

Argus eNews

Error notifications and Resolutions

Hi from the Argus Support Team! We recognise that you will have operator confidence in Argus if you understand the software operation a little better. Having the ability to do some basic trouble-shooting to resolve issues reported by Argus error messages, can save you time and eliminate confusion.

We have outlined below some of the common errors that are generated by Argus as an email notification and we have briefly described some possible solutions you can try before contacting the Help Desk.



A full 'Argus Maintenance and Administration Guide' can be obtained by emailing marketing or support at argus@argusconnect.com.au.



Argus Agent Errors

Recipient email address is incorrect or does not exist.

Possible solutions:

- Ensure the recipient's email address in your clinical software address book **exactly** matches the entry in your Argus Address Book.
- Practitioner is not an Argus user. File should be moved to another folder or deleted, and the message will need to be sent by other means (ie hard copy/fax).
- Practitioner has not been added to the local Argus Address Book. Add the Practitioner to the local Argus Address Book.
- Argus has different email address for Practitioner. If possible, the file needs to be modified to contain the correct email address.

Patient details do not contain a valid DOB.

Possible solutions:

- The only solution is to ensure the patient record in your clinical software has a valid Australian date and is not blank.

Recipient Provider Number is incorrect or does not exist.

Possible solutions:

- Ensure the Provider Number in your clinical software address book **exactly** matches the entry in your Argus Address Book.
- Practitioner is not an Argus user. The file should be moved to another folder or deleted, and message will need to be sent by other means (ie hard copy/fax)
- Practitioner has not been added to the local Argus Address Book. Add the Practitioner to the local Argus Address Book.
- Contact Argus Support to determine correct Provider Number for recipient.

Hints + Tips

To help keep error messages to a minimum for all Argus users, ensure your practice details are correct on the Argus Users Directory. If it has been a while since you last checked, look your site up in the AUD and check that the practice and practitioner details are correct, including provider numbers. Any amendments can be made by phoning the Help Desk or emailing: argus@argusconnect.com.au

Address Book Errors

The Address Book Auto-Update service was unsuccessful.

This indicates that there was a problem communicating with the Argus Users Directory LDAP Server. Once a day, Argus makes a connection to the central Argus server to confirm all entries in the local Argus Address Book are correct. If, for whatever reason, the connection cannot be made (ie: the internet is temporarily down) an error email is sent. **This error is only a problem if it occurs once a day, every day—in most circumstances it can be ignored.**

Contact(s) in your Argus address book has been removed from the Argus Users Directory.

Please remove the Argus contact information from your clinical software address book.

Maximum Resend Limit Errors

Argus has not received an Acknowledgement from the intended recipient after multiple sending attempts.

This usually indicates an issue with the recipient's Argus. You should advise the Argus Support team to resolve the issue.

Mail Rule Errors

Argus was unable to deliver received correspondence to "drop" directory.

Confirm the drop directory exists and has write permission for all network users. If problem still persists, contact Argus Support team.

Clearing letters causing Agent errors

Once the issue has been corrected, the letter may need to be resent from your Clinical Software. In order to view the erroneous file, please navigate to the 'Outgoing' directory. If you cannot locate this directory, please contact support for assistance. Move the erroneous file to another folder (usually 'Errors') if the file cannot be fixed, to prevent further Agent Error emails being generated.

Feed back or suggestions email: tania.o@argusconnect.com.au