Atellica® Solution

Troubleshooting Resources
Virtual Training

CCE Team

Atellica Solution System Troubleshooting

How many of you have had the opportunity to Troubleshoot the Atellica Solution System?

Objectives:

At the end of this virtual Training Session you will be able to:

1. Identify System alerts on the Atellica Solution

2. Identify how to troubleshoot errors using the Operator Event Log.

3. Review the steps to create a Service Support Request.

4. Access PEP connect and Siemens Document Library.

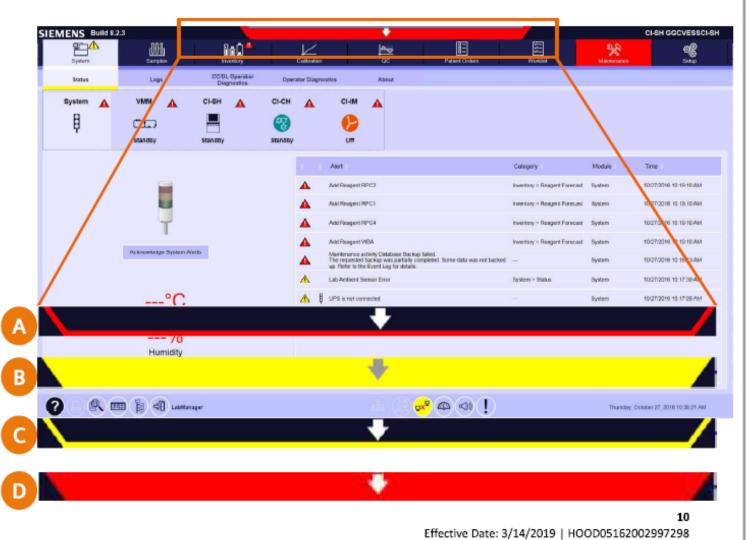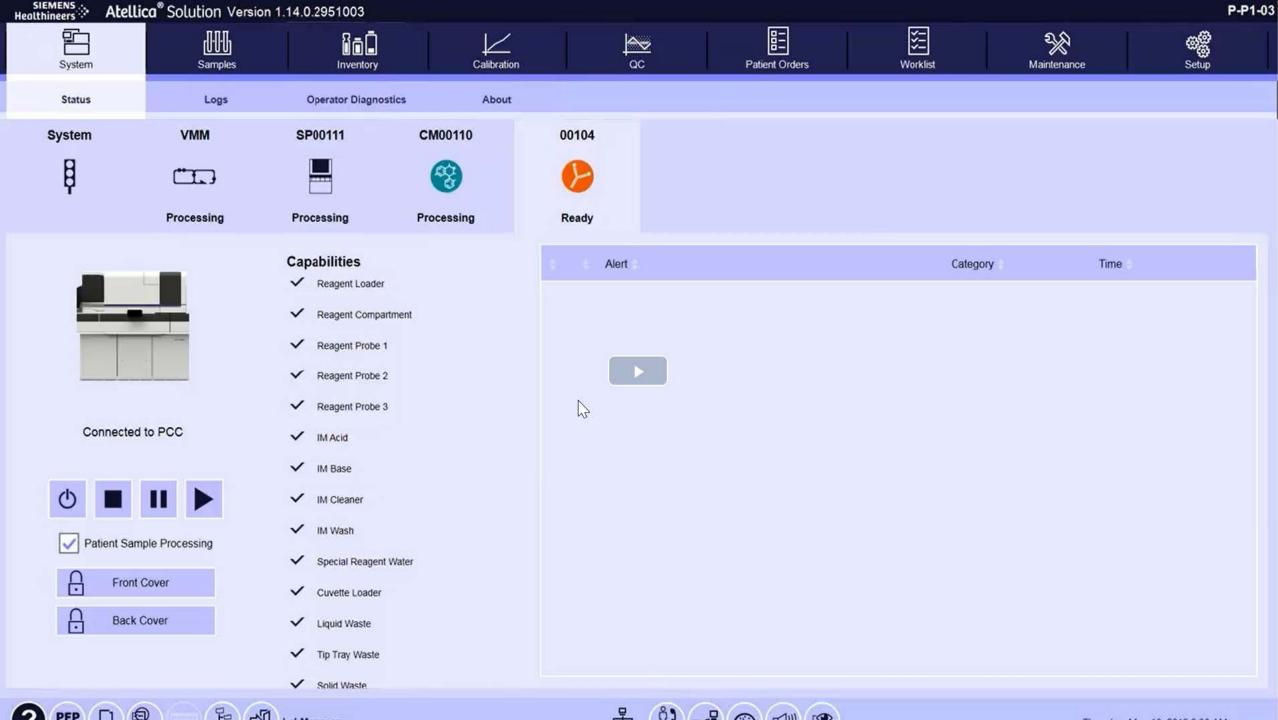5. Access Software Upgrade release notes.

