

Healthy Start Monitoring and Evaluation Data System (HSMED)- II

Grantee User Guide – Common Issues

Version 1.0



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Purpose

The purpose of this document is to provide helpful tips on the common issues that grantees have encountered during file upload to the Healthy Start Monitoring and Evaluation Data System (HSMED-II), and to provide troubleshooting instructions to address the issues encountered.

This document first identifies the specific values that must be removed from files in order to initially upload into HSMED-II and pass the schema check. The rest of the document is organized by Comma-Separated Value (CSV) and Extensible Markup Language (XML) file upload and covers the common issues that may be overlooked with file preparation.

Initial Upload Failure

Files that do not pass the schema and initial upload will result in an immediate error message and not be processed. The most common reason for a file to fail at this stage is because certain symbols are present in one or more fields. These include commas (,), ampersands (&), and left angle brackets/less than signs (<). Please note that within CSV files, while pipe (|) is used for multiple-value fields, it cannot be used in a text field. In a text field, commas can be replaced with other punctuation marks (semi-colons, periods, and other punctuation marks still work).

Below are a number of screenshots showing different error messages that may pop-up depending on the symbol present in the file.

Comma (,) present:

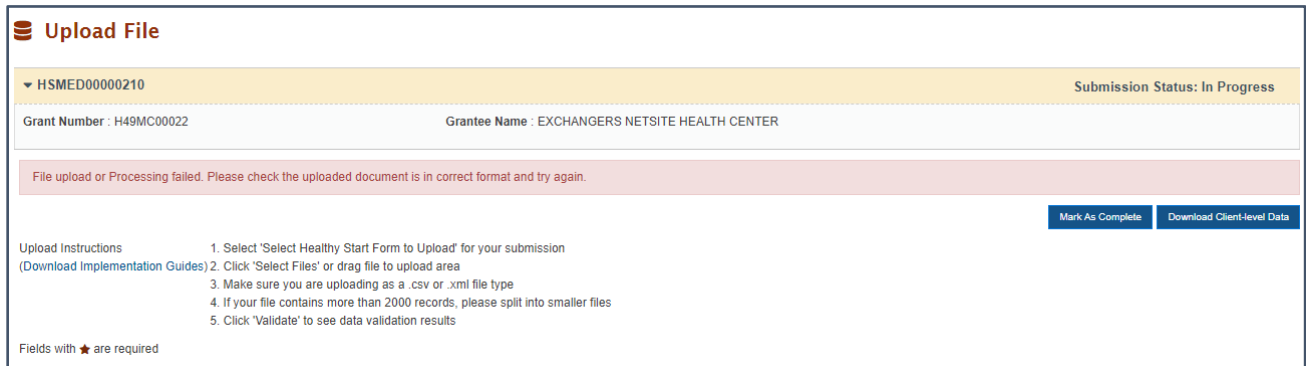


Figure 1: Schema Error with comma present

Ampersand (&) present:

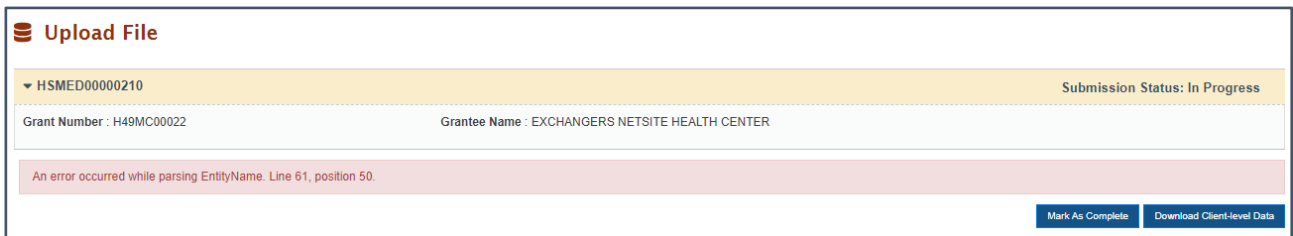


Figure 2: Schema Error with ampersand present

Pipe (|) present:

