	Troubleshooting SCC problems BB.BBIS.1016	Dept:	324311
		Dept Name:	Blood Bank
		Effective Date:	
		Revised Date:	
Name & Title: CLIA Laboratory Medical Director		Contact:	Julie H. Simmons/ Christina S. Warren
Signature:		Date:	

1. General Procedure Statement:

A. Purpose: The purpose of this procedure is to help technologists solve common problems associated with SCC.

B. Responsible Department/Scope:

- i. Procedure owner/Implementer: Julie H. Simmons/ Christina S. Warren
- ii. Procedure prepared by: Julie Jackson
- iii. Who performs procedure: Department staff/management

C. Definitions:

SCC: Soft Computer Consultants; Blood Bank computer system

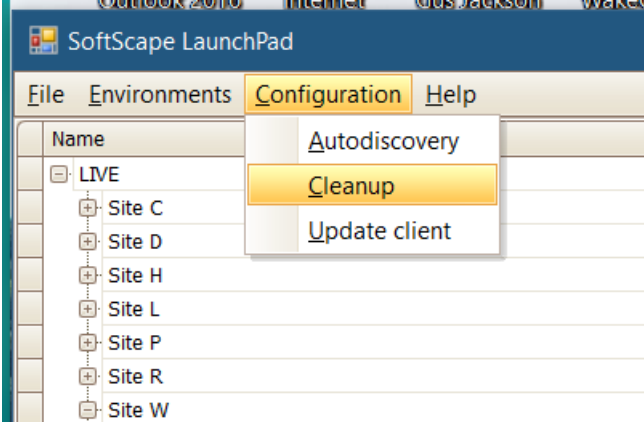
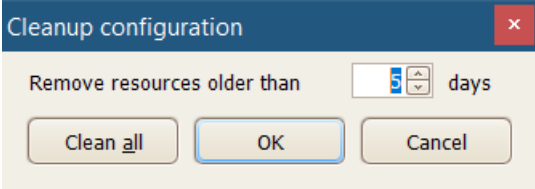
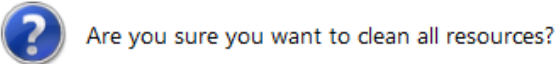
D. Sections:

- I. Fix disappearing functions and boxes in SCC
- II. Error reading client Message Fix
- III. SCC printer has stopped printing

2. Procedure: I. Fix disappearing functions and boxes in SCC

Chemical Risk Assessment: None
 Biological Risk Assessment: None
 Protective Equipment: Lab coat, gloves

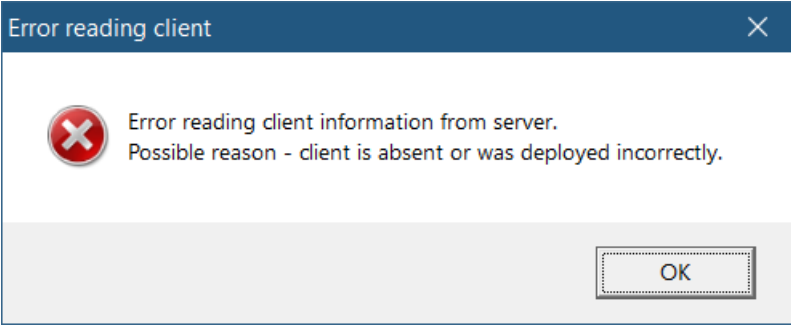
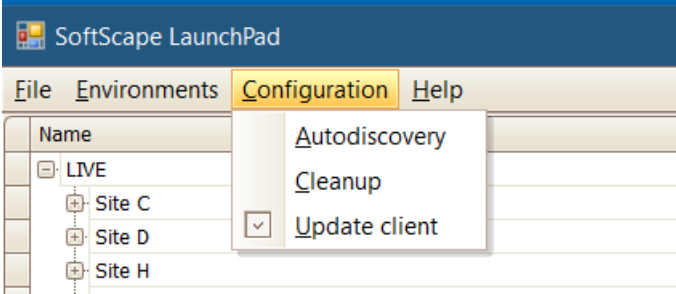
Supplies: None
 Reagents: None
 Equipment: None
 Specimen Requirements: None

STEPS	INSTRUCTIONS	CHANGE/ APPROVAL
1.0	<p>Open the SoftScape launch pad (not the SoftBank shortcut)</p> <p>1.1 Click the + by LIVE to open</p> <p>1.2 Click the + by Site W to open</p>	
2.0	<p>Go to Configuration at the top of the Launchpad</p> <p>3.1 Click on “Configuration”</p> <p>3.2 Click on “Cleanup”</p> <p>a. Be careful not to click on “Update client”, this will cause an error. <i>See section II. Error reading client Message Fix</i></p>  <p>3.3 Select Clean All</p>  <p>3.4 Click Yes to the following question:</p> 	

STEPS	INSTRUCTIONS	CHANGE/ APPROVAL
3.0	Exit out of the Launchpad and close all open SCC windows	
4.0	<p>Open Launchpad (SoftScape) or SoftBank shortcut</p> <p>4.1 The problem should be fixed.</p> <p>4.2 If the problem is not fixed call the HELP desk (#6-4357 {#6-HELP})</p> <p>a. Make sure to tell them it is a CRITICAL ticket for the BEAKER team.</p>	

