



KAISER PERMANENTE®

DOCUMENT NUMBER:
DOCUMENT TITLE:
DOCUMENT NOTES:

LOCATION:	VERSION:
DOC TYPE:	STATUS:

EFFECTIVE DATE:	NEXT REVIEW DATE:
RELEASE DATE:	EXPIRATION DATE:

AUTHOR:	PREVIOUS NUMBER:
OWNER:	CHANGE NUMBER:

WAM Connection Resolution Guide

(User Level)

1. What is the message or indication of WAM connection issue?

Situation/Observations	Possible Cause	Action
<ul style="list-style-type: none"> • All specimens will be Unregistered. <ul style="list-style-type: none"> ○ Specimens will not have demographics ○ Orders are not recognized • Message "Has lost connection. TCP/IP unable to establish connection" visible on the instruments. • Rules are not working • Are slides being made? • Note if issue is isolated to Sysmex and the following are working as expected: Cerner, other middleware (i.e., UA, Remisol, DI, etc) 	<p>Communication between host (LIS) and Sysmex WAM for orders and results (interface connection) is interrupted.</p>	<p>1. Contact KP ServiceNow at 8-395-1143, or 1-844-563-4357.</p> <ul style="list-style-type: none"> • Provide location WAM site (site A, B, etc) and instrument serial number • Mention the message/s observed. Be specific as possible. • Communicate what is not working, as applicable (XN ? WAM? Slidemaker?) • Mention that it is a patient care issue. • KP HelpDesk will ask a number of troubleshooting steps, possibly including restarting the analyzer. • Ask ticket to be assigned to: ASG CDAS LAB SPECIALTY APPS
<p>Upon loading specimen, message saying "License is expired" came up on WAM and/or instrument</p>	<p>Communication between host (LIS) and Sysmex WAM for orders and results (interface connection) is interrupted.</p> <p>Number of active licenses have exceeded limit of 47.</p>	<p>Log off user at inactive workstations.</p> <p>If logging off inactive workstations, doesn't resolve the issue, call ServiceNow, and mention the message</p>

2. After ServiceNow ticket assignee calls Sysmex TAC, TAC will work with ASG CDAS LAB SPECIALTY APPS for determination of issue extent and start resolution and recovery:

3. What is Sysmex WAM's finding?

- a. Sysmex WAM First level and/or Second level support will call back lab user.
- b. Based on Sysmex WAM's initial finding, TAC will call lab user with the info received and resolution and recovery steps.

WAM Connection Resolution Guide

(User Level)

Suspected Cause	Possible Owner/Attribution	Action
WAM Server Issue on Sysmex WAM side	WAM Support	Work with WAM TAC Support to fulfill the incident ticket resolution
WAM Server Issue on KP	WAM Support + TCS (+ASG CDAS LAB SPECIALTY APPS if needed)	Relay information to SN; ask ticket to be assigned to possible owner group.
Cerner LIS issue	WAM Support + TCS (+ASG CDAS LAB SPECIALTY APPS if needed + Cerner NonIT	Relay information to SN; ask ticket to be assigned to possible owner group.

4. Continue to work with Sysmex TAC to bring the analyzer system up. On notification of issue resolution, re-logged in samples for download to WAM. Keep INC# and REF# on record for possible follow up.