

# **Trouble-Shooting Guide for Transmittal Errors**

**FOR USE WITH FILE FORMATS:  
Inpatient - discharges on or after January 1, 2019  
ED & AS - encounters on or after January 1, 2019**

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## Revisions

Revision No.	Date	Page	Description
2.1	10/20/05	9	Added another “Problem and Possible Resolution” for invalid ED & AS Service Date: Service Date format must be CCYYMMDD. Example: 7/15/05 would be reported as 20050715.
2.1	2/3/06	3	Incorrect File Format: Revised error message to say “and/or” (all 3 data types): <b>IP</b> - No Carriage Control <u>and/or</u> Line Feed at bytes 521 and 522, respectively. <b>ED &amp; AS</b> - No Carriage Control <u>and/or</u> Line Feed at bytes 383 and 384, respectively.
2.2	2/3/06	3	Deleted the “No Carriage Control” transmittal edit for IP, ED and AS: No Carriage Control at byte 521 (IP) No Carriage Control at byte 383 (ED-AS). This edit was combined with the “No Line Feed” edit: “No Carriage Control <b>and/or</b> Line Feed at bytes.....”
2.2	2/3/06	7	Updated Item #7: “Possible Resolutions”. Added “No Carriage Control” to possible problem and resolutions.
3.0	3/6/08	8-9	Changed ETL for Invalid or Blank Discharge Date or Service Date from 10 records to zero records. Added ways to identify Invalid or Blank dates.  Updated “Possible Resolution” with suggestions for identifying records with “bad” Discharge/Service Dates in the data file.
4.0	11/20/08	3 -11  5-10	Updated Transmittal Error Messages based on the new file formats for IP (POA & PLS) and ED/AS (PLS).  Transmittal errors now identify the Record Number containing an error. Updated comments in the <i>Error Message</i> and <i>Possible Resolution</i> columns accordingly.
4.1	3/17/09		Minor corrections to format and typographical errors.
4.2	1/4/2017	4	Deleted obsolete website references regarding text editor tools.
4.3	7/1/2017	9	Updated “Problem Description and Possible Resolution” for invalid IP Discharge Date. Discharge Date or Service Date format must be CCYYMMDD. Example: January 25, 2017 would be reported as 20170125.
4.4	11/16/2018	6  6-8	Replaced “diskette” with “file”.  Updated links to the Format & File Specifications documents.
5.0	11/16/2018	3-10  4	Updated Transmittal Error Messages based on the new file formats for IP and ED/AS.  Added note “Files can also be opened with Notepad++. This version displays “special characters”.”
6.0	2/1/2020	All	Removed all “MIRCal” references.

This Trouble-Shooting Guide can be used to resolve transmittal errors for file submissions of official data or test data via File Format Testing. This guide includes detailed explanations on why data received a transmittal error and possible solutions to guide you in correcting them.

### Transmittal Errors and Descriptions

TRANSMITTAL ERROR	ERROR MESSAGE
<b>I. FIRST LEVEL OF EDITING</b>	
Checks for Viruses	Virus infected file. Transmission of data was terminated.
Does the file contain data (Empty File)?	No data contained in the file.
Multiple files in a Zip file?	Zip File contains multiple files.
<b>II. SECOND LEVEL OF EDITING</b> To easily locate the error, the Main Error Summary or Results page (File Format Testing) will display the Record Number(s) that contain a transmittal error. Up to 20 records are listed.	
Incorrect File Format	File contains non-ASCII character(s).
Incorrect File Format	IP – Record length is more than 1,231 bytes. ED & AS – Record length is more than 583 bytes.
Incorrect File Format	IP – Record length is less than 1,231 bytes. ED & AS – Record length is less than 583 bytes.
Incorrect File Format	IP – No Carriage Control at byte 1,232. ED & AS – No Carriage Control at byte 584.
Incorrect File Format	IP – No Line Feed at byte 1,233. ED & AS – No Line Feed at byte 585.
Discrepancy in the Total Number of Records submitted	Total number of records submitted does not match the number entered on the Transmittal screen.  NOTE: The "Number of Records" column on the Main Error Summary or Results page (File Format Testing) displays the number <u>entered by the User</u> .
IP: Records with Discharge Dates outside the Report Period ED & AS: Records with Service Dates outside the Report Period	IP: One or more records are reported with a Discharge Date that is blank, invalid, or outside the Report Period. ED & AS: One or more records are reported with a Service Date that is blank, invalid, or outside the Report Period.
Incorrect Facility ID Number	Incorrect Facility ID Number reported on one or more records.
Database capacity error	Database capacity error. The number of records in the database does not match the number of records submitted. Contact your OSHPD analyst immediately.

