

Viewing Medical Director Log information for Result Import Issues

Overview

This guide provides brief instructions on Viewing Medical Director Log information for troubleshooting result import issues.

If you have any questions or require any further assistance, please contact the Medical-Objects helpdesk on (07) 5456 6000.

Important:

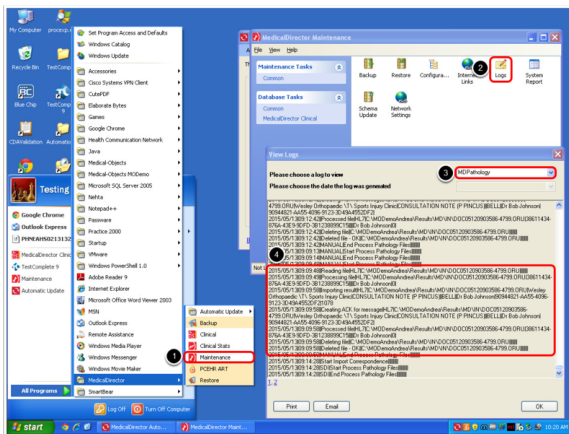
As of Medical Director 3.15.3* update and the re-branding of Health Communication Networks to MedicalDirector the 'HCN Maintenance' application is now just named 'Maintenance'

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Check MedicalDirector Clinical's Import Logs (XP, Vista and Windows 7)

To access the MedicalDirector Log files on Windows XP, Vista and Windows 7:

1. **Start -> All Programs -> Medical Director -> 'Maintenance'**
2. Double click on **'Logs'** button.
3. Change the Log View to **'MDPathology'**
4. In the Log content window the **'Newest'** entries are at the bottom of the log.

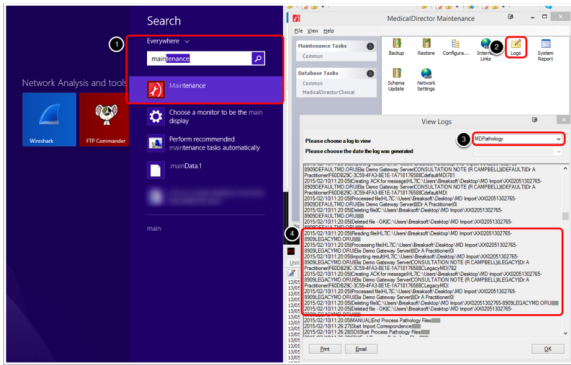


Check Medical Directors Import Logs Windows 8 and Server 2012

To access the MedicalDirector Clinical Log files on Windows 8 and Server 2012:

1. Click Start -> In Metro start typing **'Maintenance'** -> Click on the **'Maintenance'** option in the list
2. Double click on **'logs'** button
3. Change the Log View to **'MDPathology'**

4. In the Log content window the **'Newest'** entries are at the bottom of the log.



Example of errors that could be displayed in the MDPPathology Log

For example: A badly formed MDM message that's removed from the import folder when results are imported with out indication of an error but never shows up in the holding file:

2014/06/23|16:12:18||Failed CDA validation

2014/06/23|16:12:18||Deleting file||