

Michelle Dunne

From: HelenaT Martin
Sent: Monday 25 March 2024 16:08
To: Michelle Dunne
Subject: FW: Results not going to LIS [Client Confidential]

Helena Martin,

Eolaí Leighis Sinsearach | Senior Medical Scientist – Haematology

An Roinn Paiteolaíochta agus Leigheas Saotharlainne, Ospidéal Réigiúnach an Tulach Mhór, Bóthar Arden, An Tulach Mhóir, Co. Uíbh Fhailí R35 NY51

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From: Shaw, Gareth <Shaw.Gareth@sysmex.co.uk>
Sent: Wednesday 24 February 2021 13:08
To: Martin, HelenaT <HelenaT.Martin@hse.ie>; babar@customsoftware.ie
Cc: Browne, Sarah <Browne.Sarah@sysmex.co.uk>; Sharkey, Jen <Sharkey.Jen@sysmex.co.uk>
Subject: RE: Results not going to LIS [Client Confidential]

Hi Helena,

I've just had a look at the logs from that date and can see a large number of errors on the LIS connection which may well explain the missing results.

The two errors below (which we've seen before) indicate at one point we lose connection to the LIMS Completely (connection looks to be terminated on the NetAcquire side). The second error indicates that NetAcquire is not responding to the enquiry messages we are sending which again may explain missing chunks of communication.

```
at Sysmex.EPU.Dcs.Kernel.Core.ConnectorManagement.CommunicationChannel.InternalSend(IMessage message)
2021-02-15 12:03:46,614 [13] ((null)) ERROR ? - The message could not be sent. Error: Sysmex.EPU.Dcs.Kernel.Communication.Interfaces.An:
milliseconds)
at Sysmex.EPU.Protocols.Base.Astm.DataLink.AstmProtocolBase.WaitForAnswerToEnqOrThrow()
at Sysmex.EPU.Protocols.Base.Astm.DataLink.AstmProtocolBase.DoSendInternal()
at Sysmex.EPU.Protocols.Base.Astm.DataLink.AstmProtocolBase.DoSend()
at Sysmex.EPU.Protocols.Base.DataLink.ProtocolBase`1.Send(IMessage message)
at Sysmex.EPU.Dcs.Kernel.Core.ConnectorManagement.CommunicationChannel.InternalSend(IMessage message)

at Sysmex.EPU.Dcs.Kernel.Core.ConnectorManagement.LisQueryOrderSynchronCommunicationChannel.ProcessNextInboundMessage()
at Sysmex.EPU.Dcs.Kernel.Core.ConnectorManagement.CommunicationChannel.DoProcessNextMessage()
at Sysmex.EPU.Dcs.Kernel.Core.ConnectorManagement.CommunicationChannel.DoProcess(Object state)
2021-02-15 15:55:57,247 [14] (21395c9d-2af4-4433-900b-8d6e2365b459-SN-60317205) ERROR ? - CloseChannelNoThrow() failed.
2021-02-15 16:08:26,165 [13] (dc742d45-c4e6-49a1-994e-f292dd727021f47d44bf-2e39-42ac-89b7-ff21f9d6ce80) ERROR ? - RHT_LIS_01/RHT_LIS
could be made to port 7002 on any of the following IP(s) :
10.183.15.79 - No connection could be made because the target machine actively refused it 10.183.15.79:7002
Sysmex.EPU.Dcs.Ports.Tcp.CustomException.ConnectionFailedException: No connection could be made to port 7002 on any of the following
10.183.15.79 - No connection could be made because the target machine actively refused it 10.183.15.79:7002
at Sysmex.EPU.Dcs.Ports.Tcp.SocketClient.ThrowConnectionFailedException(IEnumerable`1 addressExceptionList)
at Sysmex.EPU.Dcs.Ports.Tcp.SocketClient.Connect()
at Sysmex.EPU.Dcs.Ports.Tcp.TCPReconnectableClientPort.Connect()
```

@babar@customsoftware.ie Can you please review logs for these days/times and advise? Is there something that can be done on the NetAcquire side to resolve the ENQ issues and the random disconnects?

There's nothing on the EPU side that would explain these drops and is simply not something we see at other sites, apart from sites with very poor network links.

Have performed a Ping test to the NetAcquire server all speed of links looks good to me, so I don't see network infrastructure being an issue. I would guess this is an issue with the interface engine/application server at certain times of day?

```
reply from 10.183.15.79: bytes=32 time<1ms TTL=128
reply from 10.183.15.79: bytes=32 time<1ms TTL=128
reply from 10.183.15.79: bytes=32 time<1ms TTL=128
reply from 10.183.15.79: bytes=32 time<1ms TTL=128
reply from 10.183.15.79: bytes=32 time<1ms TTL=128
reply from 10.183.15.79: bytes=32 time<1ms TTL=128
reply from 10.183.15.79: bytes=32 time<1ms TTL=128
reply from 10.183.15.79: bytes=32 time=17ms TTL=128
reply from 10.183.15.79: bytes=32 time<1ms TTL=128
reply from 10.183.15.79: bytes=32 time<1ms TTL=128
reply from 10.183.15.79: bytes=32 time<1ms TTL=128
reply from 10.183.15.79: bytes=32 time<1ms TTL=128
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reply from 10.183.15.79: bytes=32 time<1ms TTL=128
reply from 10.183.15.79: bytes=32 time<1ms TTL=128
reply from 10.183.15.79: bytes=32 time<1ms TTL=128
```

Would appreciate any feedback Babar can give on this.

Kind Regards

Gareth

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From: Martin, HelenaT <HelenaT.Martin@hse.ie>
Sent: 24 February 2021 12:42
To: Shaw, Gareth <Shaw.Gareth@sysmex.co.uk>; babar@customsoftware.ie
Cc: Browne, Sarah <Browne.Sarah@sysmex.co.uk>
Subject: Results not going to LIS

Hi Guys,

Another phone call from an irate service user! Sample number 60317044 analysed on 15 Feb 21 and result on EPU but not on LIS. Nothing in cockpit either, have you now turned off this feature Gareth? Are we getting anywhere with this issue?

Regards,

*Helena Martin MSc FACSLM
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