## What do the errors mean and why did I receive the error?

There are many reasons why data might fail transmittal errors. Problems with data will vary according to the software used at your facility, the operating system, format, etc. It is important to remember the following when addressing transmittal errors:

- ▶ The assistance that OSHPD can provide facilities is limited since the physical data files reside at the facility.
- ▶ The problem may be “technical” and require assistance from IT resources at the facility.
- ▶ Text Editing Tool

One way a facility may check and resolve errors is by opening their file in a “text editor”. The text editor will show the format/codes of the file. Text editor types will vary from facility to facility.

### NOTE:

Files can be opened in WordPad or Notepad, but it will not display “special characters” such as control feeds, line feeds, and end of file characters.

Files can also be opened with Notepad++. This version displays “special characters”.

There have been reports on the Microsoft website that some users have encountered problems when opening large files in Notepad. The following error message may be displayed:

**“File (filename) is too large for Notepad; use another editor to change the file”.**

A maximum file size is not specified, and users received this error message on files ranging from 1MG up to 100MB. If you encounter this error, open the file in another text editor such as WordPad, EditPad Lite, Notepad++ or TextPad.

	<i>Transmittal Edit</i>	<i>Error Message</i>	<i>Problem Description</i>	<i>Possible Resolution</i>
1.	Virus Infected File	Virus Infected File: Transmission of data terminated.	A virus was detected. Data was rejected.	<ul style="list-style-type: none"> <li>✓ Notify your IT department to identify and eliminate virus.</li> <li>✓ Create another extract or run file through a virus checker and re-submit file.</li> </ul>
2.	No data contained in file	No data contained in the file.	File submitted was blank.	<ul style="list-style-type: none"> <li>✓ Facility should evaluate the contents of the file to verify and re-submit a file with data.</li> </ul>
3.	Zip file	Zip file contains multiple files.	The system will only accept <b>one</b> file within the zipped file. If multiple files are detected, file will be rejected.	<ul style="list-style-type: none"> <li>✓ Only one file can be contained within the zipped file.</li> <li>✓ If data is in separate files, it must be combined into a “.txt” file before zipping and submitting.</li> <li>✓ Unzip and re-zip only the intended file.</li> <li>✓ Note: If the zipped file is not in .txt format, the system will accept it and will not fail the “zip file” edit. Instead, it will fail the “incorrect file format” edit.</li> </ul>
4.	Incorrect file format	File contains non-ASCII character(s).	<ul style="list-style-type: none"> <li>• Data does not have the right character format.</li> <li>• Data may not have been converted from EBCDIC to ASCII or was in mixed mode, containing both EBCDIC and ASCII.</li> <li>• The file cannot contain packed or binary data.</li> <li>• The movement of data from one computer platform to another may affect the ASCII characters. Some common problems occur when data is FTP'd (File Transfer Protocol) from a mainframe to a personal computer (PC). FTP</li> </ul>	<ul style="list-style-type: none"> <li>✓ Check the Main Error Summary or Results page for the Record Number(s) with a non-ASCII character.</li> <li>✓ Open file in a text editing tool, such as Notepad++. See Page 4.</li> <li>✓ Using the Record Number, locate the record in error, validate character type and convert to ASCII format.</li> <li>✓ Re-submit a new or corrected file.</li> <li>✓ Check settings on FTP programs and modify extracting data from mainframe to PC.</li> </ul>

	<i>Transmittal Edit</i>	<i>Error Message</i>	<i>Problem Description</i>	<i>Possible Resolution</i>
			programs have various settings that must be changed by IT staff at the facility.	
5.	Incorrect File Format	<p><b>IP</b> - Incorrect File Format: Record length is more than 1,231 bytes.</p> <p><b>ED &amp; AS</b> - Incorrect File Format: Record length is more than 583 bytes.</p>	<p>File may have inconsistent record lengths, which will cause the data to be skewed. Example: data in the record is shifted one or more characters to the right, which would create a record length greater than the specified number of bytes.</p> <ul style="list-style-type: none"> <li>• A file with no control-line feed (CRLF) but a consistent fixed format will exceed the maximum record length and fail the edit.</li> <li>• A file with Embedded CRLF within the data will cause the data to become skewed during upload.</li> <li>• The combination of multiple media when creating extract may cause record length problems when being brought back together as one file for submittal to OSHPD.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Check the Main Error Summary or Results page for the Record Number(s) with a file length greater than 1,231 (IP) or 583 (ED &amp; AS) bytes.</li> <li>✓ Open file in a text editing tool, such as Notepad++. See Page 4.</li> <li>✓ Using the Record Number, locate the record in error, verify that each data element is reported in the correct byte position and make necessary corrections.</li> <li>✓ Make sure corrected file length is 1,231 for IP; or 583 for ED &amp; AS</li> <li>✓ You may want to refer to the Format &amp; File Specifications for Inpatient or ED &amp; AS data. For the latest copy of the File Specifications, go to IP: <a href="https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/inpatient-reporting/">https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/inpatient-reporting/</a> ED &amp; AS: <a href="https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/edas-reporting/">https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/edas-reporting/</a> Re-submit a new or corrected file.</li> </ul>
6.	Incorrect File Format	<p><b>IP:</b> Record length is less than 1,231 bytes.</p> <p><b>ED &amp; AS:</b> Record length is less than 583 bytes.</p>	<ul style="list-style-type: none"> <li>• File may have inconsistent record lengths, which will cause the data to be skewed. Example: data in the record is shifted one or more characters to the left. This creates a record length less than the specified number of bytes.</li> <li>• The file may be less than the</li> </ul>	<ul style="list-style-type: none"> <li>✓ Check the Main Error Summary or Results page for the Record Number(s) with a file length less than 1,231 (IP) or 583 (ED &amp; AS) bytes.</li> <li>✓ Open file in a text editing tool, such as Notepad++. See Page 4.</li> <li>✓ Using the Record Number, locate the record in error, verify that each data element is reported in the correct byte position and make necessary corrections.</li> </ul>

