

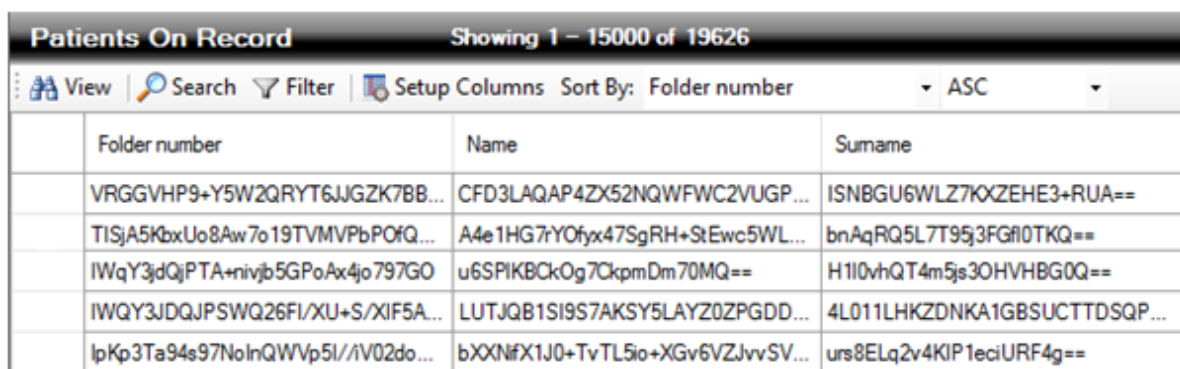
Frequent TIER.Net support calls:

Stuck encryption

Symptoms:

Certain records have their folder number, name and surname encrypted in the Patients on Record and Patient Details screen.

This could either be 1 record or an entire database.



The screenshot shows a web application interface titled "Patients On Record" with a sub-header "Showing 1 - 15000 of 19626". Below the header is a toolbar with icons for View, Search, Filter, and Setup Columns, followed by a "Sort By:" dropdown menu set to "Folder number" and an "ASC" dropdown menu. The main content is a table with three columns: "Folder number", "Name", and "Surname". The data in the table is encrypted, appearing as strings of alphanumeric characters.

| Folder number | Name | Surname |
|----------------------------------|---------------------------------|------------------------------|
| VRGGVHP9+Y5W2QRYT6JJGZK7BB... | CFD3LAQAP4ZX52NQWFWC2VUGP... | ISNBGU6WLZ7KXZEHE3+RUA== |
| TISjA5KbxUo8Aw7o19TVMVPbPOfQ... | A4e1HG7rYOfyx47SgRH+StEwc5WL... | bnAqRQ5L7T95j3FGf0TKQ== |
| IWqY3jdQjPTA+nivjb5GPoAx4jo797GO | u6SPIKBCKOg7CkpmDm70MQ== | H1I0vhQT4m5js3OHVHBG0Q== |
| IWQY3JDQJPSWQ26FI/XU+S/XIF5A... | LUTJQB1SI9S7AKSY5LAYZ0ZPGDD... | 4L011LHKZDNKA1GBSUCTTDSQP... |
| lpKp3Ta94s97NoInQWVp5l/IV02do... | bXXNfX1J0+TvTL5o+XGv6VZJvvSV... | urs8ELq2v4KIP1eciURF4g== |

Description of the problem:

These records are stuck in an encrypted state. This was caused by a mixture of bad data and a software problem in version 1.5.7. When TIER.Net closes it encrypts patient records so that the data is safe in the event of a TIER.Net computer being stolen. In this case, version 1.5.7 would attempt to encrypt the data but then reach a record with a data issue such as a folder number of

“12345 67” which would cause the encryption to fail at that point. Records before that point were encrypted and records after that point were not. When reopening TIER.Net the system would attempt to decrypt the records but then fail.

This problem has been resolved since version 1.8.3. however, there are still cases of stuck encryption from that time that need to be fixed.

There should be no new cases of this problem.

Solution:

Unfortunately, the only way at present to resolve this issue is to send a dispatch to tiernet_support@uct.ac.za and we will be able to manually resolve these records and return a fixed dispatch.