TRAINING UPDATE

Lab Location:	SGAH & WAH	**Date Distributed:**	4/10/2014
Department:	Core Group Leads & TIC staff	**Due Date:**	5/8/2014
		Implementation:	**5/8/2014**

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
Troubleshooting Communication Issues with Devices Connected to a Silex Server   SGAH.LIS55, WAH.LIS55 v1

Description of change(s):
Sections 1,2 & 4: replace instrument with device   Section 3: add in charge tech   Section 5: update background to include GEC and printers, add reference to Silex Server list   Section 9: add Silex Server List   This revised SOP will be implemented on May 8, 2014

Document your compliance with this training update by taking the quiz in the MTS system.

Approved draft for training all sites (version 1)

Non-Technical SOP

Title	**Troubleshooting Communication Issues with Devices Connected to a Silex Server**
Prepared by	Marie Sabonis Date: 2/16/2011
Owner	Marie Sabonis Date: 2/16/2011

Laboratory Approval		
Print Name and Title	**Signature**	**Date**
Refer to the electronic signature page for approval and approval dates.		

Local Issue Date: Local Effective Date:

Review:		
Print Name	**Signature**	**Date**

Form revised 3/31/00

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1.   PURPOSE

This procedure provides guidelines to troubleshoot device interfaces that connect to the LIS via Silex Servers.

2.   SCOPE

This procedure applies to devices that are interfaced to the LIS via Silex Servers.

3.   RESPONSIBILITY

Group Leads and In-charge Techs perform this procedure

4.   DEFINITIONS

Silex Server - Communication server; conduit between the device and the LIS (Sunquest)

5.   PROCEDURE

A. Background
Some instruments and printers at Washington Adventist, Shady Grove Adventist and Germantown Emergency Center laboratories are connected to the LIS (Sunquest) via Silex Servers. The Silex servers are connected directly to the device and provide a communication tunnel to the LIS (Sunquest) for data to be sent bidirectionally.

Periodically, we may experience issues with the device not communicating to the LIS (Sunquest). Therefore, orders may not download to the instrument, results may not upload to the LIS (Sunquest) and printers may not print.

This may be caused by communication inadvertently turned off on the instrument or device, the Silex Server, the LIS (Sunquest) or network.

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   B. <mark>**Process**</mark>
1. Refer to Silex Server List to determine if device is connected to a Silex Server
2. Check to see if transmission to LIS (Sunquest) is turned off (see attachment)
3. Check status of Silex Server (see attachment)
4. <mark>If transmission is on and Silex Server status is OK, the Group Lead or Tech in Charge is responsible for contacting LIS On-Call staff.</mark>

6. RELATED DOCUMENTS
None

7. REFERENCES
Silex Server reference manual

8. REVISION HISTORY

| Version	Date	Reason for Revision	Revised By	Approved By
000	3/31/14	Sections 1,2 & 4: replace instrument with device Section 3: add in charge tech Section 5: update background to include GEC and printers, add reference to Silex Server list Section 9: add Silex Server List Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13.	M. Sabonis	M. Sabonis

9. ADDENDA AND APPENDICES

   A. Job Aid for Silex Server (Troubleshooting Instrument Interface Issues)
   B. Silex Server List

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Addendum A

Silex Server (Troubleshooting instrument interface issues)

The Silex Server provides the communication tunnel between the instrument and the LIS(Sunquest)
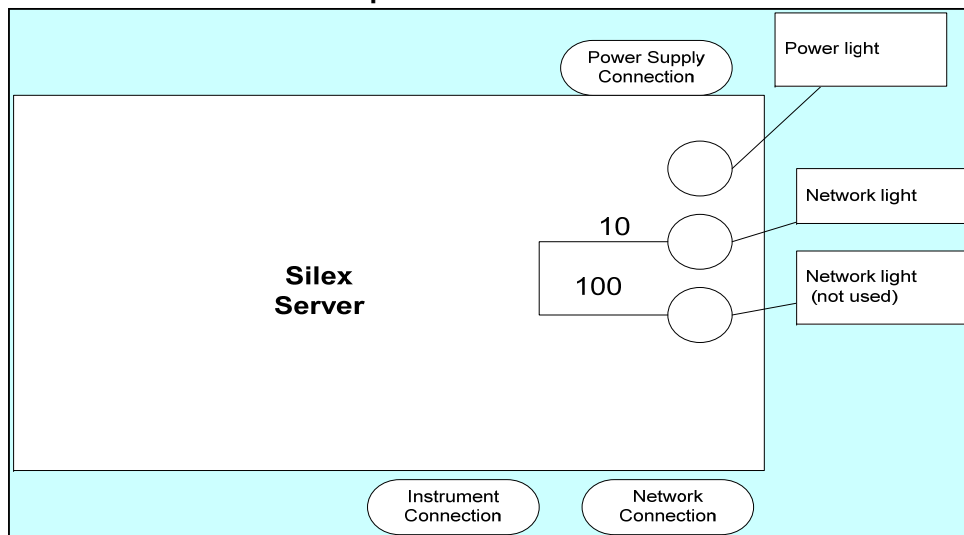
Function	State	Status	
Power	Color	On	Receiving power
	No color	Off	NOT Receiving power
Network Status			
10	Color	On or Blinking	10base-T network active
	No color	Off	10base-T network NOT active
100	Color	On or Blinking	100base-T network active
	No color	off	100base-T network NOT active