Status Light

System Alerts

The Alert Module displays all active module and system alerts. The operator accesses the Alert Module using the colored tab above the Command bar. To filter alerts, select a Module or Category from the Alert Module.

The system alerts are designated as follows:

A. Black tab with a red outline - errors have been acknowledged but error conditions still exist

B. Solid yellow tab - there are one or more unacknowledged warnings

C. Black tab with a yellow outline - warnings have been acknowledged but warning conditions still exist

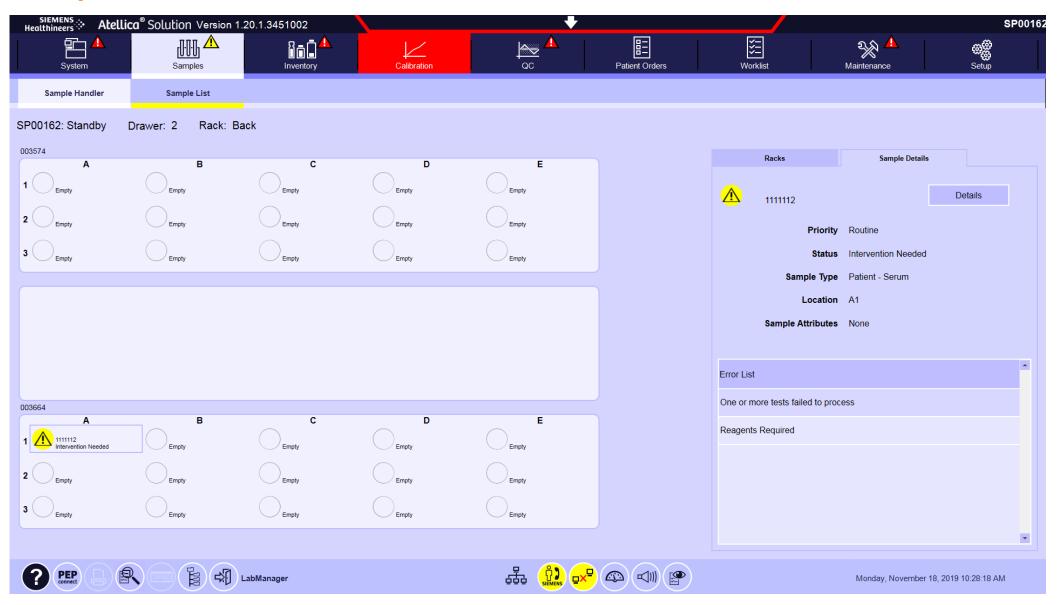D. Solid red tab - there are one or more unacknowledged errors

10

Effective Date: 3/14/2019 | HOOD05162002997298

System	Samples	Inventory	Calibration	QC	Patient Orders	Worklist	Maintenance	Setup

Status	Logs	Operator Diagnostics	About

System	VMM	SP00111	CM00110	00104
	Processing	Processing	Processing	Ready

Connected to PCC

☑ Patient Sample Processing

🔒 Front Cover

🔒 Back Cover

Capabilities

✓ Reagent Loader

✓ Reagent Compartment

✓ Reagent Probe 1

✓ Reagent Probe 2

✓ Reagent Probe 3

✓ IM Acid

✓ IM Base

✓ IM Cleaner

✓ IM Wash

✓ Special Reagent Water

✓ Cuvette Loader

✓ Liquid Waste

✓ Tip Tray Waste

✓ Solid Waste

		Alert	Category	Time

▶

Samples > Sample Handler

Sample Details

Patient Sample Details

Worklist > Worklist Overview

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System > Logs > Operator Event Log