	<i>Transmittal Edit</i>	<i>Error Message</i>	<i>Problem Description</i>	<i>Possible Resolution</i>
			<p>required length due to <u>optional</u> data not reported, such as the Abstract Record Number. If not reported, the default value is all spaces.</p> <ul style="list-style-type: none"> <li>• The End of File &lt;EOF&gt; marker is not at the end of the last record (IP = 1,232, ED &amp; AS = 584), but in the first position on the line <u>after</u> the last record.</li> <li>• Combining multiple data types and bringing them together to create an extract may cause record length problems.</li> <li>• The movement of data from one computer platform to another could affect the record length. Some common problems occur when data is FTP'd (File Transfer Protocol) from a mainframe to a PC. FTP programs have various settings that must be changed by facility IT staff.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Make sure corrected file length is 1,231 for IP; or 583 bytes for ED &amp; AS.</li> <li>✓ You may want to refer to the Format &amp; File Specifications for Inpatient or ED &amp; AS data. For the latest copy of the File Specifications, go to IP: <a href="https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/inpatient-reporting/">https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/inpatient-reporting/</a> ED &amp; AS: <a href="https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/edas-reporting/">https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/edas-reporting/</a></li> <li>✓ Re-submit a new or corrected file.</li> <li>✓ During an FTP, transfer settings such as NOTRUNC or TrimBlanks (whatever is appropriate for the transfer software being used) can be set so that the FTP process between the mainframe to a PC will not affect the file format. Most FTP software includes options for conversion, truncation and whether or not CRLF needs to be added.</li> </ul>
7.	Incorrect File Format	<p><b>IP:</b> No carriage control at byte 1,232. <b>ED &amp; AS:</b> No carriage control at byte 584.</p>	There is no Carriage Control at the end of one or more records.	<ul style="list-style-type: none"> <li>✓ Check Main Error Summary or Results page for Record Number(s) that do not include a Carriage Control.</li> <li>✓ Open file in a text editing tool, such as Notepad++. See Page 4. <b>NOTE:</b> different text editors will represent carriage control and line feed with different characters.</li> <li>✓ Using the Record Number, locate the record in error, and add or change carriage control to the appropriate position.</li> </ul>

	<i>Transmittal Edit</i>	<i>Error Message</i>	<i>Problem Description</i>	<i>Possible Resolution</i>
				<ul style="list-style-type: none"> <li>✓ Make sure that the Carriage Control is <u>before</u> the Line Feed.</li> <li>✓ You may want to refer to the Format &amp; File Specifications for Inpatient or ED &amp; AS data. For the latest copy of the File Specifications, go to IP: <a href="https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/inpatient-reporting/">https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/inpatient-reporting/</a> ED &amp; AS: <a href="https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/edas-reporting/">https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/edas-reporting/</a></li> </ul> <p><b>NOTE:</b> File will pass transmittal if there is only a carriage control at the <u>last record</u>. All other records must have carriage control, and then a line feed.</p>
8.	Incorrect File Format	<p><b>IP:</b> No Line feed at byte 1,233.</p> <p><b>ED &amp; AS:</b> No Line feed at byte 585.</p>	There is no Line Feed at the end of one or more records. A Line Feed is inserted <u>after</u> the Carriage Control.	<ul style="list-style-type: none"> <li>✓ Check the Main Error Summary or Results page for Record Number(s) that do not include a Line Feed.</li> <li>✓ Open file in a text editing tool, such as Notepad++. See Page 4.</li> <li>✓ Using the Record Number, locate the record in error, and add or change line feed to the appropriate position.</li> <li>✓ You may want to refer to the Format &amp; File Specifications for Inpatient or ED &amp; AS data. For the latest copy of the File Specifications, go to IP: <a href="https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/inpatient-reporting/">https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/inpatient-reporting/</a> ED &amp; AS: <a href="https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/edas-reporting/">https://oshpd.ca.gov/data-and-reports/submit-data/patient-data/edas-reporting/</a></li> </ul> <p><b>NOTE:</b> File will pass transmittal if there is only a carriage control at the <u>last record</u>. All other records must have a carriage control and then a line feed.</p>