Diagram labels: Power Supply Connection, Power light, Network light, Network light (not used), Silex Server, 10, 100, Instrument Connection, Network Connection

Troubleshooting Instrument Interface (follow steps 1-3)
1. Check instrument to determine if Transmission to LIS(Sunquest) is ON
2. If transmission is **ON** then check lights on Silex Server. The power **AND** the 10 or 100 network light should both be lit. (Refer to chart above)
   a. If power light is not ON then locate the power supply connection and try the following:
      Disconnect the power support from the Silex server and then reconnect
      Unplug the power supply from the electrical outlet and reconnect
      Reconnect power supply to a different electrical outlet.

   b. If "10" -or- "100" network light is not ON then locate the network cable connection to the Silex
      Disconnect the network cable from Silex Server and reconnect making sure that it is securely seated in the jack
      Disconnect the network cable from the network jack(follow cable from Silex Server to wall jack) and reconnect
3. If both lights are on (power and network) then reset the Silex Server by disconnecting/reconnecting the power supply from the Silex.
   a. Disconnect the power supply on the Silex Server
   b. Count to 10
   c. Reconnect power supply and Wait 5 minutes before try interface again
4. If steps 1-3 do not resolve the instrument interface issue then contact LIS On-Call Support   Marie Sabonis 3/13/2014

Addendum B

Silex Server List

HID	Com type	IP Address	Hardware	SQ ID	Comments
			Shady Grove Adventist Hospital		
		Phlebotomy / Accessioning			
SGAH	Silex Server	172.16.11.230	Intermec Barcode Printer-Central lab SGAH	323	
SGAH	Silex Server	172.16.11.231	Intermec Barcode Printer- Central Lab SGAH	324	
SGAH	Silex Server	172.16.116.56	Intermec Barcode Printer-CS 3rd floor SGAH	305	
SGAH	Silex Server	172.16.117.181	Intermec Barcode Printer-Phleb SGAH-RT	311	
SGAH	Silex Server	172.16.117.180	Intermec Barcode Printer- Phleb SGAH	312	
SGAH	Silex Server	172.16.11.228	Intermec Barcode Printer-Ref Lab	325	
		Instruments			
SGAH	Silex Server	172.16.10.72	Bactec 9000(Microbiology instrument)	BACS1	
SGAH	Silex Server	labtroy02:9100 (172.16.11.50)	Stago (Coag Instrument)	ST1S	
SGAH	Silex Server	labtroy01:9100 (172.16.116.90)	Stago(Coag instrument)	ST2S	
SGAH	Silex Server	labtroyNN:9100(172.16.116.80)	IRIS (Urine instrument)	IRIS1S	
SGAH	Silex Server	172.16.10.63	Coulter LH (Hematology instrument)	LH2S	
SGAH	Silex Server	172.16.10.62	Coulter LH (Hematology instrument)	LH1S	
SGAH	Silex Server	172.16.9.55:10002	Galileo Echo (Blood Bank Instrument)	ECOS1	
		Others			
SGAH	Silex Server	172.16.11.229	Lexmark dot matrix printer (Blood Bank unit tag printer)	331	
			Germantown Emergency Center		
GEC	Silex Server	10.12.2.62	Coulter LH(Hematology Analyzer)	LHG1	
			Washington Adventist Hospital		
		Phlebotomy / Accessioning			
WAH	Silex Server	172.16.5.214	Intermec Barcode Printer-CS front desk	105	
		Instruments			
WAH	Silex Server	labtroy02:9100 172.16.4.27	Stago	STAW2	
WAH	Silex Server	labtroyw01:9100 172.16.4.26	Stago	STAW1	
WAH	Silex Server	172.16.107.60:10001	Galileo Echo	ECOW1	

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