System > Logs > Operator Event Log

Status	Logs	Operator Diagnostics	About

Operator Event Log	System Message Log	LIS Logs	Audit Trail Log

Time: 24 Hours, 00180

Filter ◄

Time	24 Hours ▾
Module	00180 (IM00180) ▾

⚠ Errors

☐	✋ 0	Unacknowledged
☐	✋ 0	Corrective Action
☐	All Other Errors

⚠ Warnings

☐	✋ 0	Unacknowledged
☐	✋ 0	Corrective Action
☐	All Other Warnings

☐ Information

Display Events

Refresh Counters

Advanced Filter

Severity	Module (SN)	Code	Event
⚠	00180 (IM00180)	03 600 02 12	Canceled sample ID 83gdt, test CEA, replicate ID 1. Cannot comple the order.
⚠	00180 (IM00180)	03 600 02 12	Canceled sample ID 83gdt, test CEA, replicate ID 1. Cannot comple the order.
⚠	00180 (IM00180)	03 600 06 16	Volume Check Error on reagent probe 1 at pack P04018110002608 the test CEA
⚠	00180 (IM00180)	03 600 02 12	Canceled sample ID 83gdt, test CEA, replicate ID 1. Cannot comple the order.
⚠	00180 (IM00180)	03 600 06 16	Volume Check Error on reagent probe 1 at pack P04018110002608 the test CEA
⚠	00180 (IM00180)	03 600 02 12	Canceled sample ID 83gdt, test CEA, replicate ID 1. Cannot comple the order.
⚠	00180 (IM00180)	03 600 06 16	Volume Check Error on reagent probe 1 at pack P04018110002608 the test CEA
	00180 (IM00180)	03 600 00 85	Analyzer is inprocess.
	00180 (IM00180)	03 600 07 33	Reagent pack P04018110002608 is sufficiently mixed.
⚠	00180 (IM00180)	03 400 09 35	The primary reagent for CEA, lot 181, is onboard in position 65, but unavailable for tests .
	00180 (IM00180)	03 600 00 62	Analyzer is ready.
⚠	00180 (IM00180)	03 400 09 21	Removed primary reagent pack, barcode P04018110002608.
	00180 (IM00180)	03 600 00 47	Analyzer is warming up.
	00180 (IM00180)	03 600 00 90	Analyzer is in standby

Details: Operating ModeInprocess, CategoryDiagnostics, Code03 600 06 16, Volume Check Error on reagent probe 1 at pack P040

