STC | iQ
Known Issues

Table of Contents

Issues Affecting the Entire Application

The following known issues affect the entire application:

- States that use a single PHC-Hub environment for sending in Production/Pre-production data will be able to use this toggle, but states that use dual PHC-Hub environments will only be able to send in Production data.
- For this release, the state's logo will not appear on the STC | iQ portal.
- STC | iQ will not support alerts functionality for this release.
- *ImMTrax Only:* As of this release, STC | iQ users will not be logged out after 30 minutes of inactivity.
- When a user logs out of PHC-Hub or IWeb, they will not be logged out of STC | iQ. The reverse is also true.
- Even if a user has been active in IWeb or PHC-Hub, they will be logged out of STC | iQ if they have not been active on STC | iQ for 30 minutes.
- For this release, STC | iQ will not support HL7 messages sent in via File Upload.
- Multiple pages on STC | iQ might not support horizontal resolution of 1024x. STC | iQ should work as expected with any horizontal screen resolution greater than 1304x.

Provider Landing Page Issues

The following are known issues regarding the Provider Landing Page:

- X-Axis of the 'HL7 Message success Tracker' might overlap the text when displaying data for more than 7 days.

Action Item List Issues

The following are known issues regarding the Action Item List:

- *ImMTrax Only:* Action Items report may show some additional records not normally expected to be part of the Patient Name or MRN search text field. It should still show all of the expected records, however.
- Due to a bug in the Action Items report, HL7 messages that have the SSN entered as the Patient identifier may appear on the Action Items report with blank MRN and Patient Name fields.

DQA Issues

The following are known issues regarding the Data Quality Assessment (DQA) tool:

- Due to the fact that the issue resolutions listed below work in a different way as compared to the rest of the data elements, the DQA report will not be able to show correct success, error, and warning counts for these issue resolutions:
    - Vaccination Patient Vaccinations Quantity - RXA
    - Vaccination - RXA
- Due to incorrect calculation logic, STC | iQ reports round down the decimal values instead of rounding up when the decimal value is over .5.

Provider Profile Issues

The following are known issues regarding the Provider Profile page:

- *ImMTrax Only:* Due to a communication gap between STC | iQ and ImMTrax, primary contact information for a provider will display vaccine contact information instead of actual primary contact information.

Data Summary Issues

The following are known issues regarding the Data Summary report page:

- *ImMTrax Only:* Due to the fact that ImMTrax processes HL7 messages in a different way as compared to IWeb, HL7 Message Milestone Tracker may not show a correct count for messages that are "In Processing."
- *ImMTrax Only:* Due to the above-mentioned bug, the Patient Records Accepted by IIS report on the Data Summary dashboard will not show correct data.
- *ImMTrax Only:* Due to the above-mentioned bug, the 'Patient Records in Processing' report will show messages stuck in Manual or Auto-Merge as Patient Records in Manual De-duplication.
- *ImMTrax Only:* Due to the same bug, these reports on the Data Summary dashboard may not show correct data:
    - Vaccination Records Received by IIS
    - Vaccination Records Accepted by IIS
- The Time Period text values overlap for the Record Errors Received by PHC-Hub report when a 10 Day Interval Time Setting is selected in the Selection Criteria for the Data Summary Dashboard in STC | iQ.
- Top 5 Warnings report will displays incorrect tooltip.
- Drill down report from Top 5 warnings report does not follow the selected time period filters and might show records outside the selected time period.

Transaction Log Viewer Issues

The following are known issues regarding the HL7 Transaction Log viewer:

- Transaction Log Viewer will not be able to distinguish Production data from Pre-Production Data and will show an aggregate data of both the environments in this release.

Onboarding Module Issues

The following are known issues regarding the onboarding module.

Onboarding Administration Page

ImMTrax Only: Due to a bug in STC | iQ, the answer "In the QA Environment" to the question "Can the EHR point to more than one URL?" cannot be assigned a score.

Interface Form Issues

The total answer score for a submitted interface form might not match the provider score on the provider list page.

Onboarding Panel

As of this release, user will not be able to add new contact groups to a provider. Option for adding new contacts to a provider will still be available.