



NHS Bolton
NHS Foundation Trust

Common Error Messages when accessing ESR

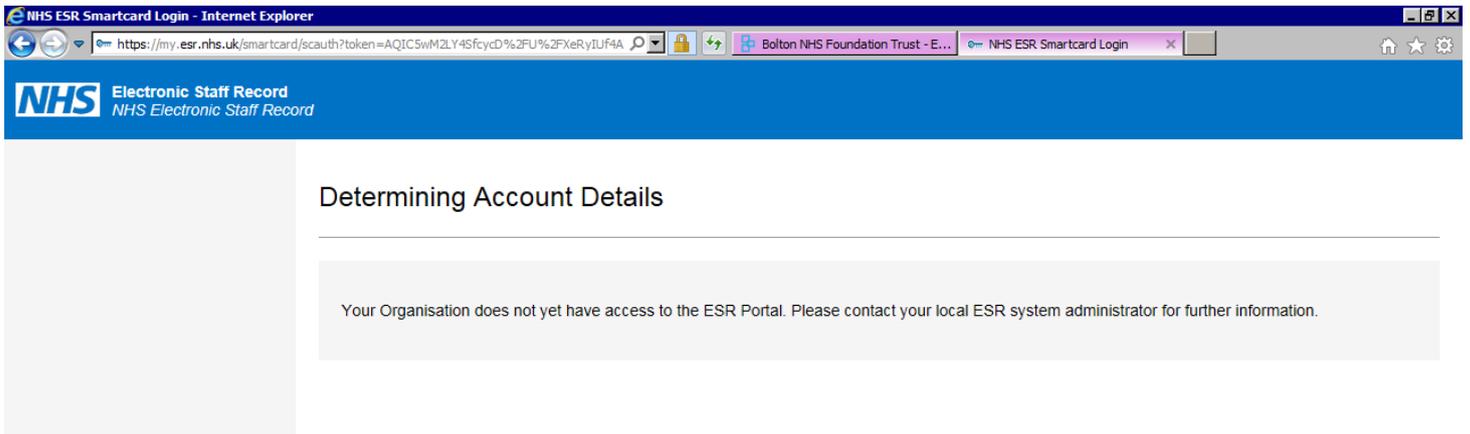


1.

The below error message means the employee's smartcard is not associated (linked) to their Record.

The employee will need to provide The Workforce Information Team with their smartcard number (long number under the photo on the card)

The Workforce Information Team will then link the smartcard to the employee record





2.

This error is because the employee is trying to access ESR via Google Chrome. ESR is not compatible with Chrome and MUST be accessed via Internet Explorer.

The screenshot shows the NHS Electronic Staff Record (ESR) portal. The header is blue with the NHS logo and the text "Electronic Staff Record" and "NHS Electronic Staff Record". The main content area is white and displays the title "Starting ESR Portal". Below the title, there is a grey box containing the following text:

Smartcard Error

There was a problem starting the smartcard login application. The error description and any associated details are shown below.

If you have not been issued with a smartcard, close all browser windows and access the ESR login page to log in using your username and password.

Error Description

[CARD-004] Could not start applet.
The ESR logon applet could not be started. Smartcard login is not supported in the Chrome browser.



3.

This is an IT issue with the Java programme and ESR

There is currently no other solution other than to tell the employee to log off and log back on their computer.

Then open ESR first making sure no other applications are open (e.g. emails , LE2)



We were unable to return you to esr.nhs.uk.

Internet Explorer has stopped trying to restore this website. It appears that the website continues to have a problem.

What you can do:

- [Go to your home page](#)
- [Try to return to \[esr.nhs.uk\]\(http://esr.nhs.uk\)](#)
- [More information](#)



4.

A long error message like the below suggests there is no role assigned to the employee's smart-card.

Email RegistrationAuthority@boltonft.nhs.uk and ask them to assign a role to the employee smartcard.

Once this has been done the employee should be able to log on with their smartcard.

NHS Electronic Staff Record
NHS Electronic Staff Record

Determining Account Details

Error

An internal error occurred.

Please close any open ESR windows and try again. If the error persists, contact ESR Support.

