

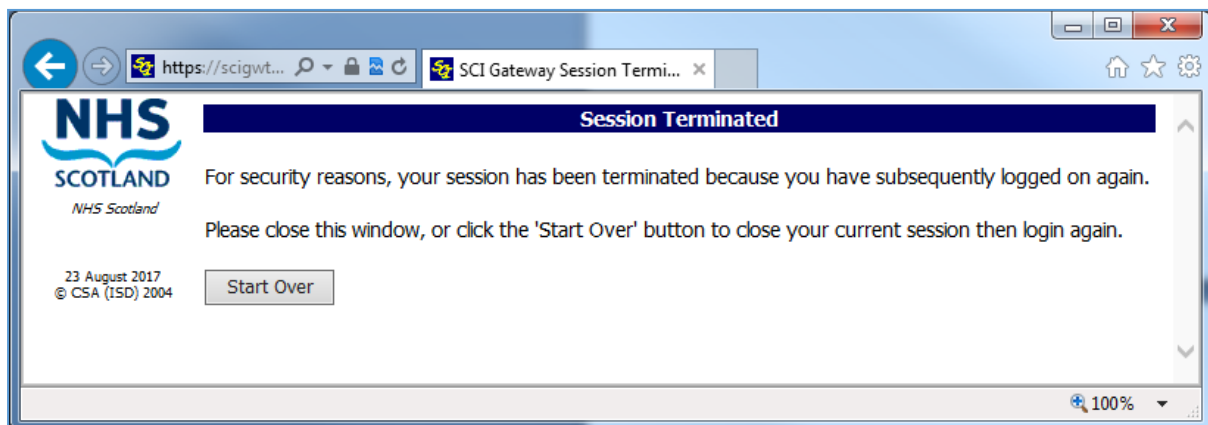
Vision / SCI Gateway R20.0 Issues

Overview

Vision users have reported a couple of issues when using SCI Gateway from within the Vision system. This document gives some details on the issues and the current work arrounds for them.

Session Terminated

Some users are occasionally reporting getting a session terminated screen, either within Vision or in SCI Gateway standalone.



The session terminated screen indicates that the user has logged in to SCI Gateway elsewhere, e.g. logging in to SCI Gateway standalone. A security enhancement in R20.0 prevents a user having multiple SCI Gateway session open at the same time. It is now not possible to be logged in to SCI Gateway in two different browser screens or even on two different machines. The solution is log in to SCI Gateway again.

Example steps to generate a session terminated screen.

1. Log in to SCI Gateway standalone as User A
2. Log in to Vision
3. Log in to SCI Gateway via Vision (as User A)
4. Return to SCI Gateway standalone and try to display a new screen, e.g. referrals work list.

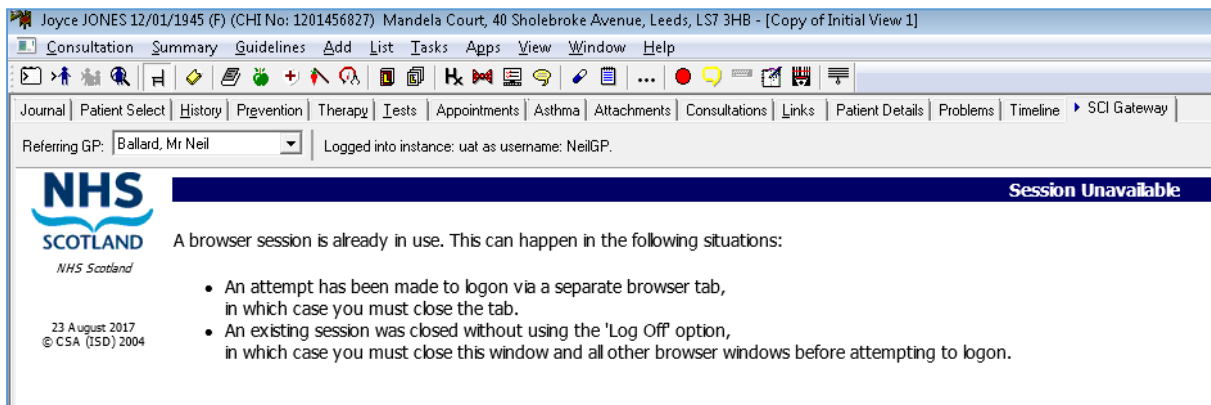
The Session Terminated screen will be displayed at step 4, because User A logged in via Vision on step 3 which terminates the standalone session from step 1.

You cannot alternate between accessing SCI Gateway via standalone and Vision without logging in each time (NB: Vision logs you in to SCI Gateway for each patient). You cannot access SCI Gateway from 2 consultations as the same time as each consultation logs in to SCI Gateway separately.

