KAISER PERMANENTE®

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WAM Connection Resolution Guide
(User Level)

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

Situation/Observations	Possible Cause	Action

• All specimens will be Unregistered.
   o Specimens will not have demographics
   o 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)
	Communication between host (LIS) and Sysmex WAM for orders and results (interface connection) is interrupted.	1. Contact KP ServiceNow at 8-395-1143, or 1-844-563-4357.
		  • 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

Upon loading specimen, message saying "License is expired" came up on WAM and/or instrument	Communication between host (LIS) and Sysmex WAM for orders and results (interface connection) is interrupted. Number of active licenses have exceeded limit of 47.	Log off user at inactive workstations. If logging off inactive workstations, doesn't resolve the issue, call ServiceNow, and mention the message

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.

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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 US 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.

Signature Manifest

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All dates and times are in Pacific Standard Time.

WAM Connection Resolution Guide

Operations Director Approval

Name/Signature	Title	Date	Meaning/Reason
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Medical Director Approval

Name/Signature	Title	Date	Meaning/Reason
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