How to Handle a Support Bundle

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A Support Bundle occurs when there is an unexpected error with no CareRight mechanism to handle that error.

The support bundle contains coded information about where in CareRight the error occurred and what action was being attempted at the time. Clintel can decode the Support Bundle to see this information, but the whole of the message is required to do that — it can't be missing even a single character.

When you get a Support Bundle message, the process to follow is:

- Click the `Support Bundle` button - a large block of text appears.

- Open Redmine.

- Click **New issue** to add a new ticket.

- Enter a Subject and description explaining the issue.

- Ideally detail the steps leading up to the error; e.g.:

    - Patients

    - Search Patient

    - Show

    - Clinical Notes… etc

- Paste in the code from the Support Bundle (do not attempt to indent it or otherwise modify the block of characters).

- Submit the ticket by clicking the `Create` button.