Count 61

MATCH THE ICON ON THE LEFT TO THE DESCRIPTION ON THE RIGHT
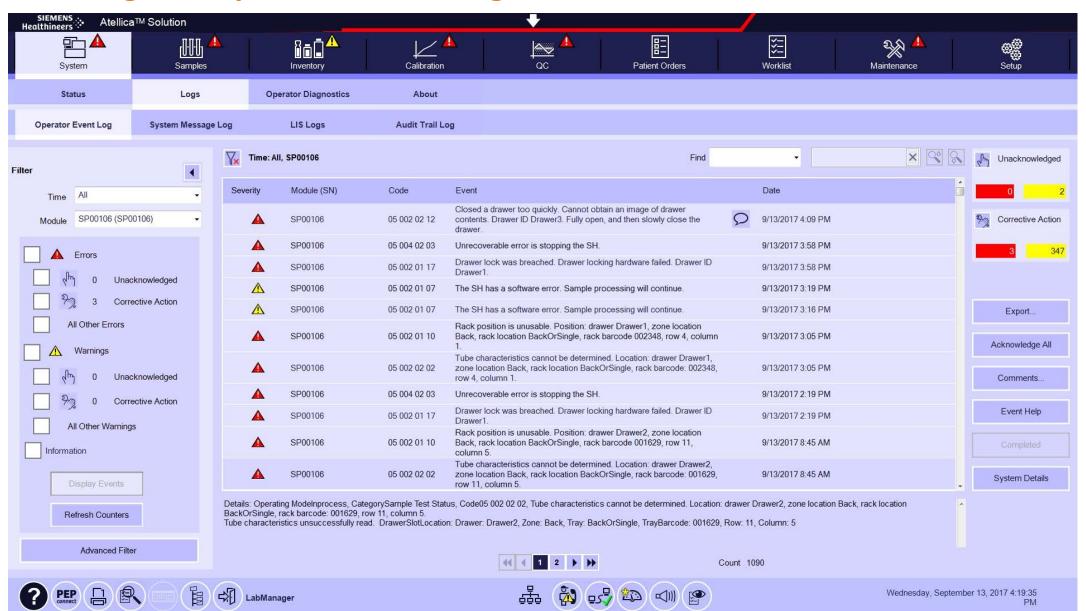
ERRORS

CORRECTIVE ACTION

WARNING

UNACKNOWLEDGED
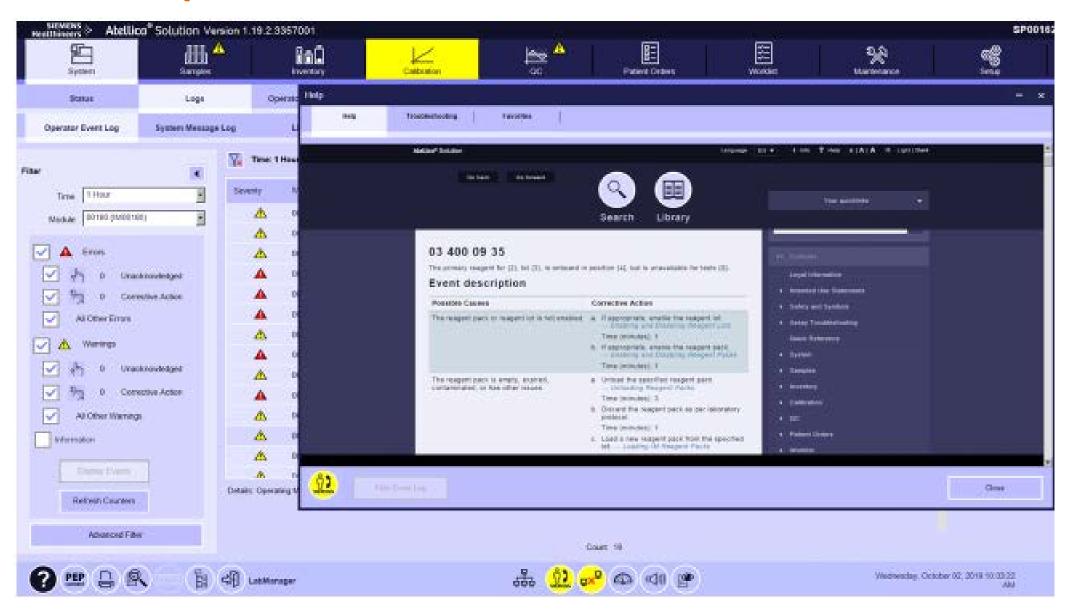
Filtering the Operator Event Log

