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ADT Troubleshooting

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Unable to search for patient

Please confirm with your IT lead

- The message for this patient was sent.
- The message conforms to the specifications outlined during the project.
- The patient was not previously created in Novari manually.
- The Novari connect services are running, if not a restart is needed.

If the message was sent, can you please send an email to support and provide the transaction ID and date and time it was sent.

Demographics not populating in the application

Please confirm with your IT lead

- The missing demographics were included in the ADT message.

Searching for a patient brings back a 500 error

Please see the [Duplicate Patient Record](#) troubleshooting guide.