



An Integrated Approach to the Delivery of Community Health Services

QuikTip: Rebooting

Following are general guidelines on when Cornerstone users should reboot their workstations when receiving an error message. Please direct any questions to the Cornerstone Call Center® at 1-877-447-4221.

- **EOD/BOD workstation seems to be “stuck”**

Example messages:

- “Transferring Upload Tables.”
- “EOD in progress. Transferring files.”
- “Building index file for MASTNDX1.”

Procedure: Do NOT reboot your workstation. Contact the Cornerstone Call Center immediately. A Priority 1 call ticket will be assigned to the software support group, who will verify if the process is running and instruct the user on how to proceed.

- **Special process messages**

Example messages:

- “DHS update process is running on **THIS** machine – Workstation Temporarily Unavailable - Please Wait.”
- “DHS update process is running on **ANOTHER** machine - Workstation Temporarily Unavailable - Please Wait.”

Procedure: Do NOT reboot your workstation. Contact the Cornerstone Call Center immediately. A Priority 1 call ticket will be assigned to the software support group, who will verify if the process is running and instruct the user on how to proceed.

- **“Bad News” error messages**

Example messages:

- “An error occurred for which there is no recovery.”
- “Something has gone wrong with this application. Visual Fox Pro has encountered an error for which no recovery has been planned.”
- “This program has encountered an error and must close.”

Procedure: In the case of these particular messages, reboot your workstation and retry. If the error reoccurs, contact the Cornerstone Call Center.

- **Database corruption error messages**

Example messages:

- “PKUNZIP failed.”
- “DBF does not exist.”
- “A database file has been damaged.”

Procedure: All of the above messages indicate that there is corruption in a database. Contact the Cornerstone Call Center and report the exact error message. A Priority 1 call ticket will be assigned to the software support group, and you will be instructed on how to proceed.

- **Other messages not listed**

Other messages not listed above may occur. Contact the Cornerstone Call Center and you will be instructed on how to proceed.

PLEASE NOTE: In order to quickly and accurately resolve the issue, it is crucial that you report the EXACT error message (word for word), and details about the when, where (screen), and how the message occurred.