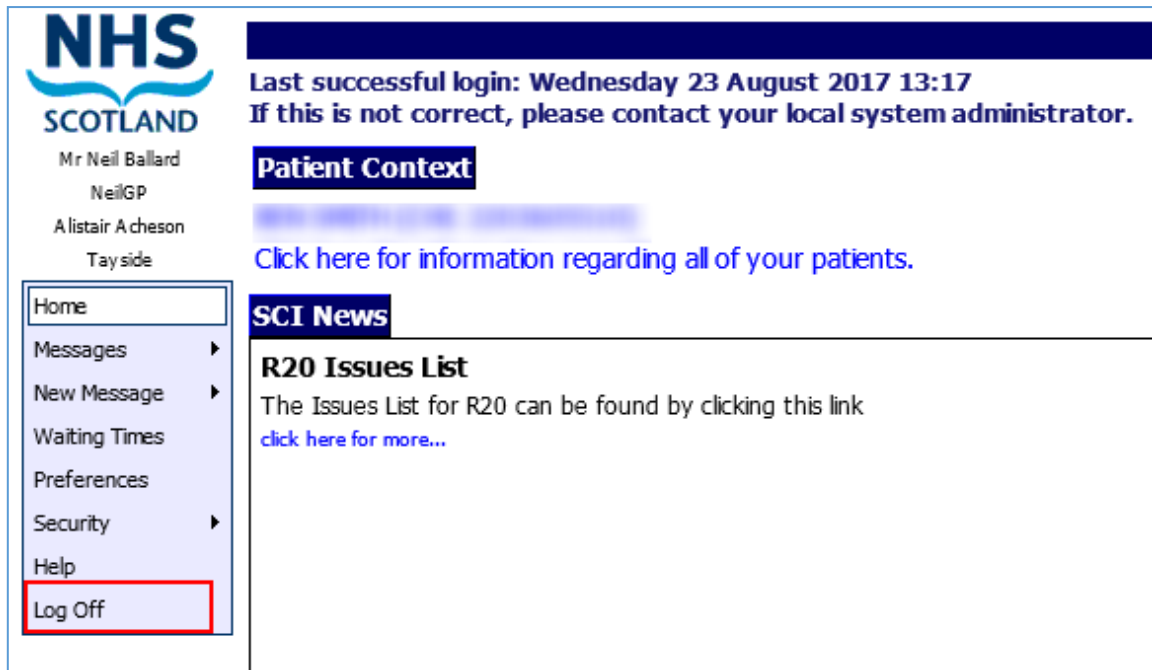
The session terminated screen lets you know that you or someone else logged in as you somewhere else. If you are sure that you have not logged in and have not shared the details of your SCI Gateway account then you should report the issue to your security officer or Help Desk as it indicates that your account may have been hacked.

Browser already in use

Since SCI Gateway R20.0 went live users have reported that they are getting a browser already in use screen when accessing the second or subsequent patient.



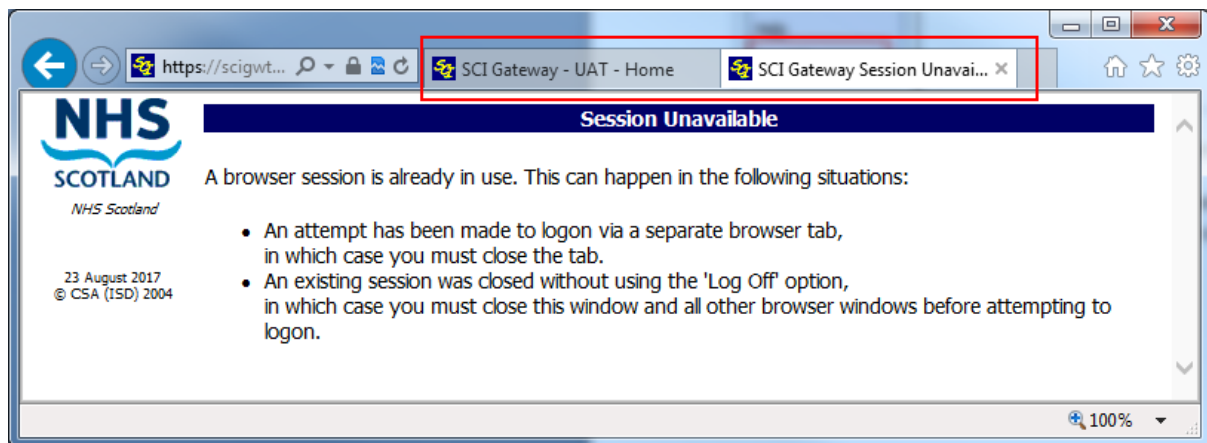
This error message is related to security features introduced in SCI Gateway R20.0. NSS and Vision are investigating a long term solution to the issue. In the meantime, Vision Users should click the Log Off menu item before closing the patient. You should then be able to open a new patient and go into SCI Gateway without receiving the "browser session is already in use" screen.



Click the Log Off menu option before closing a patient in Vision to avoid the Browser already in use screen.

Closing the patient and logging out of consultation manager and back in should reinstate access to SCI Gateway if you do get the browser already in use screen.

Note that in standalone Internet Explorer you can only have 1 SCI Gateway tab open, subsequent tabs will display the browser already in use screen.



Two tabs open, cannot access SCI Gateway in the second tab, the first tab will continue to work.

Note - If you close the first tab, the working SCI Gateway one, leaving the second tab open, the second tab will not work and you will have to close ALL Internet Explorer windows to regain access to SCI Gateway.