

# An unexpected error has occurred

## Summary

The SHRINE web client has encountered a problem not yet classified by the SHRINE development team.

## Explanation

This is a catch-all case for any error that has not been formally defined by the SHRINE web client code, and thus not formally documented on this wiki.

## Resolution

Please report the summary, description, and all details to [shrinehelp@catalyst.harvard.edu](mailto:shrinehelp@catalyst.harvard.edu) so that we can investigate, help solve the problem, and provide better diagnostics in a future release. To improve the quality of your report, please provide any other relevant information, including your current server environment (i.e.: OS, database software used by i2b2, database software used by SHRINE, version of Java, version of i2b2, version of Tomcat, version of SHRINE).