Ocean Error Messages

Leah Quenneville - 2024-07-25 - [Ocean Integration](#)

Error examples

400 :

This error indicates that the submitted request is invalid or a bad request. Typically, this indicates an error with the software design of the client system. An example would be-

- User cancels a referral from Ocean, this action is currently not supported by Novari. Resulting in Novari server being unable to process the request coming from Ocean. An email will be sent to the Clinical administrator in Ocean and can look like this:

Failing Integrations

Ocean is unable to communicate with the other system being used by North West Wound Care Central Intake (Site #6770). The following integration has been failing to respond correctly to API requests.

Name	Integration Reference	URL	Last Contacted	Last Error
Novari	1ba5da84-1a97-4200-a206-80c0c3d93d47	natcp-ca-prd-fhir-api.azure-api.net/bundle	Thu Nov 03 11:24:00 EDT 2022	400 Bad Request: [{"resourceType":"Bundle","id":"3e29b7a9-53f8-4d83-bbda-614a511779b7","meta":{"lastUpdated":"2022-11-03T15:23:59.8512514+00:00"},"type":"transaction-response","entry":[{"fullUrl":"urn:uuid:3e29b7a9-53f... (592 bytes)]

Please contact your technical support or vendor with the information in this email to assess why Ocean is experiencing these errors.

404 Status Errors:

This error indicates that an external request does not exist for this referral as it was created prior to Novari/Ocean integration.

404 Not Found: "{"resourceType":"Bundle","id":"ba9c5d3f-c5dd-4e38-acd6-b570df1128af","meta":{"lastUpdated":"2023-11-28T16:14:52.9775967+00:00"},"type":"transaction-response","entry":[{"fullUrl":"urn:uuid:ba9c5d3f-c5dd-4e38-acd6-b570df1128af","resource":{"resourceType":"MessageHeader","response":{"code":"fatal-error"}}},{"fullUrl":"urn:uuid:ba9c5d3f-c5dd-4e38-acd6-b570df1128af","resource":{"resourceType":"OperationOutcome","issue":[{"severity":"error","code":"exception","details":{"text":"Failed to process the request with EventCode: send-communication-from-requester. MessageHeaderId: ced38bc4-4dee-4572-a17a-abd85bc2aa00. No external additional data found for the service request id: 80070794-c9ee-49e3-9c07-2e4d5c990c37"},"diagnostics":"Failed to process the request with EventCode: send-communication-from-requester. MessageHeaderId: ced38bc4-4dee-4572-a17a-abd85bc2aa00. No external additional data found for the service request id: 80070794-c9ee-49e3-9c07-2e4d5c990c37"}]}}]}"

Integration webhook URL: natcp-ca-prd-fhir-api.azure-api.net/bundle
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500 Status Errors:

This error indicates that the server encountered an Internal error during the process of response message. Below are few examples -

- Ocean unable to send referrals to Novari due to disabled integration because of some technical changes implemented in Novari. Server stops responding and throws error message. An email will be sent to the designated referral notification receiver in Ocean and can look like this:

Failing Integrations

Ocean is unable to communicate with the other system being used by Thunder Bay Regional Health Sciences (Site #8106). The following integration has been failing to respond correctly to API requests.

Name	Integration Reference	URL	Last Contacted	Last Error
Novari	072984ee-ca0f-4c64-a506-b180cd424ffc	natcp-ca-prd-fhir-api.azure-api.net/bundle	Sun May 15 11:23:36 EDT 2022	500 Internal Server Error

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- A 500 error due to 'Failed to process the request with EventCode:' is typically the indication of a connectivity issue between the sites as the original connection was not established.
  Example : An 500 error due to 'Failed to process the request with EventCode: send-communication from requestor' is cause by a communication attempt on a referral created before the Novari Health implementation. If your site was live with Ocean before Novari, any existing referrals that were not sent to Novari will produce 500 errors when additional actions/messaging is done in Ocean. This is due to Novari not receiving the initial referral and receiving updates for a referral that does not exist.

Error Encountered With Integration

Ocean is unable to communicate with the other system being used by Queensway Carleton Hospital (Site #7477). The integration 'Novari' has encountered the following error:

500 Internal Server Error: "{"resourceType":"Bundle","id":"64040c00-1b70-4bf8-89a3-a9cc64582bd9","meta":{"lastUpdated":"2023-08-22T16:49:49.0161273+00:00"},"type":"transaction-response","entry":[{"fullUrl":"urn:uuid:64040c00-1b70-4bf8-89a3-a9cc64582bd9","resource": {"resourceType":"MessageHeader","response":{"code":"fatal-error"}}},{"fullUrl":"urn:uuid:64040c00-1b70-4bf8-89a3-a9cc64582bd9","resource":{"resourceType":"OperationOutcome","issue": [{"severity":"error","code":"exception","details":{"text":"Failed to process the request with EventCode: send-communication-from-requester. MessageHeaderId: 7e8bd5c2-31f5-4f0e-bd7d-df8d13d6dcb7"},"diagnostics":"Failed to process the request with EventCode: send-communication-from-requester. MessageHeaderId: 7e8bd5c2-31f5-4f0e-bd7d-df8d13d6dcb7"}]}]}"

Integration webhook URL: //natcp-ca-prd-fhir-api.azure-api.net/bundle

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- If Novari server is down, a 503 error will be received, which means "The server is unavailable to handle this request right now", an email to site administrator will look like this:

Error Encountered With Integration

Ocean is unable to communicate with the other system being used by Kenora Surgeons (Site #8971). The integration 'Kenora Novari Production' has encountered the following error:

503 Service Unavailable: "Function host is not running."

Integration webhook URL: natcp-ca-prd-fhir-api.azure-api.net/bundle

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Exceeded Maximum Retries

- If you have received this error message it is likely triggered after Ocean excceded the maximum attempts at resending a message that previously caused an Error 400.

Error Encountered With Integration

Ocean is unable to communicate with the other system being used by The Centre for Addiction and Mental Health (CAMH) Queen Street Site (Site #10099). The integration 'Novari' has encountered the following error:

com.cognisantmd.ocean.OceanRuntimeException: Exceeded maximum retries to send NOTIFY_UPDATE_SERVICE_REQUEST API event to integration Novari (ref: 482e7471-c7c9-40a1-9e5a-81d8a036a716) for subject ref b758f01b-22f2-4444-8dda-79211118ec35

Integration webhook URL: natcp-ca-prd-fhir-api.azure-api.net/bundle

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