Selecting the Event
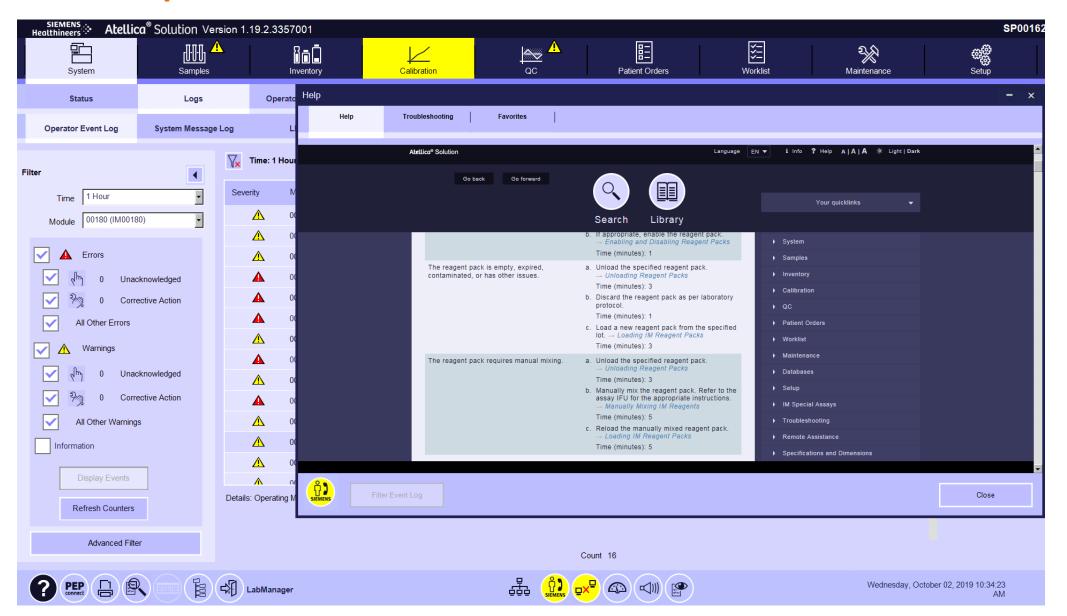
Unrestricted © Siemens Healthineers, 2020
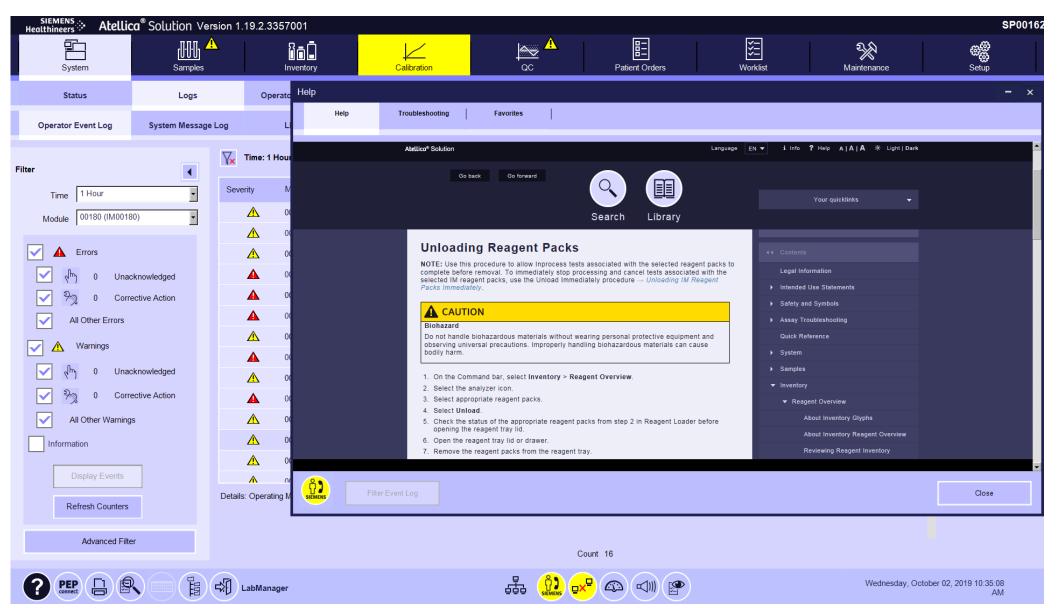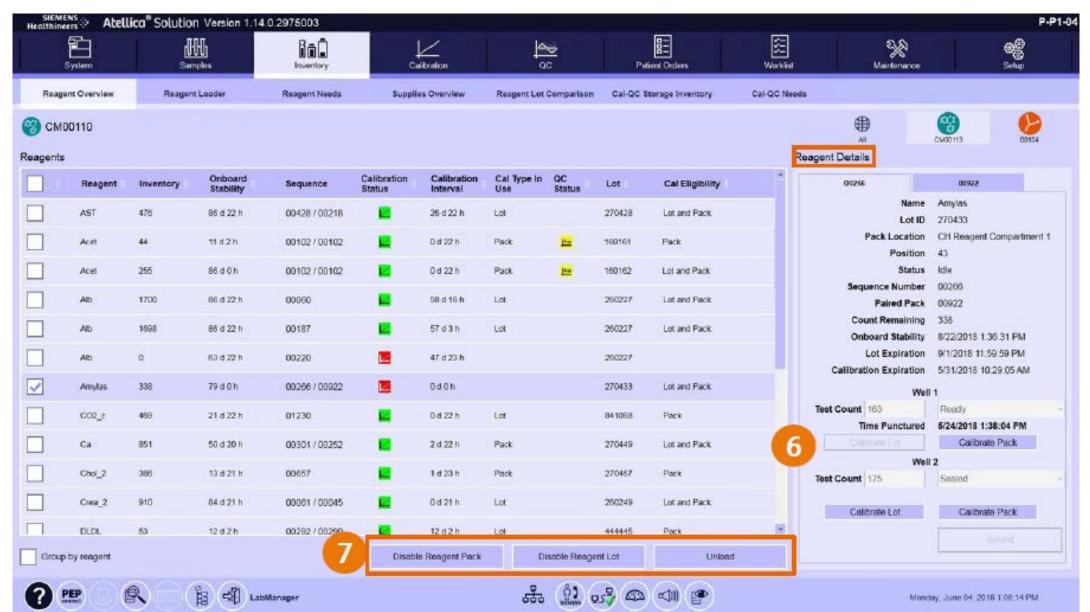
Event Help

