astroid Errors

When encountering an error in the astroid Planning App, check this list of common and known issues and their known fixes. If the fix detailed does not resolve the issue please contact the .decimal staff.

Error Messages

When receiving an error notification, this message will be in the body of the notification.

- **"provider terminated unexpectedly"**
  - **During feasibility checking**:
    - Explanation: The calculation grid is too dense and crashed the provider.
    - Solution: Make calculation grid coarser by adding more ring structures and/or increasing the base resolution and region spacing. In addition, contact .decimal Staff. Please provide the complete error message and a full detailed description of the task attempted.
  - **Other**:
    - Contact .decimal Staff. Please provide the complete error message and a full detailed description of the task attempted
- **"the provider became unresponsive"**
  - Explanation: The calculation provider took longer than the maximum time to complete the calculation without updating its status to Thinknode.
  - Solution: Contact .decimal Staff. Please provide the complete error message and a full detailed description of the task attempted

HTTP Error Codes

When receiving an error notification, this error code will be in the body of the notification.

- **202 - Accepted**
  - Explanation: Planning attempted to get the result of a calculation that was not failed or completed.
  - Solution: Close and reopen the Planning App, relogin to your realm, and re-initiate the task that failed.
- **204 - No Content**
  - Explanation: The calculation request sent to Thinknode failed.
  - Solution: Contact .decimal Staff. Please provide the complete error message and a full detailed description of the task attempted
- **401 - Unauthorized**
  - Explanation: The current Thinknode user session token has expired.
  - Solution: Close and reopen the Planning App, relogin to your realm, and re-initiate the task that failed.

- **404 - Not Found**
  - Explanation: The calculation request sent to Thinknode contained a reference that does not exist in the current context
  - Solution: Contact .decimal Staff. Please provide the complete error message and a full detailed description of the task attempted
- **409 - Conflict**
  - Explanation: The opened plan/patient was updated in the Thinknode record externally of the current Planning App instance. This resulted in the current instance being outdated.
  - Solution: Hit the F5 key or close and reopen the Planning App, relogin to your realm, and re-initiate the task that failed.
- **413 - Request Entity Too Large**
  - Explanation: The calculation request body sent via the http request was too large to be accepted by Thinknode
  - Solution: Contact .decimal Staff. Please provide the complete error message and a full detailed description of the task attempted
- **461 - Unable to connect to thinknode**
  - Explanation: The thinknode password for the user account has expired per your account policy settings
  - Solution: Reset your password using the thinknode account portal
- **5XX - Server Error**
  - Explanation: Any 500-504 error codes mean there was a temporary issue on the Thinknode server side.
  - Solution: Close and reopen the Planning App, relogin to your realm, and re-initiate the task that failed.

From:
http://apps.dotdecimal.com/ - **decimal App Documentation**

Permanent link:
http://apps.dotdecimal.com/doku.php?id=planning:userguide:errors&rev=1483632247

Last update: **2021/07/29 18:22**