolve, the PRC will need to contact CTR at 1-855-274-2889 to request assistance for the “Withdraw” action.</p> <p>Refer to OPI-9-103 Business Continuity - Exchanging Recipient and Donor Data with Canadian Transplant Registry Process Instruction.</p> <p>Refer to kidney section in OPI-9-103 which outlines the steps required by the PRC and CTR Customer Support.</p>

Type of Alert	Email Alert Message	Alert Meaning	Department Responsible for Resolving the Alert	Corrective Action
HSP Related Alerts				
16) Failure to run an HSP kidney allocation on the Provincial Allocation screen	Failed to execute runHSPMatchOnDonor. Unexpected Exception: Row was updated or deleted by another transaction (or unsaved-value mapping was incorrect): [CaseMgr.Model.BusinessObjects.Do nHlaTyping#30240]	Triggered by trying to run an HSP allocation on the Provincial Kidney Allocation screen. <i>Technical meaning: the row is updated or deleted by another transaction</i> Risk: This may generate an incorrect Provincial Allocation with incorrect HSP kidney matches; potential misallocation	TGLN Application Development	<p>Step 1: TGLN Application Development to notify PRC staff to exit the case and log out of TOTAL.</p> <p>Step 2: PRC staff to log back into TOTAL to re-run the HSP kidney allocation.</p> <p>Step 3: If the issue still exists, TGLN Application Development to check with DBA to 'kill' all database locks (if any exist). Once DBA completes this, notify PRC staff to re-run the allocation.</p>
17) Failure to upload the decline reason for an HSP kidney as “No suitable recipient” or “Selected incorrect recipient” to CTR	Failed to exchange Donor to CBS. Unexpected Exception: Method: updateOfferState; SoapLogID: 39440; ErrorID: offerdwl.error.statereasonmismatch; Msg: Mismatch between Offer State Declined and Reason No suitable recipient; MsgHtml: Mismatch between Offer State Declined and Reason No suitable recipient;	Triggered when entering: “No suitable recipient” Or “Selected incorrect recipient” as a decline reason on the HSP offer tab. This error occurs because these decline reasons do not exist in CTR, and there is no “mapping” of this reason from TOTAL to CTR. CBS is working on a fix.	TGLN Application Development	Application Development to notify PRC staff that the upload failure is a result of the Decline Offer reason of “No suitable recipient” or “Selected incorrect recipient” <p>Step 1: The PRC must contact CTR at 1-855-274-2889 and alert them, that they require assistance entering recipient data.</p> <p>Step 2: The PRC will need to send written confirmation via email or fax to CTR Customer Solutions requesting a “decline” for an Ontario HSP recipient.</p> <p>Step 3: CTR Customer Support to complete the request and send written confirmation to the PRC.</p>

All Other Urgent Alerts

18) All other type of urgent alerts: FATAL CaseMgr.DataExchangeSvc.BackgroundTasks [(null)]	All other alerts not included within this table	TGLN Application Development	TGLN Application Development to investigate the issue in both TOTAL and CTR, report the issue to CTR support (if required) and notify PRC staff if issue if <u>not</u> resolved. Step 1: If PRC staff continue to receive notification of CTR upload failure after Application Development team investigates, PRC staff to work with TGLN Application Development to discuss feasible solutions with CTR at 1-855-274-2889.
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The following alerts have been resolved and should no longer be triggering errors.
Please contact TGLN Application Development and Diana Hallett, if they continue to occur.

Type of Alert	Email Alert Message	Alert Meaning	Department Responsible for Resolving the Alert	Corrective Action
<p>19) Invalid offer state “Positive Cross Match” in CTR</p> <p>THIS ISSUE HAS BEEN FIXED IN CTR AND SHOULD NO LONGER OCCUR</p>	<p>Failed to exchange Donor to CBS. Unexpected Exception: Method: updateOfferState; SoapLogID: 1805; ErrorID: data.error.ctr1WSlookupBizRefInvalid; Msg: OFFER_STATE_REASON (bizref = POSITIVE_CROSS_MATCH) is not valid ; MsgHtml: OFFER_STATE_REASON (bizref = POSITIVE_CROSS_MATCH) is not valid ; ErrorID: unexpected.Condition.Exception; Msg: Unexpected error condition [OFFER_STATE_REASON (bizref = POSITIVE_CROSS_MATCH) is not valid];; MsgHtml: Unexpected error condition [OFFER_STATE_REASON (bizref = POSITIVE_CROSS_MATCH) is not valid].;</p>	<p>"Positive Cross Match" as a donor offer state is invalid in CTR</p> <p><u>Note:</u> This issue has been resolved in CTR and should no longer occur</p>	<p>TGLN Application Development</p>	<p>This issue has been fixed in CTR and should no longer occur.</p> <p>In the event that it does occur, TGLN Application Development to investigate and notify PRC staff if issue is <u>not</u> resolved.</p>
<p>20) Failure to upload recipient acceptance weight criteria from TOTAL to CTR when there are decimal places</p> <p>THIS ISSUE HAS BEEN FIXED IN CTR AND SHOULD NO LONGER OCCUR</p>	<p>Failed to exchange recipient to CBS. Unexpected Exception: Method: updateRecipientAcceptanceCriteriaByNationalRecipientId; SoapLogID: 15328; ErrorID: validation.number.decimalplaces.exceeds; Msg: The value specified for the numeric field Min. Donor Weight (kg) is invalid. The maximum number of decimal places is 1.;</p>	<p>Recipient upload failure to CTR due to the Accepted Donor's weight decimal validation</p> <p><u>Note:</u> This issue has been resolved in CTR and should no longer occur</p>	<p>TGLN Application Development</p>	<p>This issue has been fixed in CTR and should no longer occur.</p> <p>In the event that it does occur, TGLN Application Development to investigate and notify PRC staff if issue is <u>not</u> resolved.</p>

Type of Alert	Email Alert Message	Alert Meaning	Department Responsible for Resolving the Alert	Corrective Action
<p>21) Failure to upload recipient information from TOTAL to CTR as a result of a “timeout issue”</p> <p>THIS ISSUE HAS BEEN FIXED IN CTR AND SHOULD NO LONGER OCCUR</p>	<p>Failed to exchange recipient to CBS. Unexpected Exception: The request channel timed out while waiting for a reply after 00:10:00. Increase the timeout value passed to the call to Request or increase the SendTimeout value on the Binding. The time allotted to this operation may have been a portion of a longer timeout.</p>	<p>Failed to upload recipient to CTR as a result of an unknown timeout issue in CTR</p> <p><u>Note:</u> This issue has been resolved in CTR and should no longer occur</p>	<p>TGLN Application Development</p>	<p>This issue has been fixed in CTR and should no longer occur.</p> <p>In the event that it does occur, TGLN Application Development to investigate and notify PRC staff if issue is <u>not</u> resolved.</p>
<p>22) Failure to upload recipient information from TOTAL to CTR (similar to alert above)</p> <p>THIS ISSUE HAS BEEN FIXED IN CTR AND SHOULD NO LONGER OCCUR</p>	<p>Failed to exchange recipient to CBS. Unexpected Exception: DataPower Error Message: Failed to establish a backside connection</p>	<p>Failed to upload recipient to CTR; failed to establish a backside connection (same as alert above)</p> <p><u>Note:</u> This issue has been resolved in CTR and should no longer occur</p>	<p>TGLN Application Development</p>	<p>This issue has been fixed in CTR and should no longer occur.</p> <p>In the event that it does occur, TGLN Application Development to investigate and notify PRC staff if issue is <u>not</u> resolved.</p>