Event Help Continued

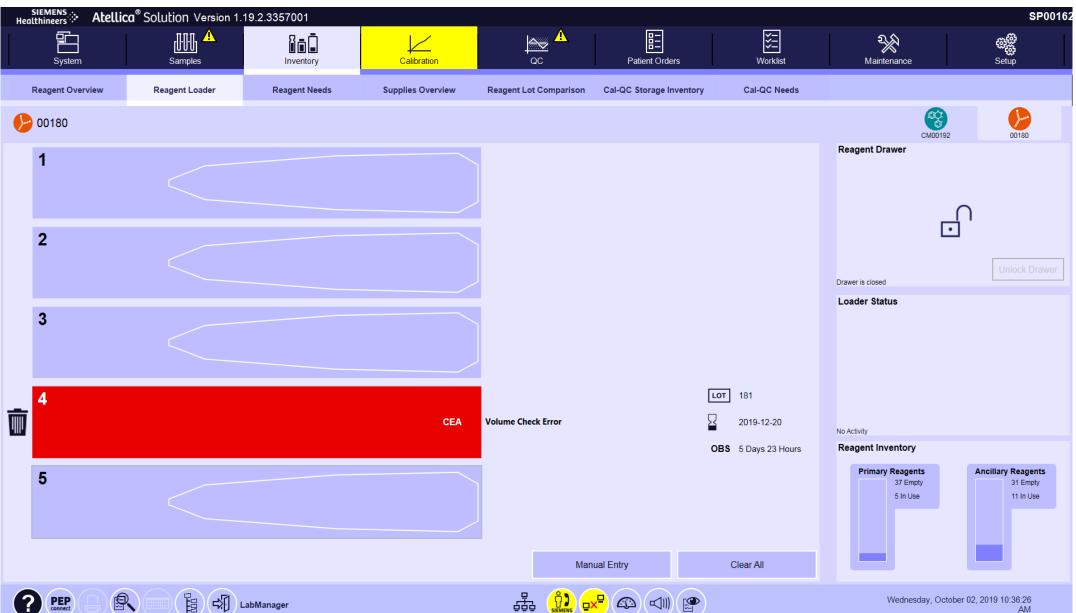# Following the blue hyperlink

Following the blue hyperlink

Inventory > IM Reagent Loader

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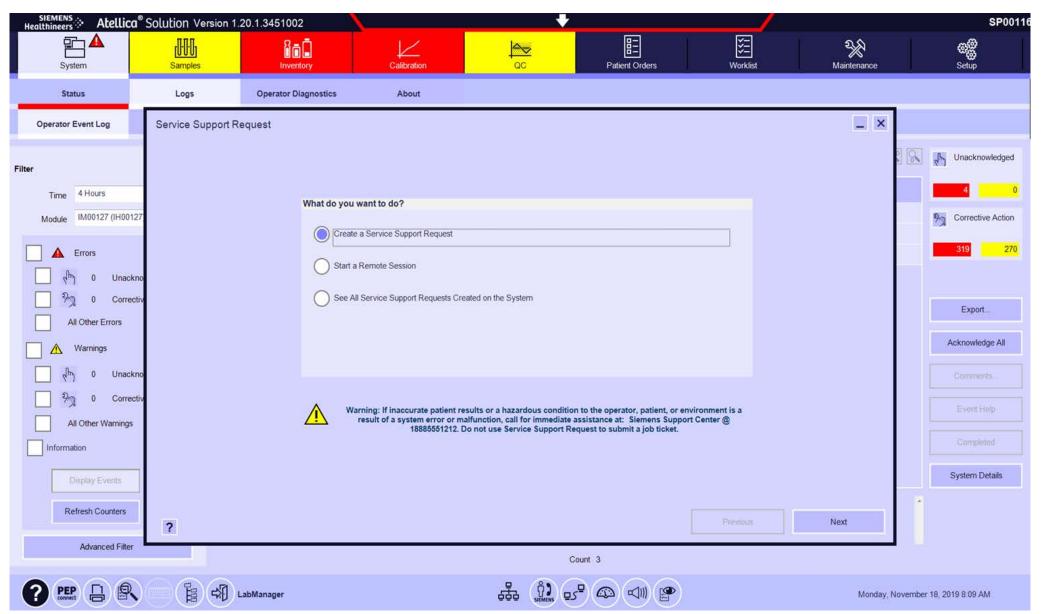
5. Access Software Upgrade release notes.

Question:

How do you usually contact the Technical Solutions Center for System support?