Upload File

▼ HSMED00000210 Submission Status: In Progress

Grant Number : H49MC00022 Grantee Name : EXCHANGERS NETSITE HEALTH CENTER

The data element 'InterconceptionInterval' is required

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Figure 3: Schema error with pipe present

In cases where a pipe (|) is present in a text field, please check the data element previous to the data element identified in the error message. In this case “InterconceptionInterval” is identified, so check “OtherChronicConditionsSpecification” for a pipe (|). Because pipes are used as a delimiter for multi-select values, adding it into string fields will cause the system to create new elements and interfere with the formatting and your data.

Less than (<) present:

Upload File

▼ HSMED00000210 Submission Status: In Progress

Grant Number : H49MC00022 Grantee Name : EXCHANGERS NETSITE HEALTH CENTER

Name cannot begin with the '<' character, hexadecimal value 0x3C. Line 61, position 50.

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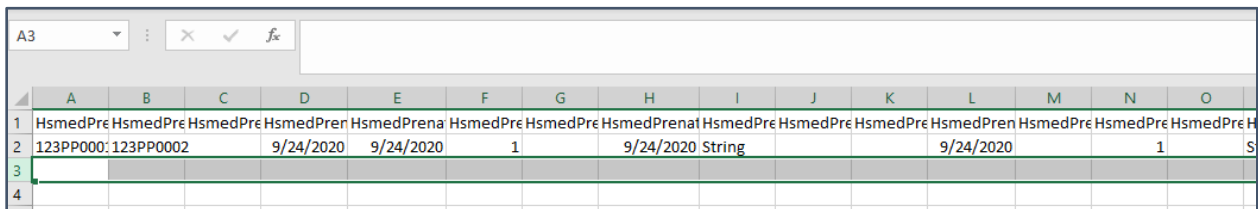
Figure 4: Schema error with < present

CSV Upload Issues

Empty Columns/Rows in CSV file

One issue that may be hard to detect before upload of a CSV file is the presence of “empty columns or rows” within your CSV file. These are simply columns or rows that do not have any visible values within them but are still being read.

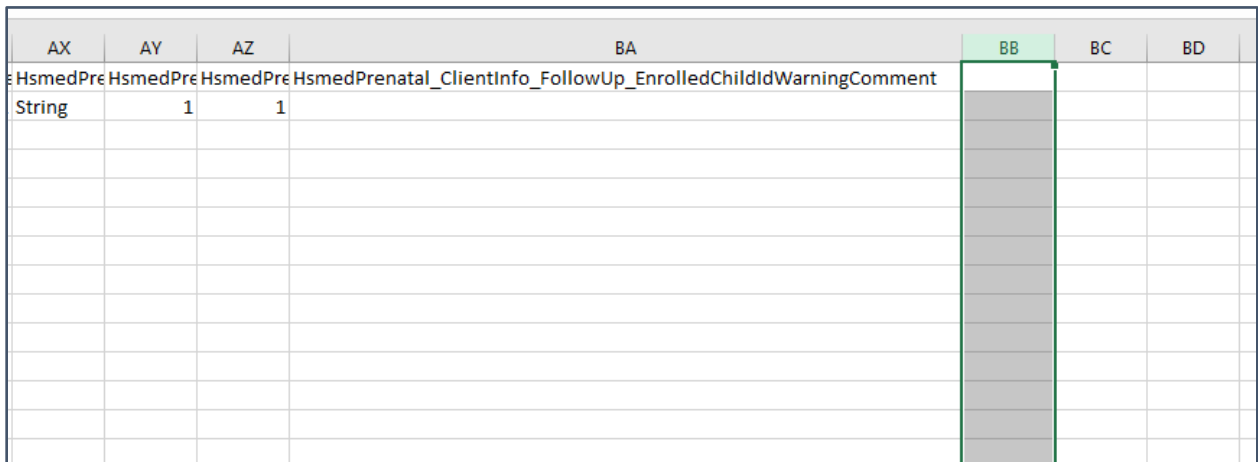
If you are using Excel for your CSVs and want to take preparatory steps to prevent this from happening in the first place, you can select the entire row under your last client and click ‘Delete’ on your keyboard. This will ensure that the row is not read. Likewise, you can go to the last column with a header in your document and select the entire empty column after it and click ‘Delete’ to ensure that column is not read. An example of both is shown below.