	<i>Transmittal Edit</i>	<i>Error Message</i>	<i>Problem Description</i>	<i>Possible Resolution</i>
9.	Discrepancy in total number of records reported	Total number of records submitted does not match the number entered on the Transmittal screen.	<ul style="list-style-type: none"> <li>The total number of records in the file is compared to the total number of records specified on the Transmittal screen. If there is a difference of more than 20 records, then data will fail this transmittal edit.  Example: File contains 100 records, but user enters 75 on the Transmittal screen.</li> <li>If the discrepancy is 20 records or less, data will pass this transmittal edit and no message will be displayed.</li> </ul>	<ul style="list-style-type: none"> <li>✓ On the Main Error Summary or Results page, the "Number of Records" column displays the number entered by the User.</li> <li>✓ Error may have occurred because the wrong file was submitted. Verify that the correct file was submitted.</li> <li>✓ Confirm the number of records in the file and re-submit file.</li> </ul>
10.	<p><b>IP:</b> Records with Discharge Dates outside the Report Period</p> <p><b>ED &amp; AS:</b> Records with Service Dates outside the Report Period</p>	<p><b>IP:</b> One or more records are reported with a Discharge Date that is blank, invalid, or outside the Report Period.</p> <p><b>ED &amp; AS:</b> One or more records are reported with a Service Date that is blank, invalid, or outside the Report Period.</p>	<ul style="list-style-type: none"> <li>Discharge Date or Service Date is Blank or an invalid value.</li> <li>Discharge Date or Service Date is a valid date value but is outside the Report Period: Less than the Report Period Begin Date or greater than the Report Period End Date.</li> <li>Discharge Date or Service Date format is CCYYMMDD. Example: January 25, 2017 would be reported as 20170125.</li> <li>Split Reports: Data file contains records for the entire report period, rather than the portion for which they are required to report.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Check the Main Error Summary or Results page for Record Number(s) with a "bad" Discharge or Service Date</li> <li>✓ If there are more than 20 records with a "bad" Discharge or Service Date, verify that the correct file was submitted.</li> <li>✓ Open file in a text editing tool, such as Notepad++. See Page 4.</li> <li>✓ Using the Record Number, locate each record with a "bad" Discharge or Service Date and verify that it is within the report period. Correct and re-submit the file.</li> <li>✓ Verify that the <u>date format</u> is correct: <ul style="list-style-type: none"> <li>▪ IP, ED &amp; AS: ccyymm/dd</li> </ul> </li> <li>✓ For Split Reports: On each file, make sure the Discharge Date or Service Date is correct for each partial report period being submitted.</li> </ul>

	<i>Transmittal Edit</i>	<i>Error Message</i>	<i>Problem Description</i>	<i>Possible Resolution</i>
11.	Facility ID Number does not match the Transmittal screen.	<p>Incorrect Facility ID Number reported on one or more records.</p> <p>NOTE: The Main Error Summary displays the incorrect Facility ID Number in the “Number of Records” column.</p>	<ul style="list-style-type: none"> <li>• One or more of the records does not match the Facility ID Number on the Transmittal screen.</li> <li>• Incorrect Facility ID Number on some records: 2 different Facility ID’s, one correct and one incorrect. Example: the parent and satellite Facility ID Numbers are reported.</li> <li>• Facility ID field is blank on 1 or more records: <ul style="list-style-type: none"> <li>▪ IP: positions 2 – 7</li> <li>▪ ED &amp; AS: positions 1-6</li> </ul> </li> <li>• More than one ID was reported due to consolidated facilities that have separate sites but submitted combined data on one file. OSHPD previously allowed facilities and agents to send data in one file and OSHPD either separated or merged the data. Facilities must combine or separate their own files.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Was the correct file submitted?</li> <li>✓ Check the Main Error Summary or Results page for Record Number(s) with an incorrect Facility ID Number.</li> <li>✓ Open file in a text editing tool, such as Notepad++. See Page 4.</li> <li>✓ Using the Record Number, locate each record in error and correct the Facility ID Number.</li> <li>✓ Re-submit file.</li> </ul>
12.	Database capacity error	<p>Database capacity error. The number of records in the database does not match the number of records submitted. Contact your OSHPD Analyst immediately.</p>	<ul style="list-style-type: none"> <li>• The number of records in the database does not match the number of records submitted.</li> <li>• Some capacity limitation has been reached or system is timing out.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Contact your OSHPD analyst immediately to report this error.</li> </ul>