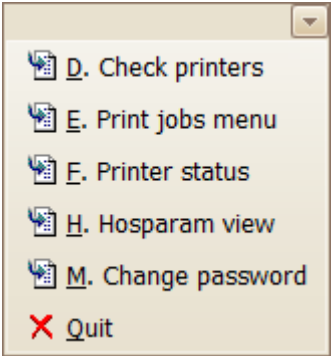
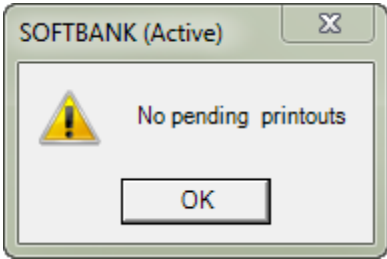
2. Procedure: II. Error reading client Message Fix

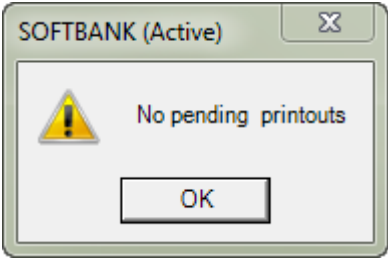
Chemical Risk Assessment: None
 Biological Risk Assessment: None
 Protective Equipment: Lab coat, gloves
 Supplies: None
 Reagents: None
 Equipment: None
 Specimen Requirements: None

STEPS	INSTRUCTIONS	CHANGE/ APPROVAL
1.0	<p>Open SoftScape or SoftBank shortcut</p> <p>1.1 If this error message appears continue to the next step:</p> 	
2.0	<p>Open the SoftScape launch pad (not the SoftBank shortcut)</p> <p>2.1 Click the + by LIVE to open</p> <p>2.2 Click the + by Site W to open</p>	
3.0	<p>Go to Configuration at the top of the Launchpad</p> <p>3.1 Click on “Configuration”</p> <p>3.2 Look to see if there is a check mark by the “Update client” option</p>  <p>3.3 If there is a check mark click on “Update client” again to uncheck it.</p> <p>3.4 SCC should open now without an error message</p> <p>3.5 If there is still an issue call the HELP desk (#6-4357 {#6-HELP}).</p> <p>a. Make sure to tell them it is a CRITICAL ticket for the BEAKER team.</p>	

2. Procedure: III. SCC printer has stopped working

Chemical Risk Assessment: None
Biological Risk Assessment: None
Protective Equipment: Lab coat, gloves
Supplies: None
Reagents: None
Equipment: None
Specimen Requirements: None

STEPS	INSTRUCTIONS	CHANGE/ APPROVAL
1.0	<p>Press shift + F11 while the curser/arrow is in hovering over the gray/background area of SCC</p> <p>1.1 A small menu will pop up</p>  <p>1.2 Click on 'D. Check printers'</p> <p>1.3 If there is a printer down, you would see a box popup with the printer number and it would say 'down' and then list all of the jobs queued to it</p> <ol style="list-style-type: none">In the navigation pane to the right, click 'Cancel jobs' and then 'restart queue'Escape outThe window from step 1.1 will pop up againClick 'D. Check printers' again and there should be a message: 	

STEPS	INSTRUCTIONS	CHANGE/ APPROVAL
	<p>1.4 If there is not a printer down in SCC, you will see this message:</p>  <p>a. If there is not a printer down and tags/labels/reports are still not printing:</p> <ul style="list-style-type: none"> i. Confirm that there are tags/labels/paper in the printer ii. Confirm the printer has power and is turned on iii. If i. and ii. steps above are not the problem, contact the HELP desk: 3-4754 	
<p>2.0</p>	<p>Verify that the printer queue you're clearing is the one that's really down and not at another site (the printer name will start with W)</p> <p>2.1 All sites will be visible if a report or label is being printed</p> <p>2.2 If it says 'running' and not 'down', do not clear it. Unless it's been 'running' for a really long time.</p>	

3. Review/Revised/Implemented:

All procedures must be reviewed according to the Document Change Protocol.
All new procedures that have major revisions must be signed by the CLIA Director.
All reviewed procedures with minor revisions can be signed by the designated section Medical Director.

4. Related Procedures: NA

5. References: NA

6. Attachments: NA

7. Revised/Reviewed Dates and Signatures:

See Document Change Control

Document Change Control

Title: Troubleshooting SCC Problems

Previous title:			
Written date	5/25/20	Written by	JJackson
Validation date		Validation by	
Reviewed date		Reviewed by	
Approved date		Approved by	
Approved date		Approved by	
Effective date in use		In use by	

Revisions

Revised Date	By	MD Date	By	MD Date	By	Review Date	By	Effective Date	By
Validate Date	By	Revisions:							
Revised Date	By	MD Date	By	MD Date	By	Review Date	By	Effective Date	By
Validate Date	By	Revisions:							
Revised Date	By	MD Date	By	MD Date	By	Review Date	By	Effective Date	By
Validate Date	By	Revisions:							
Revised Date	By	MD Date	By	MD Date	By	Review Date	By	Effective Date	By
Validate Date	By	Revisions:							
Locations						Out of Use Date		By	
						Reason:			

Reviews: Record Date/Initials

Date	Initials	Date	Initials	Date	Initials	Date	Initials