The screenshot shows an Excel spreadsheet with columns A through O. Row 2 is selected, highlighted in green. The data in row 2 is: A: 123PP000, B: 123PP0002, C: (empty), D: 9/24/2020, E: 9/24/2020, F: 1, G: (empty), H: 9/24/2020, I: String, J: (empty), K: (empty), L: 9/24/2020, M: (empty), N: 1, O: (empty). The formula bar at the top shows 'A3' and a blank formula.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	HsmedPre	HsmedPre	HsmedPre	HsmedPren	HsmedPrena	HsmedPre	HsmedPre	HsmedPrenat	HsmedPre	HsmedPre	HsmedPre	HsmedPre	HsmedPre	HsmedPre	HsmedPre
2	123PP000	123PP0002		9/24/2020	9/24/2020	1		9/24/2020	String			9/24/2020		1	
3															
4															

Figure 5: Selecting entire row in Excel



The screenshot shows an Excel spreadsheet with columns AX through BD. Column BB is selected, highlighted in green. The data in row 2 is: AX: HsmedPre, AY: HsmedPre, AZ: HsmedPre, BA: HsmedPrenatal_ClientInfo_FollowUp_EnrolledChildIdWarningComment, BB: (empty), BC: (empty), BD: (empty). The data in row 3 is: AX: String, AY: 1, AZ: 1, BA: (empty), BB: (empty), BC: (empty), BD: (empty).

	AX	AY	AZ	BA	BB	BC	BD
1	HsmedPre	HsmedPre	HsmedPre	HsmedPrenatal_ClientInfo_FollowUp_EnrolledChildIdWarningComment			
2	String	1	1				
3							
4							
5							
6							
7							
8							
9							
10							

Figure 6: Selecting entire column in Excel

Incorrect Column Order and Name

Another common issue that can prevent upload of a CSV using Excel is if the columns are not in the exact order as shown in our CSV templates. These columns and headers must be in the exact order and also have the exact same header name as our CSV templates. Any deviation will prevent successful upload.

Server Error Message

CSV files may pass the initial schema check but still run into data validation and format issues and fail to be uploaded successfully. One message that may appear is a Server Error as shown below:

ParentChild_corrected	Ritchie, Hansline	3/11/2021 10:24:34 PM	3/11/2021 10:30:00 PM	Parent Child Form	Feb 2021	Server Error	Validation Report
ParentChild_corrected	Ritchie, Hansline	3/11/2021 10:12:36 PM	3/11/2021 10:20:00 PM	Parent Child Form	Feb 2021	Server Error	Validation Report

Figure 7: Server Error message

Check for Invalid Dates

If you receive a Server Error when submitting a CSV file, please check that your file does not contain invalid dates, such as 2/30/2020. An easy way to check this is by opening the CSV in Excel and adding a filter for the column headers. When opening the filter for a column, invalid dates should be identified out and seen as text at the bottom, rather than showing as a date. Invalid dates will also be automatically left-aligned in Excel (rather than right-aligned) and can also be identified easily that way. Dates must be formatted as “MM/DD/YYYY”.