Error Description

Unable to interpret the SAML response

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uk.gov.nhs.esr.sso.auth.SpineAuthenticationException: Unable to interpret the SAML response
at uk.gov.nhs.esr.sso.auth.SpineAuthenticator.process(SpineAuthenticator.java:115)
at uk.gov.nhs.esr.sso.login.handler.SpineAuthenticationHandler.process(SpineAuthenticationHandler.java:83)
at _pages_xonhs_smartcard__spineauthenticator_jspService(_spineauthenticator.java:244)
at weblogic.servlet.jsp.JspBase.service(JspBase.java:34)
at weblogic.servlet.internal.StubSecurityHelper$ServletServiceAction.run(StubSecurityHelper.java:227)
at weblogic.servlet.internal.StubSecurityHelper.invokeServlet(StubSecurityHelper.java:125)
at weblogic.servlet.internal.ServletStubImpl.execute(ServletStubImpl.java:301)
at weblogic.servlet.internal.TailFilter.doFilter(TailFilter.java:26)
at weblogic.servlet.internal.FilterChainImpl.doFilter(FilterChainImpl.java:60)
at oracle.apps.fnd.security.WLFilter.doFilter(WLFilter.java:161)
at weblogic.servlet.internal.FilterChainImpl.doFilter(FilterChainImpl.java:60)
at oracle.apps.jf.cabo.interceptor.JTFWrapperFilter.doFilter(JTFWrapperFilter.java:149)
at weblogic.servlet.internal.FilterChainImpl.doFilter(FilterChainImpl.java:60)
at oracle.apps.jf.base.session.ReleaseResFilter.doFilter(Unknown Source)
at weblogic.servlet.internal.FilterChainImpl.doFilter(FilterChainImpl.java:60)
at oracle.apps.fnd.security.AppsServletFilter.doFilter(AppsServletFilter.java:501)
at weblogic.servlet.internal.FilterChainImpl.doFilter(FilterChainImpl.java:60)
at oracle.security.jps.ee.http.JpsAbsFilter$1.run(JpsAbsFilter.java:138)
at java.security.AccessController.doPrivileged(AccessController.java:456)
at oracle.security.jps.util.JpsSubject.doAsPrivileged(JpsSubject.java:324)
at oracle.security.jps.ee.util.JpsPlatformUtil.runJaasMode(JpsPlatformUtil.java:464)
at oracle.security.jps.ee.http.JpsAbsFilter.runJaasMode(JpsAbsFilter.java:121)
at oracle.security.jps.ee.http.JpsAbsFilter.doFilter(JpsAbsFilter.java:211)
at oracle.security.jps.ee.http.JpsFilter.doFilter(JpsFilter.java:71)
```



5.

This error is an IT issue usually associated with employee's who are using a Trust laptop.

Establish whether the employee is on a Trust laptop and then email IT with a copy of the error asking them to advise

Starting ESR Portal

Smartcard Error

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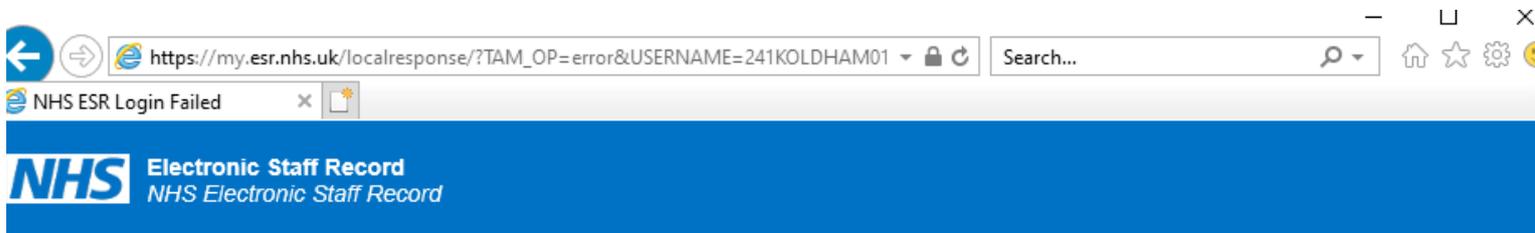
The ESR logon applet could not be started. Make sure your browser has a Sun JRE plug-in version 1.4 or higher, close all windows and start again.



6.

This error suggests that the user is inputting incorrect information when logging in with their username and password. Ensure you have the correct username or if resetting your password ensure you input the correct information (email address, DOB, ESR username)

****Your ESR username is different to your computer log on, to find out your ESR username please see guide [‘04. ESR username & password and remote access’](#)**



NHS Electronic Staff Record Error

An Error Occured. Please verify your login information or contact your ESR administrator.

Log in