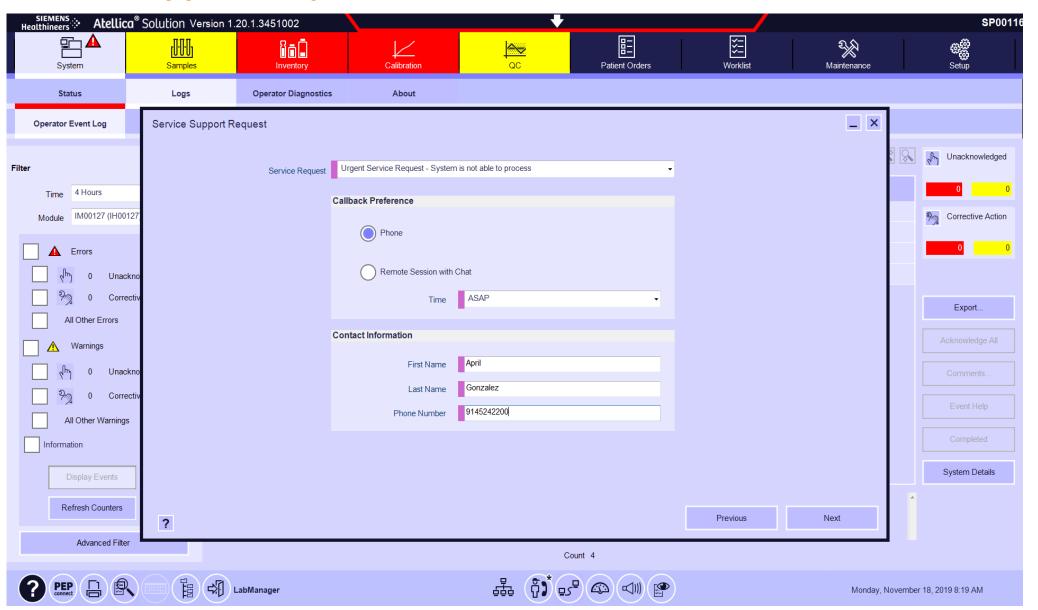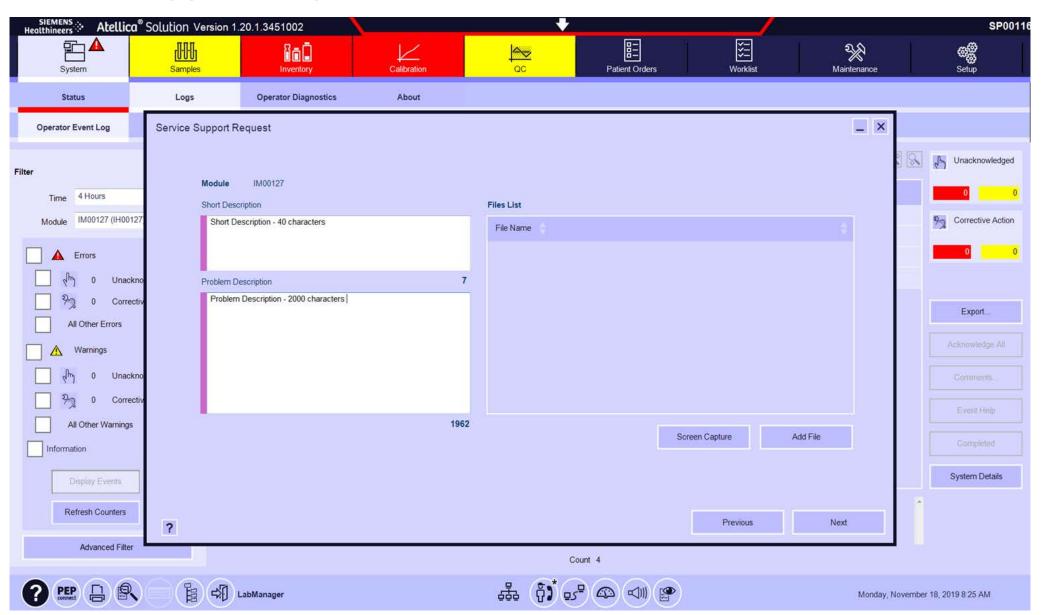# *How to create a Service Support Request*

Service Support Request

Service Support Request continued

Service Support Request continued

Service Support Request continued

Service Support Request continued
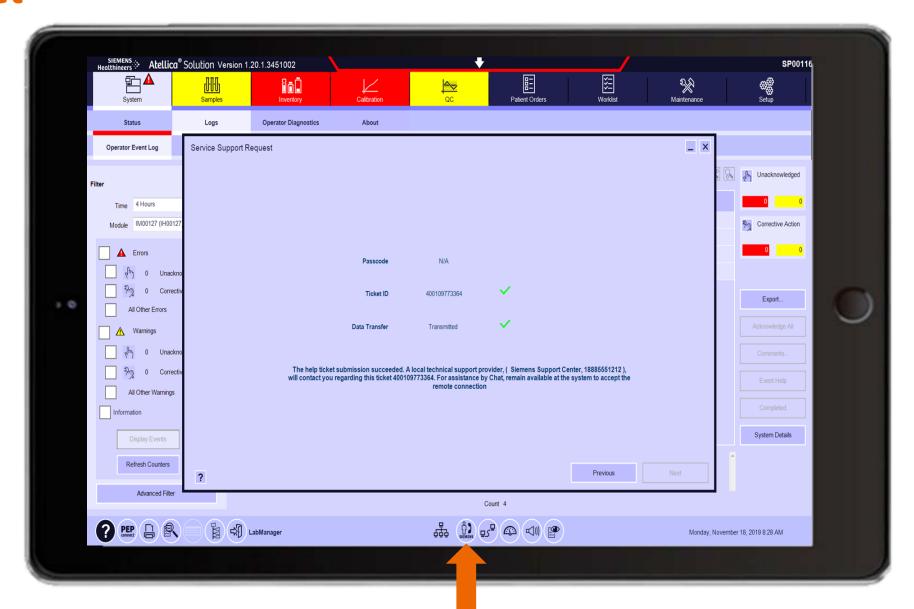
Service Support Request continued