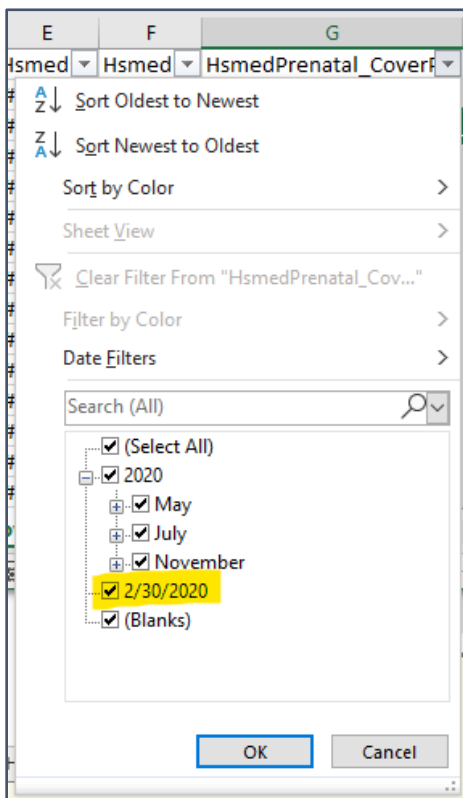


Figure 9: Excel left-aligned invalid date

G
HsmedPrenatal_Coverf
2/30/2020
11/16/2020
11/23/2020

Figure 8: Excel invalid date in filter

XML Upload Issues

Server Error Message

Files may pass the initial schema check but still run into data validation and format issues and fail to be uploaded successfully. One message that may appear is a Server Error as shown below:

ParentChild_corrected	Réche, Hansline	3/11/2021 10:24:34 PM	3/11/2021 10:30:00 PM	Parent Child Form	Feb 2021	Server Error	Validation Report -
ParentChild_corrected	Réche, Hansline	3/11/2021 10:12:36 PM	3/11/2021 10:20:00 PM	Parent Child Form	Feb 2021	Server Error	Validation Report -

Figure 10: Server Error message

XML Formatting

If you receive a Server Error when submitting an XML file, please check that your file follows our overall XML formatting. Please also note that while data elements can be omitted from your XML file and still be successfully uploaded, there are two types of data elements or nodes that must be included. These are the List Element Nodes and Required Element Nodes, covered below.

Include all List Element Nodes

Please check that all list element nodes are included in the XML file, even if you do not have a value for the element. List elements are the fields that include multiple data elements within. Within the Implementation Guides, these are the fields that allow multiple values. An example of a list element node within the XML (opened in Notepad++) is shown below:

```
<PPUID>045PPBMC198</PPUID>
<ChildUID>045EC16539</ChildUID>
<OtherLinkedPPList>
  <OtherLinkedPP></OtherLinkedPP>
  <OtherLinkedPP></OtherLinkedPP>
</OtherLinkedPPList>
<NoOtherPP>1</NoOtherPP>
```

Figure 11: XML list element node example (in Notepad++)

Include all Required Element Nodes

Any data element that is listed as a “Required field” within the Implementation Guides must be included in the XML file. If they are not included, the file will fail to be uploaded to HSMED-II.

Deleting Files from HSMED

HSMED Technical Assistance cannot delete files from HSMED for grantees. If the PPUIDs are correct, please submit a new file with the same PPUIDs and updated information and the information in the system will be overwritten. Previously uploaded files will still be visible in

your upload history but will no longer be viewable by Project Officers (PO). If the PPUIDs are not correct, you will need to contact the EHBs Tier II helpdesk (<https://www.hrsa.gov/about/contact/ehbhelp.aspx>) and ask them to delete clients with incorrect PPUIDs. When you do so, please provide a list of the specific PPUIDs that you would like to be removed from the system.

Requesting Help from HSMED Technical Assistance

When contacting HSMED Technical Assistance with an issue regarding file upload, please send an email to: HealthyStartData@hrsa.gov and use the subject line: “Technical Support Request for HSMED-II”. It is a good idea to always send the file that caused the problem. Oftentimes, the CSV or XML file will need to be looked at directly or tested to determine the cause of the problem. These files will not be shared with anyone and do not contain any Personally Identifiable Information (PII). All clients are also masked with PPUIDs, so do not worry about sending these files.