Question:

-
-

What other device will allow you to open a Service Support Request?

Tablet

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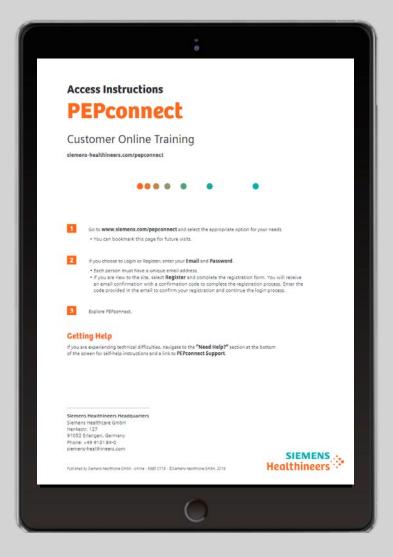
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Training Resources

Atellica Solution System Resources

Where can the Atellica Solution System Training Videos/ Learning Modules and Training support be found?

a.   Document Library

b.   Online Help (OLH)

c.   PEP Connect
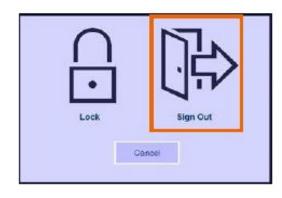
Atellica® Solution Troubleshooting

Recover from a Slow User Interface

A slow user interface (UI) occurs when a window requires more than 5–10 seconds to load.

- For example, 200,000 patient results or 500,000 events take up to 10 seconds for the window to fully display

- This does not apply when data is loading (when features take up to 30 seconds to load) or progress window (indicates time in a progress bar)

To recover from a slow user interface:

1. Sign out and back into the system
   A. On the Status bar, select
   B. Select **Sign Out > Yes**
   C. At the Sign In window, enter the Operator ID and Password
   D. Select **Sign In**
   *This procedure is continued on the next slide

Software Troubleshooting

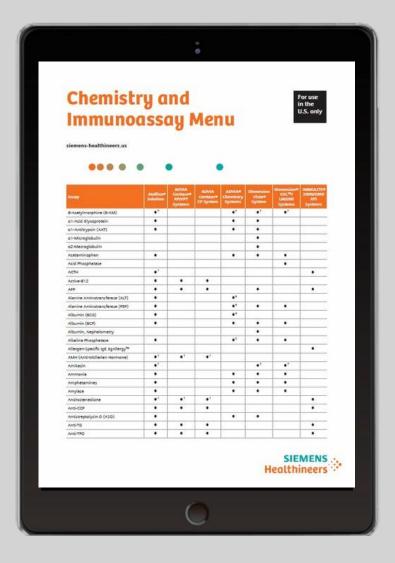**On PEP Connect we have the PCC restart Job aid**

Follow the steps to perform a successful PCC restart.

Siemens Document Library

What types of documents can be found on the Siemens Document Library?

a.   Calibrator Cards

b.   Assay Instructions for Use

c.   Siemens Product Information

d.   All of the Above

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Software Release Notes

Software Version 1.22 Highlights

- **CH Open Channel Enhancements:**
  – Smooth spline-interpolation calibration curve-fit
  – Updated high dose hook effect feature
- Streamlined QC control management with QC automated order creation by analyzer, assay, or onboard packs.

Reliability Enhancements:
- Improved Atellica Magline® Transport reliability by eliminating multiple causes of slow downs and sample overtravel
- Improved IM liquid waste management
- Resolved intermittent issues:
  – SH and IM analyzer maintenance and IMT advance clean complete more consistently
  – Full CH WBA, RPC4, and pretreatment packs are not ejected after maintenance
  – CH calibration orders complete more consistently
  – Streamlined reagent drawer alerts
  – Improved user interface response time when navigating between screens

Installing Software Updates

- Read the software release notes for installing software updates and Online Help using Smart Remote Services

Thank You!

We look forward to working with you again!